



## **REGIONAL OFFICE Internal Services**



**OFFICE OF THE REGIONAL DIRECTOR –  
Financial and Administrative Division (FAD)  
Internal Services**



<b>SERVICE NAME:</b>	<b>1. Handling of Request for Certification of Remittances</b>			
The <b>Certification of Remittances</b> is issued to officials and employees providing information as to the status of remittances of their premiums, contributions, and payment of loans to GSIS, HDMF and PHIC.				
<b>Office or Division:</b>	Financial and Administrative Division (FAD) Office of the Regional Director (ORD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	NTC Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly accomplished Request for Certification Form			FAD, ORD	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>Pre – Assessment Stage</b>				
1. Submits request form	1. Receives request form	None	30 Minutes	Admin Aide IV / Admin Aide VI / Admin Asst II
<b>Processing Stage</b>				
	2. Prepares the Certificate based on records of remittances	None	23 Hours	Admin Asst II
	2.1 Reviews prepared Certificate			Accountant II
	2.2 Approves the Certificate			Accountant II
2. Receives the Certificate	3. Issues the Certificate		1 Hour	Admin Aide IV / Admin Aide VI / Admin Asst II
	<b>TOTAL</b>		<b>24 Hours</b>	



<b>SERVICE NAME:</b>	<b>2. Issuance of Obligation Request and Status (ORS) for Utilization of Approved Budget Allocation</b>			
The <b>Obligation Request and Status (ORS)</b> form is used by the requesting/originating units/offices in the utilization of approved budget allocations.				
<b>Office or Division:</b>	Financial and Administrative Division (FAD) Office of the Regional Director (ORD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	NTC Officials and Employees, Suppliers, Contractors, Government Entities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Obligation Request and Status (ORS) Form  2. Complete and correct supporting documents based on existing budgeting, accounting and auditing rules and regulations and other laws and issuances.  <i>Notes:</i> 1. The Box A of ORS form should be duly signed by the requesting unit. 2. The requesting unit should attach the DV form with Box A duly signed by the requesting unit.			For Maintenance and Other Operating Expenses – General Services Unit  For Personal Services Expenses – Human Resources Unit  For Traveling Expenses – NTC Officials and Employees	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>Pre – Assessment Stage</b>				
1. Submits ORS form and supporting documents  1.1 Receives the request and the NOD	1. Screens request for preliminary assessment  1.1 <i>If incomplete</i> , returns the ORS with supporting documents and issues Notice of Deficiency (NOD)	None	1 Hour	Admin Asst III



	1.1. <i>If complete</i> , acknowledges receipt of request in the logbook			
<b>Processing Stage</b>				
	2. Indicates serial number on the ORS Form and records the same in registry  2.1 Certifies that allotment is available and obligated for the purpose/adjustment necessary as indicated and records the same in registry	None	23 Hours	Admin Asst III  Chief Administrative Officer (Budget Officer Designate)
	3. Issues the certified ORS with the complete and correct supporting documents to the Accounting Unit	None	1 Hour	Chief Administrative Officer (Budget Officer Designate)
	<b>TOTAL</b>		<b>24 Hours</b>	



<b>SERVICE NAME:</b>		<b>3. Issuance of Disbursement Voucher (DV) for Payment of Obligations</b>		
The <b>Disbursement Voucher (DV)</b> form is used to pay an obligation to employees and creditors for services rendered and goods purchased.				
<b>Office or Division:</b>		Financial and Administrative Division (FAD) Office of the Regional Director (ORD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		NTC Officials and Employees, Suppliers, Contractors, Government Entities		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>Obligation Request Status Form and complete and correct supporting documents <i>Note: Boxes A and B should be duly signed.</i></li> <li>Disbursement Voucher (DV) <i>Note: Box A should be duly signed by the requesting unit.</i></li> </ol>			Budgeting Unit, FAD, ORD	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>Pre – Assessment Stage</b>				
<ol style="list-style-type: none"> <li>Submits ORS, DV and supporting documents</li> </ol> <ol style="list-style-type: none"> <li>1.1 Receives the request and the NOD</li> </ol>	<ol style="list-style-type: none"> <li>Receives request from Budgeting Unit</li> <li>1.1 Checks request for completeness and correctness of supporting documents and amount claimed</li> </ol> <i>If supporting documents is not complete, or the amount claimed is not proper, returns the request to the Requesting Unit and issues Notice of Deficiency (NOD)</i>	None	1 Hour	Accountant II



