

# Citizen's Charter



## 1. SELLING OF VISION SCREENING KITS (Agency to Agency)

**Description of the Service:** Describes the procedures for selling and delivering vision screening kits to government agencies.

|                            |                                                                   |
|----------------------------|-------------------------------------------------------------------|
| <b>Office or Division</b>  | National Institutes of Health - Philippine Eye Research Institute |
| <b>Classification</b>      | Highly Technical                                                  |
| <b>Type of Transaction</b> | Government to Government – DOH / DepEd                            |
| <b>Who may Avail</b>       | DOH / DepEd                                                       |

| CHECKLIST OF REQUIREMENTS        | WHERE TO SECURE       |
|----------------------------------|-----------------------|
| 1. Letter of Request             | Requesting Agency     |
| 2. Request For Quotation (RFQ)   | PERI                  |
| 3. Purchase Order (PO)           | Requesting Agency     |
| 4. Memorandum of Agreement (MOA) | PERI                  |
| 5. Statement of Account (SOA)    | UPM Accounting Office |
| 6. Official Receipt              | UPM Cash Office       |

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| CLIENT STEPS                                                                        | AGENCY ACTION               | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|-------------------------------------------------------------------------------------|-----------------------------|-----------------|-----------------|--------------------|
| 1. Sends inquiry via email, text, call, walk-in, and through different social media | 1.1 Acknowledge the inquiry | N/A             | 2 minutes       | Requesting Agency  |

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| CLIENT STEPS                                 | AGENCY ACTION                                                                         | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------------------------------------------|---------------------------------------------------------------------------------------|-----------------|-----------------|--------------------|
| 2. Receives acknowledgement of inquiry       | 2.1 Check supplies and prepare Request For Quotation (RFQ)                            | N/A             | 5 minutes       | PERI NVSP Staff    |
| 3. Waits for the Request For Quotation (RFQ) | 3.1 Request For Quotation (RFQ) signed by the director                                | N/A             | 1 day           | PERI Director      |
| 4. Receives Request For Quotation (RFQ)      | 4.1 Sends the Request For Quotation (RFQ) to the requesting agency through PERI email | N/A             | 3 minutes       | PERI NVSP Staff    |

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| CLIENT STEPS                                                        | AGENCY ACTION                                                                                                    | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                          |
|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|---------------------------------------------|
| 5. Sends Purchase Order (PO)                                        | 5.1 Receives Purchase Order (PO)                                                                                 | N/A             | 3 minutes       | Requesting Agency                           |
|                                                                     | 5.2 Signs the Purchase Order (PO) by the Director                                                                | N/A             | 3 minutes       | PERI Staff                                  |
| 6. Drafts the Memorandum of Agreement (MOA)                         | 6.1 Drafts the Memorandum of Agreement (MOA)                                                                     | N/A             | 10 minutes      | PERI NVSP Staff<br>Administrative Officer V |
| 7. Reviews of the draft Memorandum of Agreement (MOA)               | 7.1 Sends the draft Memorandum of Agreement (MOA) to the requesting agency, for review                           | N/A             | 2 minutes       | PERI NVSP Staff                             |
|                                                                     | 7.2 Send back the reviewed draft Memorandum of Agreement (MOA)                                                   | N/A             | 5 days          | Requesting Agency                           |
|                                                                     | 7.3 Submits the draft Memorandum of Agreement (MOA) to the UPM Legal Office, for legal review                    | N/A             | 1 day           | PERI NVSP Staff                             |
| 8. Transmits and signs legal reviewed Memorandum of Agreement (MOA) | 8.1 Transmits and recommends for signature the Memorandum of Agreement (MOA) to the PERI Director as the Witness | N/A             | 7 days          | UPM Legal Office                            |

