



# AGRICULTURAL CREDIT POLICY COUNCIL

## CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



## I. **Mandate:**

The Agricultural Credit Policy Council (ACPC) was created in 1986 by virtue of Executive Order 113 to synchronize all agri-credit policies and programs in support of the Department of Agriculture (DA) priority programs. It was also tasked to monitor and evaluate the economic soundness of all evaluate the credit programs. It became an attached agency of DA through Executive Order No. 116. It was mandated to administer the Comprehensive Agricultural Loan Fund (CALF) through Administrative Order No.5.

In 1992, the role of ACPC was expanded by RA 7607, the Magna Carta of Small Farmers assigning it to conduct special projects to promote innovative financing schemes for small farmers, and to orchestrate institution building programs for agricultural finance institutions, cooperatives, coop banks, agri-corporations and small borrowers to improve their access to credit.

The Agricultural Modernization Act (AFMA), RA 8435 paved the way for ACPC to carve its niche in a liberalized and globalized environment. In support of AFMA, ACPC was tasked to develop the design of the Agro-Industry Modernization Credit and Financing Program on the AMCFP which is the only credit pipeline for agriculture and fisheries under the law. Subsequently, the ACPC was tasked to oversee the implementation of the AMCFP as per AMCFP Guidelines (ACPC Council Resolution No. 01-1999).

In 2016, the DBM approved the creation of a new Accreditation and Certification Division in ACPC with 3 plantilla positions in support of ACPC's added mandate to certify the eligibility of bonds and other debt securities and accredit non-bank rural financial institutions (NBRFIs) pursuant to Republic Act No. 10000 (a.k.a the Agri-Agra Reform Credit Act of 2009) and its I.R.R. and Department of Agriculture (DA) - Special Order 605 of 2011.

ACPC's functions were further expanded in scope and coverage in relation to the implementation of nationwide access to fast, convenient and affordable credit for small farmers and fisherfolks which is ACPC's sole responsibility to ensure that credit funds being infused by the National Government are directly utilized by the intended small farmers and fisherfolks-beneficiaries in support of the DA food security programs.



## **II. Vision:**

The ACPC is the institution on agri-credit and program development that promotes a sustainable and effective delivery of financial services to the countryside.

## **III. Mission:**

To develop and advocate agri-credit policies and orchestrate programs that promote farmers and fisherfolk access to sustained financial services.

## **IV. Service Pledge:**

We, the officers and staff of ACPC, are committed to the efficient and expeditious development and advancement of finance policies and programs that promote access to sustainable financial services for the agriculture and fisheries sector.

We therefore pledge to serve the public with professionalism.

We vow to report for work early and to attend to all clients who are within the premises of the agency prior to the end of official working hours and even during lunch break. If so required, we shall also work beyond the prescribed working hours.

We will strive to continually raise our level of service to the public. Being public servants, we are duty-bound to contribute to the building of a progressive, prosperous, and peaceful nation by performing our mandates to the satisfaction of the public.



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## VI. List of Service



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**Central Office**

**External Services**

# 1. ACCEPTANCE OF CASH PAYMENT OF LOAN OBLIGATION/

## SALE OF PROPERTY



Service Information: Receipt of cash payment of borrower's loan obligation/  
Sale of property

<b>Office or Division:</b>		Fund Management Service – Fund Resource Division & Asset Disposition Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Borrower/ Heirs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Cash		Borrower/ buyer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Cash payment	Review of Subsidiary Ledger, vis-à-vis Amortization Schedule/ Contract to Sell	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Preparation of Order of Payment	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Issuance of Official Receipt	None	1 working day	Tita Baliang, Administrative Officer V, Financial Management Division
	Preparation of letter acknowledging receipt of payment	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Sending of acknowledgement letter, together with the official receipt	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division



## 2. ACCEPTANCE OF PAYMENTS OF LOAN OBLIGATION/

### SALE OF PROPERTY DEPOSITED IN LBP

Service Information: Receipt of a copy of LBP machine – validated deposit Slip representing payment of loan obligation / sale of property

<b>Office or Division:</b>	Fund Management Service – Fund Resource Division & Asset Disposition Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Borrower/ Heirs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LBP machine validated deposit slip		Borrower / buyer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
LBP machine- validated deposit slip	Review of Subsidiary Ledger vis-à-vis Amortization Schedule/ Contract to Sell	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Preparation of Order of Payment	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Issuance of Official Receipt	None	1 working day	Tita Baliong, Administrative Officer V, Financial Management Division
	Preparation of letter acknowledging receipt of payment	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Sending of acknowledgement letter, together with the official receipt	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division

### 3. ACCREDITATION OF NON-BANK RURAL FINANCIAL INSTITUTION (NBRFI)



Service Information: Section 9 of the Implementing Rules and Regulations (IRR) of Republic Act No. 10000 mandates that the Bangko Sentral ng Pilipinas (BSP) and Department of Agriculture (DA) shall issue relevant circulars and regulations to govern the accreditation of bank and non-bank rural financial institutions (NBRFIs). Per DA's Special Order No. 605, the Agricultural Credit Policy Council (ACPC) is DA's authorized agency in the accreditation of NBRFIs pursuant to the implementation of RA 10000.