<b>Processing Stage</b>				
	2. Indicates serial number on the DV Form and records the same in registry 2.1 <i>If applicable</i> , computes appropriate withholding tax 2.2 Indicate accounting entries in Box B 2.3 Certifies in Box C the following: a. Cash available b. Subject to Authority to Debit Account (when applicable) c. Supporting documents complete and amount claimed proper 2.4 Conducts pre-audit of DV 2.5 Records payment in the Index of Payments (IoP) 2.6 Approves/ disapproves payment of claim, subject to signing/ countersigning authority	None	23 Hours	Accountant II
	3. Issues the approved DV to Cash Unit	None	1 Hour	Accountant II
	<b>TOTAL</b>		<b>24 Hours</b>	



<b>SERVICE NAME:</b>	<b>4. Issuance of Modified Disbursement Systems (MDS) Check and List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) for Payment of Claims</b>
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The **Modified Disbursement System (MDS) Check** is issued to pay the creditors/payees chargeable against the account of the Treasurer of the Philippines maintained with a MDS Government Servicing Bank (MDS-GSB) and covered by Notice of Cash Allocation (NCA).

The **List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA)** is issued to the MDS-GSB reflecting the names of creditors/payees to be paid and the corresponding amounts of the unpaid claims, and authorizing the debit of specified amount from the available NCA balance.

<b>Office or Division:</b>	Financial and Administrative Division (FAD) Office of the Regional Director (ORD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
<b>Who may avail:</b>	NTC Officials and Employees, Suppliers, Contractors, Government Entities

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly approved Disbursement Voucher (DV) 2. Duly certified Obligation Request Status (ORS) 3. Complete and correct supporting documents			Accounting Unit, FAD, ORD	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Pre – Assessment Stage				
1. Submits requirements	1. Receives complete and correct requirements from Accounting Unit	None	1 Hour	Admin Aide III / Admin Aide VI
Processing Stage				
	2. If creditor/payee has no existing LBP account  a. Prepares and signs MDS Check and ACIC  b. Countersigns the MDS Check and approves ACIC	None	23 Hours	Admin Aide III / Admin Aide VI  Director II





	<p>2.1 If creditor/ payee has existing LBP account</p> <p>a. Prepares and signs the following: i. LDDAP-ADA ii. FinDES/BillerDES iii. SLIAE</p> <p>b. Certifies that the LDDAP is prepared in accordance with existing rules and regulations.</p> <p>c. Approves the following: i. LDDAP-ADA ii. FinDES/BillerDES iii. SLIAE</p> <p>d. Signs the ADA</p> <p>e. Counter signs the ADA</p>			<p>Admin Aide III / Admin Aide VI</p> <p>Accountant II</p> <p>Director II</p> <p>Admin Aide III / Admin Aide VI</p> <p>Director II</p>
3. Receives information that payment is already credited to their account/ MDS check is ready for release and issues Official Receipt and signs the "Received" portion of DV	<p>3. Releases payment</p> <p>3.1 For LDDAP-ADA, informs claimant that payment is already credited to their accounts</p> <p>3.2 For MDS Check, informs claimant that MDS Check is ready for release</p>	None	1 Hour	Admin Aide III / Admin Aide VI
	<b>TOTAL</b>		<b>24 Hours</b>	

Notes: 1. **ACIC** refers to Advice of Checks Issued and Cancelled.

2. **FinDES** refers to Financial Data Entry System for payroll account.

3. **BillerDES** refers to Biller Data Entry System for other creditors.

4. **SLIAE** refers to Summary of LDDAP-ADA issued and Invalidated ADA Entries.



<b>SERVICE NAME:</b>	<b>5. Handling of Request for the Issuance of Accountable Forms, Common-Use Supplies, Materials and Equipment</b>			
<p>The <b>accountable forms, common-use supplies, materials, and equipment</b> are issued for the daily operational activities of the requesting office.</p> <p><i>Note: The forms, supplies, materials and equipment included in this procedure covers only those which are readily available in stock and inventory.</i></p>				
<b>Office or Division:</b>	Financial and Administrative Division (FAD) Office of the Regional Director (ORD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	NTC Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Requisition and Issue Slip (3 copies)			Requesting Unit	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>Pre – Assessment Stage</b>				
1. Submits Requisition and Issue Slip (RIS)	1. Screens the Requisition and Issue Slip (RIS) for completeness of entries	None	1 hour	Admin Aide IV/ Admin Asst III
1.1 Receives the RIS with information of deficiencies	1.1 <i>If incomplete</i> , returns RIS			
<b>Processing Stage</b>				
2.1 Receives the RIS with corresponding notation.	2. Verifies inclusion of the requested items in the Requesting Unit's Project Procurement Management Plan (PPMP)	None	16 Hours	Admin Aide IV/ Admin Asst III
	2.1 <i>If not included</i> , returns the RIS with notation that the PPMP should be revised to authorize			