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| CLIENT STEPS                                             | AGENCY ACTION                                                                                                                                                                                                                        | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                                                 |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|--------------------------------------------------------------------|
|                                                          | 8.2 Receives, signs as Witness and transmits the Memorandum of Agreement (MOA) to the Chancellor                                                                                                                                     | N/A             | 2 days          | PERI Director<br>PERI NVSP Staff                                   |
|                                                          | 8.3 Receives and signs the Memorandum of Agreement (MOA) by the UPM Chancellor                                                                                                                                                       | N/A             | 1 day           | Office of the Chancellor                                           |
| 9. Receives Memorandum of Agreement (MOA)                | 9.1 Receives the signed Memorandum of Agreement (MOA)                                                                                                                                                                                | N/A             | 1 day           | PERI NVSP Staff<br>Administrative Officer V                        |
| 10. Transmits the signed Memorandum of Agreement (MOA)   | 10.1 Transmits the signed Memorandum of Agreement (MOA) and Purchase Order (PO) to the requesting agency<br><br>Note: Shipping cost may varies depending on the location of the requesting agency and will be shouldered by the PERI | N/A             | 7 days          | PERI NVSP Staff<br>Administrative Officer V<br><br>Courier Service |
| 11. Receives and signs the Memorandum of Agreement (MOA) | 11.1 Receives and signs the Memorandum of Agreement (MOA) by the authorized signatories                                                                                                                                              | N/A             | 5 days          | Requesting agency                                                  |

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| CLIENT STEPS                                           | AGENCY ACTION                                                                                                                                                                         | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                     |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|----------------------------------------|
| 12. Transmits the signed Memorandum of Agreement (MOA) | 12.1 Transmits back the Memorandum of Agreement (MOA) to PERI                                                                                                                         | N/A             | 1 day           | Requesting Agency                      |
| 13. Receives signed Memorandum of Agreement (MOA)      | 13.1 Receives signed Memorandum of Agreement (MOA)                                                                                                                                    | N/A             | 7 days          | Courier Service<br>PERI NVSP Staff     |
| 14. Notarizes the Memorandum of Agreement (MOA)        | 14.1 Notarizes the Memorandum of Agreement (MOA)<br><br>Note: Notarization fee will be shouldered by the PERI                                                                         | N/A             | 3 minutes       | PERI NVSP Staff                        |
| 15. Assembles of the Vision Screening Kits             | 15.1 Starts assembling of the Vision Screening Kits<br><br>Note: Approximately 150 kits/day, subject to the availability of assemblers.                                               | N/A             | 1 day           | PERI Staff                             |
| 16. Delivers the Vision Screening Kits                 | 16.1 PERI notifies the requesting agency about shipment and delivers the Vision Screening Kits and<br><br>Note: Shipping cost of the kits will be shouldered by the requesting agency | N/A             | 7 days          | PERI NVSP Staff<br><br>Courier Service |

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|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------------------------|------------------------------------------|
| 17. Receives the delivered Vision Screening Kits | 17.1 Receives the delivered Vision Screening Kits by the requesting agency                                                                                          | N/A                     | 3 days                                          | Requesting Agency                        |
| 18. Prepares the Statement of Account (SOA)      | 18.1 Submits the copies of the Purchase Order (PO) and Memorandum of Agreement (MOA) to the Accounting Office for the preparation of the Statement of Account (SOA) | N/A                     | 2 days                                          | PERI NVSP Staff<br>UPM Accounting Office |
| 19. Sends the Statement of Account (SOA)         | 19.1 Sends through email the Statement of Account (SOA) to the requesting agency                                                                                    | N/A                     | 1 day                                           | PERI NVSP Staff<br>Requesting Agency     |
| 20. Pay the Corresponding Amount                 | 20.1 Pays the corresponding amount in a form of manager's check to the UPM Cash Office                                                                              | Php 3,000.00 /kit       | 1 day                                           | Requesting Agency<br>UPM Cash Office     |
|                                                  | 20.2 Sends copy of the Official Receipt as proof of payment to PERI email                                                                                           | N/A                     | 1 day                                           | Requesting Agency                        |
|                                                  | 20.3 Acknowledges receipt of the submitted proof of payment                                                                                                         | N/A                     | 2 minutes                                       | PERI NVSP Staff                          |
| <b>TOTAL</b>                                     |                                                                                                                                                                     | <b>Php 3,000.00/kit</b> | <b>Service Rendered: 54 days and 33 minutes</b> |                                          |

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