<b>Office or Division:</b>	Accreditation and Certification Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Non-Bank Rural Financial Institution			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(i) Letter of intent from NBRFI		NBRFI applicant		
(ii) CTC of registration papers from registering authorities, and proof of legal personality such as Articles of Incorporation and By-Laws		Cooperative Development Authority; SEC; DOLE; or other Government registering NBRFI applicant		
(iii) Minutes of meetings		NBRFI applicant		
(iv) Business plan		NBRFI applicant		
(v) Certificate of commitment from NBRFI (notarized)		NBRFI applicant		
(vi) Accomplished information sheet for NBRFI		NBRFI applicant		
(vii) other relevant documents as may be required by the ACPC				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. NBRFI applicant submits the letter of application to ACPC together with complete documentary requirements	1. Receives the documents	None	1 working day	Horace Nel C. Morales, Economist II, ACD
	2. Screening and evaluation of documents as to completeness, authenticity and eligibility criteria	None	2 working days	Ezrael L. Manzano, Economist III or Kennedy A. Garabiag, Economist V/ Division Chief, ACD
	3. Preparation of Certificate of Accreditation with issued Accreditation Reference Number	None	2 working days	Horace Nel C. Morales, Economist II or Ezrael L. Manzano, Economist III, ACD
	4. Approval by the Head of the Agency	None	1 working day	Jocelyn Alma R. Badiola, Executive Director, OED
	5. Sending-out of the approved Certificate of Accreditation with issued Accreditation Reference Number to the NBRFI applicant	None	1 working day	Kennedy A. Garabiag, Economist V/ Division Chief, ACD

#### 4. ADDITIONAL ALLOCATION OF CREDIT FUNDS



Service Information: Recommendation/Approval of Additional Credit Funds

<b>Office or Division:</b>	Program Development Division (PDD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request for Additional Allocation		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template c/o ACPC		
2. Certified list of borrowers with approved loans (Request for Fund Release Form)		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template c/o ACPC		
3. Board Resolution authorizing the cooperative/association/ NGO to apply for additional fund allocation		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template c/o ACPC		
4. Loan Disbursement Report		Template c/o ACPC		
5. Loan Collection Report and Deposit Slip		Template c/o ACPC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Lending Conduit's Request for Additional Allocation along with Certified list of borrowers with approved loans (Request for Fund Release Form)	Receive and Review the Request for Additional Allocation from the LC with attached Certified list of borrowers	None	20 working days	Noel Clarence Ducusin, Chief Administrative Officer/ Division Chief, Program Development Division
	Log the foregoing documents and forward to the signatory (ORS, or BURS)/ Accounting unit for processing of voucher as per DA General Memorandum Order No. 3 series of 2016	None	20 working days	Mary Sunshine Vargas, Financial Analyst II, Office of the Deputy Executive Director
	Receive the Disbursement voucher (DV) from Accounting Unit. Approve/ Disapprove DV.	None	7 working days	Joel Matira, Chief of Staff, Office of Executive Director  Jocelyn Alma R. Badiola, Executive Director, Office of Executive Director

## 5. AGRI-CREDIT, GUARANTEE AND INSURANCE (ANNUAL REPORT)



Service Information: Under Executive Order 113, the Agricultural Credit Policy Council is mandated to review and evaluate the economic soundness of all on-going and proposed agricultural credit programs. The ACPC, through the Monitoring Division, shall receive all reports and documents of all programs with agricultural credit and financing components.

<b>Office or Division:</b>	Monitoring Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G, G2C			
<b>Who may avail:</b>	DA, DOF, DBM, BSP, NEDA, PSA and other policy-making agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Updates from data sources: DA-Program, LBP,DBP, PCIC, AGFP, BFAR, NTA and DAR		DA-Program, LBP,DBP, PCIC, AGFP, BFAR, NTA and DAR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for status report/updates on Agri-credit, Guarantee and Insurance thru e-mail /letter	Acknowledge receipt of request	None	Within the day	Annalyn Garay, PEO V/ Division Chief, Monitoring Division
	Prepare/print report	None	Within the day	Annalyn Garay, PEO V/ Division Chief, Monitoring Division
	Submit letter and report for approval of Division Chief/Director/ Executive Director	None	2 working days	Annalyn Garay, PEO V/ Division Chief, Monitoring Division  Cristina Lopez, Director II, Monitoring Division  Jocelyn Alma Badiola, Executive Director, OED
	Send status report	None	Within the day	Annalyn Garay, PEO V/ Division Chief, Monitoring Division

## 6. BANK LENDING TO AGRICULTURE (ANNUAL REPORT)



Service Information: Under Executive Order 113, the Agricultural Credit Policy Council is mandated to review and evaluate the economic soundness of all on-going and proposed agricultural credit programs.

The ACPC, through the Monitoring Division, shall receive all reports and documents of all programs with agricultural credit and financing components.

<b>Office or Division:</b>	Monitoring Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G, G2C			
<b>Who may avail:</b>	DA, DOF, DBM, BSP, NEDA, PSA and other policy-making agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Updates from data sources: Bangko Sentral ng Pilipinas (BSP) , LandBank (LBP), and Development Bank of the Philippines (DBP)		BSP, LBP and DBP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for status report/updates on Bank Lending to Agriculture thru e-mail /letter	Acknowledge receipt of request	None	Within the day	Rachel Bustamante, Economist III/ Rufino Estrada, Jr., PEO III, Monitoring Division
	Prepare/print report	None	Within the day	Rachel Bustamante, Economist III/ Rufino Estrada, Jr., PEO III, Monitoring Division
	Submit letter and report for approval of Division Chief/Director/ Executive Director	None	2 working days	Annalyn Garay, PEO V/ Division Chief, Monitoring Division  Cristina Lopez, Director II, Monitoring Division  Jocelyn Alma Badiola, Executive Director, OED
	Send status report	None	Within the day	Rachel Bustamante, Economist III/ Rufino Estrada, Jr., PEO III, Monitoring Division

## 7. CERTIFICATION OF ELIGIBILITY OF BONDS AND OTHER DEBT SECURITY (FOR INDIVIDUAL BONDHOLDING OF BANKS)



Service Information: Section 7 of the Implementing Rules and Regulations (IRR) of Republic Act No. 10000 mandates that the DA or its duly authorized agency expressly declare as eligible bonds and other debt securities which banks may use as alternative compliance to the mandated agri-agra credit. Per DA's Special Order No. 605, the Agricultural Credit Policy Council (ACPC) is DA's authorized agency in the certification of bonds and other securities pursuant to the implementation of RA 10000.