	<p>procurement of the items</p> <p>2.2 Checks availability of the requested items in inventory</p> <p>a. <i>If not available</i>, informs Requesting Unit and proceeds for procurement</p> <p>b. <i>If available</i>, approves RIS</p> <p>2.3 Prepares the requested items for release and</p> <p>a. IR, <b>or</b></p> <p>b. ICS/ PAR.</p>			<p>Chief Administrative Officer</p> <p>Admin Aide II / Admin Aide VI/ Admin Asst III</p>
<p>3. Receives the items delivered; acknowledges in the "Received by" portion of the RIS; and receives and receives IR or ICS/PAR</p>	<p>3. Releases the requested items and issues to end-user's copy of RIS and</p> <p>a. IR, <b>or</b></p> <p>b. ICS/ PAR.</p>	None	8 Hour	Admin Aide II / Admin Aide VI/ Adm Asst II / Admin Asst III
	<b>TOTAL</b>		<b>24 Hours</b>	

Notes:

1. **IR** refers to *Invoice Receipt for Accountable Forms*
2. **ICS** refers to *Inventory Custodian Slip for equipment.*
3. **PAR** refers to *Property Acknowledgment Receipt for equipment.*



<b>SERVICE NAME:</b>	<b>6. Handling of Request for Application for Leave</b>	
The <b>Application for Leave</b> is issued to officials and employees providing authority not to report for work with or without pay as may be provided by law and in accordance with the Omnibus Rules on Leave.		
<b>Office or Division:</b>	Financial and Administrative Division (FAD) Office of the Regional Director (ORD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	NTC Officials and Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished Application for Leave (CSC Form No. 6, Revised 2020) in three (3) original copies 2. Supporting Requirements, as applicable		Human Resource Unit, FAD, ORD
<b><u>Checklist of Supporting Requirements:</u></b>		
<b>Vacation Leave</b>		
A. Thirty (30) days and above		
1. Duly approved Clearance from Money, Property and Work-Related Accountabilities		
B. Outside the Philippines		
1. Letter request for issuance of Travel Authority stating details of travel		
2. Endorsement by immediate supervisor allowing the employee's leave of absence		
3. Certificate of No Administrative Case		
<b>Sick Leave</b>		
A. Exceeding five (5) days or filed in advance		
1. Medical Certificate (Medical Abstract) of the employee or any member of the family		
2. Affidavit, <i>in case medical consultation was not availed.</i>		
<b>Special Privilege Leave (3 days)</b>		
<i>If outside the Philippines,</i>		
1. Letter request for issuance of Travel Authority stating details of travel		
2. Endorsement by immediate supervisor allowing the employee's leave of absence		
3. Certificate of No Administrative Case		
<b>Mandatory/Forced Leave (5 days)</b>		
1. Approved Schedule of Mandatory Leave		
<b>Expanded Maternity Leave</b>		
under R.A. 11210 (105 days and additional 5 days for solo parent)		
1. Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery		