<b>Office or Division:</b>	Accreditation and Certification Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G, G2B	
<b>Who may avail:</b>	Bond and other debt security issuer	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	(i) Letter of intent from Bond Issuer	Bond and other debt security issuer
	(ii) Certified true copy/CTC of bond/debt security certificate with issuance date and reference identification number or International Securities Identification Number (ISIN)	Bond and other debt security issuer/Bondholder
	(iii) CTC of security registration or exemption from security registration from SEC	Bond and other debt security issuer
	(iv) Certification from the issuer with data on issuance date, maturity date, serial number, face amount, outstanding balance, name of bond holder, etc.	Bond and other debt security issuer
	(v) Certification from the issuer as to the nature and purpose of the bond/debt security (if not stated in the bond certificate) duly signed by its President, or officer of equivalent rank, or authorized signatory/ debt security	Bond and other debt security issuer
	(vi) Original and/or certified true copy of receipt or transaction acknowledgement;	Bond and other debt security issuer/Bondholder
	(vii) Letter of endorsement from DOF, NEDA or other gov't agency, for gov't issued or with sovereign guarantee bond	DOF, NEDA or other gov't agency
	(viii) Report on the purchase and/or trading of a bond/debt security	Designated Securities Registry/Custodian and/or Securities and Exchange Commission
	(ix) other relevant documents as may be required by the ACPC	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bond/debt security issuer submits letter of intent (in behalf of the bank bondholder) together with complete documentary requirements	1. Receives the documents	None	1 working day	Horace Nel C. Morales, Economist II, ACD
	2. Screening and evaluation of documents as to completeness, authenticity and eligibility criteria	None	2 working days	Ezrael L. Manzano, Economist III or Kennedy A. Garabiag, Economist V/ Division Chief, ACD
	3. Preparation of the individual Certificate with Accreditation Reference Number	None	2 working days	Horace Nel C. Morales, Economist II or Ezrael L. Manzano, Economist III, ACD
	4. Approval by the Head of the Agency	None	1 working day	Jocelyn Alma R. Badiola, Executive Director, OED
	5. Sending-out of the approved individual Certificate with Accreditation Reference Number Certificate to bond issuer	None	1 working day	Kennedy A. Garabiag, Economist V/ Division Chief, ACD

## 8. CERTIFICATION OF ELIGIBILITY OF BONDS AND OTHER DEBT SECURITY (FOR PROPOSED BONDS OR ALREADY ISSUED BONDS/PRIMARY ISSUANCE)



Service Information: Section 7 of the Implementing Rules and Regulation (IRR) of Republic Act No. 10000 mandates that the DA or its duly authorized agency expressly declare eligibility of bonds and other debt securities which banks may use as alternative compliance to the mandated agri-agra credit. Per DA's Special Order No. 605, the Agricultural Credit Policy Council (ACPC) is DA's authorized agency in the certification of bonds and other securities pursuant to the implementation of RA 10000.

<b>Office or Division:</b>	Accreditation and Certification Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G, G2B	
<b>Who may avail:</b>	Bond and other debt security issuer	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Proposed bond and other debt securities</b>		
(i) Letter of intent from the bond issuer		Bond and other debt security issuer
(ii) Signed certification from the issuer on the nature and purpose/use of proceeds of the proposed bond,		Bond and other debt security issuer
(iii) Signed prospectus (or "near final documents") detailing the features of the proposed bond that shall include but not limited to the amount of the issue or face value, the organizational profile or details about the issuing institution,		Bond and other debt security issuer
(iv) Purpose or use of the proceeds of the instrument, the agri-agra projects and areas that shall be covered by the proceeds of the instrument, the number and location of target beneficiaries, tenor of the bond (proposed issue date and maturity), trustee or underwriter arrangement, sovereign guarantee feature (if any)		Bond and other debt security issuer
(v) Needs assessment report		Bond and other debt security issuer
(vi) Letter of endorsement from the Department of Finance and/or National Economic and Development Authority, or from other appropriate government agency, for government bond proposals, and		Department of Finance and/or National Economic and Development Authority, or from other appropriate government agency
(vii) Other relevant documents as may be required by the ACPC		
<b>B. Already issued bond/primary issuance</b>		
(i) Letter of intent from Bond Issuer		Bond and other debt security issuer
(ii) Certified true copy/CTC of bond/debt security certificate with issuance date and reference identification number or International Securities Identification Number (ISIN)		Bond and other debt security issuer
(iii) CTC of security registration or exemption from security registration from SEC		Bond and other debt security issuer
(iv) Certification from the issuer with data on issuance date, maturity date, serial number, face amount, outstanding balance, name of bond holder, etc.		Bond and other debt security issuer
(v) Certification from the issuer as to the nature and purpose of the bond/debt security(if not stated in the bond certificate) duly signed by its President, or officer of equivalent rank, or authorized signatory/ debt security		Bond and other debt security issuer

(vi) Original and/or certified true copy of receipt or transaction acknowledgement;	Bond and other debt security issuer
(vii) Letter of endorsement from DOF, NEDA or other gov't agency, for gov't issued or with sovereign guarantee bond	DOF, NEDA or other gov't agency
(viii) Report on the purchase and/or trading of a bond/debt security	Designated Securities Registry/Custodian and/or Securities and Exchange Commission
(ix) other relevant documents as may be required by the ACPC	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bond/debt security issuer submits letter of intent together with complete documentary requirements	1. Receives the documents	None	1 working day	Horace Nel C. Morales, Economist II, ACD
	2. Screening and evaluation of documents as to completeness, authenticity and eligibility criteria	None	15 working days	Ezrael L. Manzano, Economist III or Kennedy A. Garabiag, Economist V/ Division Chief, ACD
	3. Preparation of the Certificate of eligibility to Bond Issuer	None	2 working days	Horace Nel C. Morales, Economist II or Ezrael L. Manzano, Economist III, ACD
	i. Conditional Certificate of Eligibility of proposed bond/debt security; or			
	ii. Certificate of Eligibility of bond/debt security			
	4. Approval by the Head of the Agency	None	1 working day	Jocelyn Alma R. Badiola, Executive Director, OED
	5. Sending-out of the approved Certificate of Eligibility to Bond Issuer	None	1 working day	Kennedy A. Garabiag, Economist V/ Division Chief, ACD
	i. Conditional Certificate of Eligibility of proposed bond/debt security; or			
	ii. Certificate of Eligibility of bond/debt security			

**9. COMPUTATION OF STATEMENT OF ACCOUNT AND PREPARATION OF OTHER DATA/INFORMATION REQUESTED BY PDIC.**



Service Information: PDIC requests for the Bank's Statement of Account (SOA) computed as of bank's closure date and as of request date, and list of loans rediscounted by the bank, indicating the names of borrowers, corresponding collateral, and application of payment, if any.

<b>Office or Division:</b>	Fund Management Service – Fund Resource Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PDIC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		PDIC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
PDIC letter request	Preparation/ updating of subsidiary ledger/s	None	3 working days	Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Preparation of Statement of Account/s	None	2 working days	Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Preparation of list of loans rediscounted by the bank, if any.	None	2 working days	Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Preparation of reply letter to PDIC submitting the abovementioned documents/ information.	None	1 working day	Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Sending of reply letter to PDIC, together with the attachments	None	1 working day	Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division

## 10. EVALUATION OF LETTER REQUESTS

Service Information: Borrowers may submit requests for the reduction of Interest and penalty charges.



<b>Office or Division:</b>	Fund Management Service – Fund Resource Division & Asset Disposition Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Borrower/ Heirs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		Borrower		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Letter request	Analysis of borrower's loan documents (ledger's, Promissory Note).	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Preparation of memorandum recommending the amount to be settled by the borrower to be approved by the Executive Director.	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Preparation of reply letter to the borrower stating the approved amount to be settled, and requiring a 20% down-payment, and a plan of payment for the remaining outstanding balance of the loan.	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Sending of reply letter.	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division

## 11. FUND DRAWDOWN



Service Information: Withdrawal and Disbursement of Credit Funds to Marginal Small Farmers and Fisherfolk (MSFF)

<b>Office or Division:</b>	Program Development Division (PDD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter for Authority to Draw		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Marginal Small Farmers and		
2. Certified list of borrowers with approved loans (Request for Fund Release Form)		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Marginal Small Farmers and		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Authority to Draw letter together with Certified list of borrowers (Request for fund release form)	Receive and Review the Request for Fund drawdown from the LC with attached Fund drawdown target borrowers; Verification of loan documents of borrowers	None	20 working days	Noel Clarence Ducusin, Chief Administrative Officer/ Division Chief, Program Development Division
	Log the Fund Drawdown Memorandum and forward to the OED	None	3-5 mins	Mary Sunshine Vargas, Financial Analyst II, Office of the Deputy Executive Director
	Approve/Sign the letter of Authority to Withdraw	None	7 working days	Jocelyn Alma R. Badiola, Executive Director, Office of the Executive Director



## 12. FUND RELEASE TO PARTNER LENDING CONDUITS

Service Information: Transfer of Credit funds to Lending Conduit(s)

<b>Office or Division:</b>	Program Development Division (PDD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B, G2G
<b>Who may avail:</b>	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Letter request of Lending Conduit for Fund Release	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs  Template maybe provided by ACPC
2. Authenticated Copy/Certified True Copy of the latest Articles of Incorporation or Articles of Cooperation as the case may be, showing the original incorporators/organizer	Cooperative Development Authority (CDA), Securities and Exchange Commission (SEC), Department of Labor and Employment (DOLE)
3. Secretary's Certificate for Incumbent Officers together with the Certificate of Filing	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs  Template maybe provided by ACPC
4. Disclosure of other related business, if any	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template maybe provided by ACPC
5. Sworn Affidavit of the Secretary of NGO/PO that none of its incorporators, organizers, directors or officers is an agent of or related by consanguinity or affinity up to the fourth civil degree to the official of the agency authorized to process and/or approve proposed MOA, and release funds	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template maybe provided by ACPC
6. Proof of deposit account opening with attached a. Board Resolution for the opening of the separate bank account exclusively for PUNLA/PLEA b. Deed of Assignment of the deposit account to the ACPC	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs, Landbank of the Philippines Template maybe provided by ACPC
7. Lending Policies and Procedures with Board Resolution adopting PUNLA Guidelines	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template maybe provided by ACPC
8. Notarized Memorandum of Agreement	Template maybe provided by ACPC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request for fund release letter and documentary requirements	Follow-up the completion of documentary requirements in compliance with the list documentary requirements prescribed under the COA Circular No. 2012-001, series of 2012 (See list of requirements)	None	20 working days	Noel Clarence Ducusin, Chief Administrative Officer/ Division Chief, Program Development Division
	Preparation of Disbursement voucher, cover memo for the ED recommending processing of the voucher, Certification as to completeness of documents	None	20 working days	Noel Clarence Ducusin, Chief Administrative Officer/ Division Chief, Program Development Division
	Log the foregoing documents and forward to the signatory (ORS, or BURS)/ Accounting unit for processing of voucher as per DA General Memorandum Order No. 3 series of 2016	None	20 working days	Mary Sunshine Vargas, Financial Analyst II, Office of the Deputy Executive Director
	Receive the Disbursement voucher (DV) from Accounting Unit.  Approve/ Disapprove DV.	None	7 working days	Joel Matira, Chief of Staff, Office of Executive Director  Jocelyn Alma R. Badiola, Executive Director, Office of Executive Director

**Attached Documents:**

**DA-ACPC EASY ACCESS LOAN FACILITY DOCUMENTARY REQUIREMENTS**

I. Application Requirements <sup>1</sup>	Submitted to ACPC	
	YES	NO
1. Letter of Application with notarized Board Resolution authorizing the cooperative/association/NGO to apply as Lending Conduit and designating its authorized signatories to enter into an agreement with ACPC and Organizational Profile		
2. Endorsement from DA Regional Field Office		

<sup>1</sup> Item Nos. 3 & 4 are required as per COA Circular No. 2012-001 dated June 14, 2012. Item Nos. 1-2 and 5 are required as per PUNLA Guidelines.