<p>2. Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a), <i>if needed</i> Duly approved Clearance from Money, Property and Work-Related Accountabilities</p>
<p><b>Solo Parent Leave</b> under R.A. 8972 (7 days) 1. Solo Parent Identification Card</p>
<p><b>Paternity Leave</b> under R.A. 8187 (7 days) 1. Certificate of Live Birth of the child or medical certificate from the hospital, in case of miscarriage 2. Marriage Contract</p>
<p><b>Special Emergency (Calamity) Leave</b> under CSC MC02 s. 2012 (maximum of 5 days) 1. Calamity declaration by authorized government entity 2. Barangay Certification of calamity-stricken area 3. Picture of damaged property</p>
<p><b>Special Leave Benefits</b> under R.A. 9710 (For women who will undergo gynecological treatment – maximum of 2 months) 1. Medical Certificate stating the nature of the illness and the course of treatment and Medical Abstract 2. Duly approved Clearance from Money, Property and Work-Related Accountabilities (if thirty (30) days or more)</p>
<p><b>Violence Against Women and their Children (VAWC) Leave</b> under R.A. 9262 (maximum of 10 Days) 1. Proof / Certification of pending case relative to VAWC issued by Barangay Chairman or Barangay Kagawad or Prosecutor of the Clerk of Court</p>
<p><b>Rehabilitation Leave</b> (job related injuries or accidents sustained in going to or from the office at usual route – maximum of 6 months) 1. Letter request signed by the employee or in case the employee is unable to write, his/her immediate family 2. Police Report (if any) 3. Medical Certificate stating the nature of the illness and the course of treatment and Medical Abstract 4. Duly approved Clearance from Money, Property and Work-Related Accountabilities (if thirty (30) days or more)</p>
<p><b>Monetization of Leave Benefits</b> 1. Letter request stating purpose of monetization if 50% or more of the accumulated leave credits 2. Proof of purpose</p>
<p><b>Study Leave</b> (maximum of 6 months) 1. Letter of Intent 2. Proof of enrolment 3. Service Undertaking 4. Duly approve Clearance from Money, Property and Work-Related Accountabilities (if thirty (30) days or more)</p>



<b>Terminal Leave</b>				
<ol style="list-style-type: none"> <li>1. Acceptance Letter in case of resignation</li> <li>2. Clearance from Money, Property and Work-Related Accountabilities (if thirty (30) days or more)</li> <li>3. Clearance from Ombudsman or Declaration of Pendency/Non-Pendency of Case</li> <li>4. SALN as of the date of retirement/resignation</li> <li>5. Clearance or Approval from GSIS</li> </ol>				
<b>Adoption Leave</b>				
<ol style="list-style-type: none"> <li>1. Authenticated copy of the Pre-Adoptive Placement Authority issued by the Department of Social Welfare and Development (DSWD)</li> </ol>				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>Pre – Assessment Stage</b>				
1. Submits <i>Application for Leave Form</i> and supporting requirements	1. Screens and reviews application as to completeness of supporting requirements	None	1 Hour	Admin Aide IV / Admin Asst II
<b>Processing Stage</b>				
	<ol style="list-style-type: none"> <li>2. Certifies leave credits and indicates leave balances</li> <li>2.1 Recommends approval or provides reason for disapproval</li> <li>2.2 Approves or provides reason for disapproval</li> </ol>	None	23 Hours	Admin Aide IV / Admin Assist II  Chief Administrative Officer  Authorized Approving Authority
3. Receives the approved (disapproved) Application for Leave	3. Provides a copy of approved (disapproved) application	None	1 Hour	Admin Asst II
	<b>TOTAL</b>		<b>24 Hours</b>	



<b>SERVICE NAME:</b>	<b>7. Issuance of Clearance from Work-Related, Money and Property Accountabilities</b>
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The **Clearance from Work-Related, Money and Property Accountabilities** is issued to officials and employees pursuant to CSC Memorandum Circular No. 24, s. of 2017 or the *2017 Omnibus Rules on Appointments and Other Human Resource Actions*, to certify that the official or employee is free from accountabilities and has no pending case under any of the following circumstances:

1. Payment of terminal and other retirement benefits
2. Transfer to other regional offices (RO) or other government agencies
3. Promotion and reemployment
4. Retirement and resignation
5. Leave applications for:
  - a. Vacation Leave (more than 30 calendar days)
    - Outside the Philippines:
      - Less than 30 calendar days, clearance from RO
      - More than 30 calendar days, clearance from RO and CO
  - b. Sick Leave (more than 30 calendar days)
  - c. Magna Carta for Women (more than 30 calendar days)
  - d. Expanded Maternity Leave
  - e. Rehabilitation Leave (more than 30 calendar days)
  - f. Study Leave

<b>Office or Division:</b>	Financial and Administrative Division (FAD) Office of the Regional Director (ORD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	NTC Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Request Form 2. Duly accomplished <i>Application for Clearance Form, CSC Form No. 7 s. 2017</i> , (4 copies)  <i>Note: For employees assigned in the Regional Office, Clearance Form approved by the Regional Director</i>	Human Resource Unit, FAD, ORD



Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
<b>Pre – Assessment Stage</b>				
1. Submits Request Form and application for Clearance Form	1. Screens request as to correctness of units/ signatories authorized to issue clearances	None	1 Hour	Admin Aide III / Admin Aide IV
<b>Processing Stage</b>				
	2. Indicates status of accountabilities from the following units: <ul style="list-style-type: none"> <li>a. Work-related</li> <li>b. Supply and Property</li> <li>c. Human Resource</li> <li>d. EMPLU</li> <li>e. Finance</li> <li>f. Payroll and remittance</li> <li>g. Legal affairs</li> </ul> <p><i>If employee has no accountability, ticks the box under the "Cleared" column. <u>Otherwise</u>, ticks the box under the "Not cleared" column and attaches the document/s that employee has remaining obligation or accountability.</i></p>	None	23 Hours	Immediate Supervisor Admin Asst III Admin Asst II EMPLU Rep Accountant II Admin Asst II Attorney III
2.1 Receives a copy of the document	2.1 Reviews clearances from units. <i>If not cleared</i> , provides the employee a copy of the uncleared accountability  2.2 Approves Clearance			Chief Administrative Officer Admin Asst II  Director II
3. Receives the Clearance	3. Releases the approved Clearance	None	1 Hour	Admin Asst II
	<b>TOTAL</b>		<b>24 Hours*</b>	

\*per clearing unit





<b>SERVICE NAME:</b>	<b>8. Handling of Request for Certification of</b> <b>A. Service Record</b> <b>B. Employment and Compensation</b> <b>C. Leave Balances</b> <b>D. No Pending Administrative Case</b>	
<p>The <b>Certificate of Service Record</b> is issued to officials and employees providing complete employment records pursuant to Executive Order No. 54 dated 10 August 1954 and GSIS Circular No. 58 dated 10 August 1954.</p> <p>The <b>Certificate of Employment and Compensation</b> is issued to officials and employees providing employment status, salaries, benefits and other remunerations.</p> <p>The <b>Certificate of Leave Balances</b> is issued to officials and employees certifying the accumulated leave balances.</p> <p>The <b>Certificate of No Pending Administrative Case</b> is issued to attest that an employee has no disciplinary complaint filed and docketed before the Commission for violation of civil service rules and regulations.</p>		
<b>Office or Division:</b>	Financial and Administrative Division (FAD) Office of the Regional Director (ORD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen	
<b>Who may avail:</b>	NTC In-Service, Separated from Service, Resigned, Transferred or Retired Officials and Employees, Other Government Office	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished Request Form		Applicant



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
<b>Pre – Assessment Stage</b>				
1. Submits request form	1. Receives request	None	30 Minutes	Admin Aide IV/ Admin Asst II
<b>Processing Stage</b>				
	2. Prepares the Certificate based on Employee 201 File and HR Documents  2.1 Reviews the Certificate  2.2 Approves the Certificate	None	23 Hours	Admin Aide IV  Chief Administrative Officer  Director
3. Receives the Certificate	3. Releases the Certificate	None	1 Hour	Admin Asst II
	<b>TOTAL</b>		<b>24 Hours</b>	



<b>SERVICE NAME:</b>	<b>9. Handling of Request for Verification of Records</b>			
The <b>verification of records</b> , including but not limited to certificates, permits, licenses and result of rating, is provided to support the licensing units' capability to check the existence of the record on file, correctness and authenticity of the details stated therein.				
<b>Office or Division:</b>	Financial and Administrative Division (FAD) Office of the Regional Director (ORD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Enforcement and Operations Divisions, Central Records Unit			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Notice of Request for Verification			Delivery Unit	
2. Copy of certificate, permit, or license for verification			Delivery Unit	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>Pre – Assessment Stage</b>				
1. Submits notice through electronic mail, facsimile or the record to be verified	1. Screens notice of request for verification.	None	30 minutes	Admin Aide IV / Admin Aide VI
<b>Processing Stage</b>				
	2. Checks availability and authenticity of record on file. <i>Otherwise</i> , requests from the originating Licensing Unit of the Regional Office to confirm the availability and authenticity of records in archive.		23 Hours	Admin Aide IV / Admin Aide VI
	2.1 Provides the necessary verification details on record and indicates the applicable remark:			Admin Asst III



	a. Available, true, and correct; <i>or</i> b. Available but not true and correct; or c. No file available  2.2 Reviews/ approves verification of the record.			
2. Receives verified record	3. Forwards verified record to the Delivery Unit		1 Hour	Admin Aide IV / Admin Aide VI
	<b>TOTAL</b>		<b>24 Hours</b>	