3. Certificate of Registration from Securities and Exchange Commission (SEC), Cooperative Development Authority (CDA) with Certificate of Compliance or Department of Labor and Employment (DOLE) as the case may be		
4. Audited financial reports for the past three years preceding the date of project implementation. For NGO/PO which has been in operation for less than three years, financial reports for the years in operation and proof of previous implementation of similar projects.		
5. Certificate of Good Credit Standing from LBP/DBP/SBGFC including amount of line and status, if any		
For cooperative banks and rural banks: Certification as to bank's latest CAMELS and Management Rating with consent from the bank for ACPC to validate such rating with the BSP		

<b>II. Fund Release Requirements<sup>2</sup></b>		
1. Letter request of Lending Conduit for Fund Release		
2. Authenticated Copy/Certified True Copy of the latest Articles of Incorporation or Articles of Cooperation as the case may be, showing the original incorporators/organizers		
3. Secretary's Certificate for Incumbent Officers together with the Certificate of Filing with the SEC/Certificate of Approval by CDA		
4. Disclosure of other related business, if any		
5. Sworn Affidavit of the Secretary of NGO/PO that none of its incorporators, organizers, directors or officers is an agent of or related by consanguinity or affinity up to the fourth civil degree to the official of the agency authorized to process and/or approve proposed MOA, and release funds		
6. Proof of deposit account opening with attached (1) Board Resolution for the opening of the separate bank account exclusively for PUNLA/PLEA; (2) Deed of Assignment of the deposit account to the ACPC		
7. Executed and notarized Memorandum of Agreement (MOA) and Lending Policies and Procedures with Board Resolution adopting the PUNLA/PLEA Policies/Guidelines		

Checked by:

**PMO**

Verified by:

**Team Leader**

<sup>2</sup> Item Nos. 2-5 are required as per COA Circular No. 2012-001 dated June 14, 2012.

\*\*Scanned copies may be accepted as per Chapters 2 & 3 of RA8792 or the E-Commerce Law

### 13. LOAN MATURITY EXTENSION/LOAN RESTRUCTURING



Service Information: Evaluation of request for loan maturity extension/  
loan restructuring of past due accounts

<b>Office or Division:</b>	Fund Recovery Division (FRD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B, G2C			
<b>Who may avail:</b>	Lending Conduits, Farmer borrowers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>A. Lending Conduit</p> <ol style="list-style-type: none"> <li>1. Letter of Request</li> <li>2. Board Resolution</li> <li>3. Financial Statement (latest)</li> <li>4. Updated Report on collection/ status report</li> <li>5. Certification from LGU/NDRMMC (if under calamity)</li> </ol>		<p>LGU</p>		
<p>B. Farmer Borrower</p> <ol style="list-style-type: none"> <li>1. Letter of Request</li> <li>2. Supporting documents (medical records, death certificate, certification from LGU/NDRMMC)</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Request Letter	Acknowledge receipt of letter and schedule a field visit	None	2 working days	<p>Mayeth Samson, Administrative Officer IV, Fund Recovery Division</p> <p>Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division</p>
	<p>Conduct field validation</p> <ul style="list-style-type: none"> <li>• Interview with end-borrowers</li> <li>• Negotiation re: Plan of Payment</li> </ul>	None	3 working days	<p>Mayeth Samson, Administrative Officer IV, Fund Recovery Division</p> <p>Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division</p>
	Evaluation of documents submitted (see checklist requirements)	None	2 working days	<p>Mayeth Samson, Administrative Officer IV, Fund Recovery Division</p> <p>Cynthia Q. Policios, Chief Administrative Officer/</p>

				Division Chief, Fund Recovery Division
	Prepare memo (recommendation to management)	None	2 working days	Mayeth Samson, Administrative Officer IV, Fund Recovery Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Prepare agreement A. Loan Extension/ Restructuring (LC) B. Plan of Payment (End-borrower)	None	2 working days	Mayeth Samson, Administrative Officer IV, Fund Recovery Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Notify re: result of evaluation and send copy of agreement for client's review, comment and signature	None	2 working days	Mayeth Samson, Administrative Officer IV, Fund Recovery Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
2. Review Agreement 2.1 If no revision, for signature	For signature of Executive Director	None	1 working day	Mayeth Samson, Administrative Officer IV, Fund Recovery Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	For revision and send back to clients	None	2 working days	Mayeth Samson, Administrative Officer IV, Fund Recovery Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
2.2 If with revision/ comment, send back to ACPC	Notarize Agreement	None	1 working day	Mayeth Samson, Administrative Officer IV, Fund Recovery Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	Provide client a copy of Notarized Agreement	None	1 working day	Mayeth Samson, Administrative Officer IV, Fund Recovery Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division

## 14. ORIENTATION, EVALUATION and APPROVAL OF LOAN APPLICATION

### (NEW APPLICATION AND RE-AVAILMENT)



Service Information: Tapping eligible Lending Conduits (LCs) and Recommendation Credit Funds

<b>Office or Division:</b>	Program Development Division (PDD)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B, G2G		
<b>Who may avail:</b>	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter of Application/Intent		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs	
2. Notarized Board Resolution authorizing the Cooperative/ Association/ NGO to apply as Lending Conduit (LC) and designating its authorized signatories to enter into agreement with ACPC		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs  Template maybe provided by ACPC	
3. Organizational Profile		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs	
4. Endorsement		Department of Agriculture Regional Field Office, Municipal Agriculture Office, Provincial Agriculture Office	
5. Certificate of Registration (w/ Certificate of Compliance for cooperatives)		Cooperative Development Authority (CDA), Securities and Exchange Commission (SEC), Department of Labor and Employment (DOLE)	
6. Audited Financial Statements for the past three (3) years preceding the date of project implementation		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs	
7. Certificate of Credit Record (Certificate of Good Credit Standing) 7.1 For cooperative banks and rural banks: Certification as to bank's latest CAMELS and Management Rating with consent from the bank for ACPC to validate such rating with the BSP		Landbank of the Philippines (LBP), Development Bank of the Philippines (DBP), Small Business Guarantee and Finance Corporation (SBGFC)	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter requesting orientation of Credit programs from ACPC	Conduct orientation to the requesting party	None	20 working days	Noel Clarence Ducusin, Chief Administrative Officer/ Division Chief, Program Development Division
2. Submission of basic requirements (1-7.1)	Receive the application/ Letter of intent from the applicant	None	3-5 mins	Evelyn Aquino, Project Evaluation Officer II, General Services Section
	Log the submitted application to the Data Tracking System (DTS)	None	3-5 mins	Joel Matira, Chief of Staff, Office of the Executive Director
	Transmit to the Area Team concerned	None	3-5 mins	Mary Sunshine Vargas, Office of the Deputy Executive Director
	On-site validation of potential LC and Preparation of Lending Conduit Evaluation Report (LCER)	None	20 working days	Noel Clarence Ducusin, Chief Administrative Officer/ Division Chief, Program Development Division
	Review LCER and recommend credit fund	None	7 working days	Noel Clarence Ducusin, Chief Administrative Officer/ Division Chief, Program Development Division  Ramon Yedra, Deputy Executive Director, Office of the Deputy Executive Director
	Approve or disapprove recommendation. Sign the Notice of Fund Approval	None	3 working days	Jocelyn Alma Badiola Executive Director, Office of the Executive Director

## 15. PROVISION OF INSTITUTIONAL CAPACITY BUILDING TRAINING



Service Information: Identified Lending Conduits and other ACPC partner organizations may avail of the ICB trainings which aims to transform the farmer's organization or cooperatives into viable and sustainable organizations that is able to access credit funds from formal financial institutions and will be able to provide sustainable credit to their member borrowers

<b>Office or Division:</b>	Advocacy Division			
<b>Classification:</b>	Highly Technical (More than 20 days)			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Lending Conduits and other farmer organizations/cooperative partners' of ACPC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Project Proposal for approval by the Executive Director		Advocacy Division		
Purchase Request		Procurement Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for the conduct of ICB training (e.g., financial literacy)	Acknowledge receipt of request and respond whether the request can be accommodated	None	1 working day	Alvin Cabato, PDO V/Division Chief, Advocacy Division Mel Montenegro, Director II Advocacy Division
	Preparation and approval of proposal for the conduct of ICB Training	None	7 working days	Alvin Cabato, PDO V/Division Chief, Advocacy Division Mel Montenegro, Director II, Advocacy Division Jocelyn Alma R. Badiola, Executive Director
	Preparation and approval of Purchase Request as soon as proposal is approved	None	3 working days	Alvin Cabato, PDO V/Division Chief, Advocacy Division Mel Montenegro, Director II, Advocacy Division Jocelyn Alma R. Badiola, Executive Director
Actively participate in the conduct of the training  Re-echo learnings from the training	Conduct of ICB Training to recipient organizations	None	5 working days (per batch) Depending on the no. of trainings/no. of batch	Alvin Cabato, PDO V/Division Chief, Advocacy Division
	Liquidation of the cash advance for the conduct of training	None	7 working days	Mel Montenegro, Director Assigned Advocacy Staff

## 16. PROVISION OF RESOURCE PERSON



Service Information: Officers/staff from the Advocacy Division may be tapped as resource person for the conduct of Financial Literacy, Financial Education for Rural Agripreneurs (FERA), Credit Worthiness and other trainings that may be identified and conducted by other government agencies

<b>Office or Division:</b>	Advocacy Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G, G2C			
<b>Who may avail:</b>	Agricultural Training Institute (ATI); other Attached Agencies/Bureaus of the Department of Agriculture (DA); and Lending Conduits partners of ACPC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Invitation Letter		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit invitation letter/ letter requesting a Resource Person	Receive letter invitation and determine the staff/officer to be assigned,	None	1 working day	Alvin Cabato, PDO V/ Division Chief, Advocacy Division  Mel Montenegro, Director II, Advocacy Division
Provide details such as venue, program, materials, and other details of the training	Coordinate with requesting party details of the training to be conducted	None	1 working day	Alvin Cabato, PDO V/ Division Chief, Advocacy Division
Provide support to the resource person during the conduct of the training	Act as Resource Person for the training	None	4 working days (depending on the type of training and no. of batch of trainings to be conducted)	Alvin Cabato, PDO V/ Division Chief, Advocacy Division
	Prepare back to station report and other post activities related to the conduct of training	None	1 working day	Alvin Cabato, PDO V/ Division Chief, Advocacy Division

## 17. PROVISION OF RESOURCE PERSON FOR ORIENTATIONS



Service Information: The ACPC Communications and Public Affairs Division conducts orientations on ACPC credit programs, and provides resource persons for various activities involving agri-fishery credit.

<b>Office or Division:</b>	Communications and Public Affairs Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	DA attached agencies and bureaus, NGOs, LGUs, farmers' and fishers' organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of invitation to activity/ letter of request to conduct orientation with appropriate Sender's Information and activity details, and address to the Executive Director, Agricultural Credit Policy Council, 28 <sup>th</sup> Floor, One San Miguel Avenue (OSMA) Building, Ortigas Center, Pasig City. Letter may be sent thru mail or email to info@acpc.gov.ph.	1.1.A. If thru mail, CPAD staff receives letter through concerned unit (Mailing Services/Office of the Executive Director/etc.). 1.1.B. If thru email, CPAD staff acknowledges receipt and endorses email to the ACPC Office of the Executive Director for appropriate action. 1.2. If assigned to CPAD, Division Chief assigns staff to attend. 1.3. CPAD staff coordinates with sender to attend activity.	None	7 working days	Emmalyn J. Guinto Division Chief, Communications and Public Affairs Division

## 18. RELEASE OF COLLATERALS ATTACHED TO ASSIGNED RECEIVABLES



Service Information: Upon receipt of full payment of obligation, collaterals will be released to borrowers.

<b>Office or Division:</b>	Fund Management Staff (Fund Recovery Division & Asset Disposition Division)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Borrower / Heirs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LBP-Machine validated deposit slip		Borrower		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Full payment of assigned receivable	Preparation of release documents:  1. Memo to Executive Director 2. Certificate of Full Payment 3. Cancellation of Mortgage	None	7 working days	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	1.1 Notarization of Cancellation of Mortgage	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division
	1.2 Release of documents a) Certificate of full payment b) Original copies of b.1) Deed of Assignment b.2) Cancellation of Mortgage b.3) Title / Tax Declaration	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division  Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division

## 19. RELEASE OF SALE DOCUMENTS FOR SOLD PROPERTIES



Service Information: Upon full payment of the sales price, all pertinent documents are released to the buyer.

<b>Office or Division:</b>	Assets Disposition Division (ADD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Previous owner / heirs, other interested buyer/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LBP - Machine validated deposit slip		Borrower		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Full payment of sales price	Preparation of release documents: 1. Memo to Executive Director 2. Deed of Sale	None	7 working days	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division
	1.1 Notarization of Deed of Sale	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division
	1.2 Release of documents a) Deed of Sale b) Original copies of b.1) Deed of Assignment from PDIC b.2) Title/Tax Declaration	None	1 working day	Ma. Adoracion T. Garcia, Financial Analyst V/ Division Chief, Assets Disposition Division

## 20. REQUEST FOR CERTIFICATE OF CREDIT STANDING

Service Information: Issuance of Certificate of Credit Standing



<b>Office or Division:</b>	FRD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B, G2C			
<b>Who may avail:</b>	Lending Conduits, Farmer borrowers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter request	1.1 Check the SL of LC and Schedule of Receivables 1.2 Secure updated LDR from PDD 1.3 Prepare certificate of credit standing	None	1.1 1 Hour 1.2 1 Working Day 1.3 2 Working Days	Cynthia Q. Policios, Chief Administrative Officer/ Division Chief, Fund Recovery Division

## 21. RESPONSE TO LETTERS



Service Information: The ACPC Communications and Public Affairs Division responds to inquiries made thru letter, email, or message to the official ACPC Facebook page

<b>Office or Division:</b>	Communications and Public Affairs Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter with appropriate Sender's Information and address to the Executive Director, Agricultural Credit Policy Council, 28 <sup>th</sup> Floor, One San Miguel Avenue (OSMA) Building, Ortigas Center, Pasig City.	1.1. CPAD staff receives through concerned unit (Mailing Services/Office of the Executive Director/etc.) 1.2. CPAD staff coordinates with the concerned unit for data/info needed (i.e. Programs Development/Monitoring Division/etc.) 1.3. CPAD staff drafts reply to inquiry for approval and/or signature of Division Chief and/or Executive Director. 1.4. Approved letter is dispatched thru Mailing Services/fax/email	None	7 working days	Emmalyn J. Guinto Division Chief, Communications and Public Affairs Division

## 22. RESPONSE TO ONLINE INQUIRIES



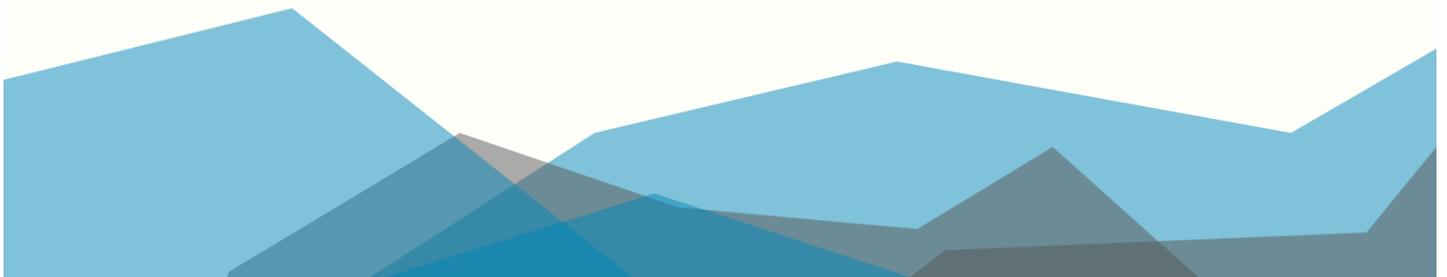
Service Information: The ACPC Communications and Public Affairs Division responds to inquiries made thru letter, email, or message to the official ACPC Facebook page

<b>Office or Division:</b>	Communications and Public Affairs Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a documented inquiry through any of the following: <ul style="list-style-type: none"> <li>Send email to info@acpc.gov.ph</li> <li>Send private message through the official ACPC Facebook Page (facebook.com/agricreditpolicycouncil/)</li> </ul>	1.1. CPAD staff assigned acknowledges receipt of email or message. 1.2. CPAD staff coordinates with the concerned unit for data/info needed (i.e. Programs Development/Monitoring Division/etc.) 1.3. If applicable, CPAD endorses inquiry to concerned ACPC focal person, including contact details of sender or ACPC focal person	None	7 working days	Emmalyn J. Guinto Division Chief, Communications and Public Affairs Division



**Central Office**

**Internal Services**



## 1. ENGAGING OF CONTRACT OF SERVICE

Service Information: Any applicant interested to a vacant contract of service position can avail this service. COS positions requires qualifications depending on the vacancy. This service can be availed after a vacant COS position has been published in various media such as ACPC website, job advertisement sites, bulletin boards, intranet, etc.



<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	Division Heads/Directors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Job Advertisement			ACPC Website/Jobstreet	
Personal Data Sheet/Resume				
Application Letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Apply to the job vacancy thru submitting PDS/resume and application letter to ACPC email	Screen/shortlist applicants based on qualification standards	None	7 working days	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS  Emmalyn Guinto, OIC-Admin
	Invite shortlisted applicants for examination/ interview	None		Glydel Anne Salanio, Financial Analyst II, Admin-HRMS
Confirm attendance to the invitation for examination/ interview	Administer tests/ conduct interview to shortlisted applicants who responded to the invitation	None	4 working days	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS  Unit head concerned
	Conduct a Background Investigation of the applicants	None		Glydel Anne Salanio, Financial Analyst II, Admin-HRMS
	Release a memorandum regarding the assessment results of the applicants for the vacant position for action and signature of unit head concerned	None	3 working days	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS Emmalyn Guinto, OIC-Admin Norman Kraft, Director II-AFMS Unit head concerned

	Release a memorandum regarding the recommendation to hire the selected applicant or the lone applicant for action and signature of the agency head	None		Glydel Anne Salanio, Financial Analyst II, Admin-HRMS  Unit head concerned  ED Jocelyn Alma Badiola
	Inform the successful applicant of the hiring: <ul style="list-style-type: none"> <li>• Starting Date</li> <li>• Requirements for submission</li> </ul>	None	1 working day	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS
Confirm acceptance of the job and submit the requirements	Collect the complete requirements of the person to be employed	None	5 working days	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS



## 2. JOB APPLICATION (PERMANENT POSITIONS)

Service Information: Any applicant interested to a vacant permanent position can avail this service. Permanent position requires civil service eligibility and other qualifications depending on the vacancy. This service can be availed after a vacant permanent position has been published in various media such as CSC website, ACPC website, job advertisement sites, bulletin boards, intranet, etc.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	Job applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Advertisement		CSC Website/ACPC Website/Jobstreet		
Personal Data Sheet/Resume				
Application Letter				
Diploma/Transcript of Records				
Training Certificates				
Performance Ratings				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Apply to the job vacancy thru submitting the application papers and documentary requirements to the designated ACPC email: <ul style="list-style-type: none"> <li>• Personal Data Sheet (PDS)/ Resume</li> <li>• Application Letter</li> <li>• Diploma/TOR</li> <li>• Training Certificates</li> <li>• Performance Ratings</li> </ul>	Screen/shortlist applicants based on qualification standards	None	12 working days	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS
	Collect application papers and cross-check the applicants' documentary requirements	None		Glydel Anne Salanio, Financial Analyst II, Admin-HRMS  Leina Bico, Administrative Assistant III, Admin - HRMS
	Invite the qualified applicants for preliminary evaluation	None		Glydel Anne Salanio, Financial Analyst II, Admin-HRMS
Attend the preliminary evaluation	Conduct preliminary evaluation of the qualification of all candidates: <ul style="list-style-type: none"> <li>• Administer tests and conduct interview*</li> <li>• Fill up individual assessment and comparative matrix</li> <li>• Secure Potential Assessment</li> </ul>	None	3 working days	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS  Leina Bico, Administrative Assistant III, Admin - HRMS

	<p>from the candidates' immediate supervisors</p> <ul style="list-style-type: none"> <li>• Conduct background investigation*</li> </ul> <p><i>*(This step does not apply to the internal applicants)</i></p>			
	Prepare shortlist of candidates and submit to HRMPSB for deliberation	None	1 working day	<p>Glydel Anne Salanio, Financial Analyst II, Admin-HRMS</p> <p>Leina Bico, Administrative Assistant III, Admin – HRMS</p>
	HRMPSB to hold deliberation meetings	None	2 working days	HRMPSB
	Submit list of candidates who passed the HRMPSB assessment to the appointing authority	None	1 working day	Division Chief/ Director concerned HRMPSB
	Appointing authority to choose the applicant to be appointed	None	1 working day	Jocelyn Alma Badiola, Executive Director

### 3. MAINTENANCE AND UPDATING OF ACPC WEBSITE



Service Information: Maintain and manage official website of the ACPC

<b>Office or Division:</b>	<b>Information Systems Management Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G and G2C			
<b>Who may avail:</b>	Internal and External			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Articles, banners and reports		ISMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Notify ISMD of request for uploading/updating in the website together with soft copy of information/materials to be uploaded	Upload/update information/materials in the website	None	1 hour	Requesting Unit and Norman William Kraft, Director II, AFMS

#### 4. PAYMENT FOR RESEARCH, EXPLORATION & DEVELOPMENT

#### EXPENSES AND CONSULTANCY SERVICES THRU BIDDING



Service Information: Processing of Voucher- Payment for Research

Project/Consultancy Service thru Bidding

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Policy and Planning			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher(Appendix 32) – 3 copies		ACPC Intranet(Document Masterlist)		
3. Copy of Annual Procurement Plan		Client		
4. Bids and Awards Committee (BAC) Resolution		BAC		
5. Memorandum for the Executive Director regarding the proposal on Research Project/Consultancy Services		Client		
6. Purchase Request (Appendix 60)		Ms. Evelyn Aquino, General Services Division		
7. Purchase Order (Appendix 61)		Ms. Evelyn Aquino, General Services Division		
8. Certificate of Availability of Fund		Finance Division		
9. Notarized Memorandum of Agreement(MOA)		Client		
10. Notice to Award (NOA)		BAC		
11. Notice to Proceed (NTP)		BAC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	None	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	None	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	None	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	None	2 working days	Tita S. Baliiong, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA	None	2 working days	LandBank of the Philippines-Greenhills
If paid through Check, client can claim in the cashier				

**5. PAYMENT FOR RESEARCH, EXPLORATION & DEVELOPMENT  
EXPENSES AND CONSULTANCY SERVICES THRU  
NEGOTIATED CONTACT**



Service Information: Processing of Voucher- Payment for Research Project/Consultancy Service thru Negotiated Contract

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Policy and Planning			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher(Appendix 32) – 3 copies		ACPC Intranet(Document Masterlist)		
3. Copy of Annual Procurement Plan(APP) inclusion		Client		
4. Memorandum for the Executive Director regarding the proposal on Research Project/Consultancy Services		Client		
5. Governing Council Resolution/ Approval from the Secretary		Client		
6. Purchase Request (Appendix 60)		Ms. Evelyn Aquino, General Services Division		
7. Certificate of Availability of Fund		Finance Division		
8. Notarized Memorandum of Agreement		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	None	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	None	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	None	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	None	2 working days	Tita S. Baliang, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA	None	2 working days	LandBank of the Philippines-Greenhills
If paid through Check, client can claim in the cashier				



## 6. PROCESSING OF APPROVAL FOR GSIS LOAN REQUESTS

Service Information: GSIS offers various loans to assist members with their financial needs: Consolidated Loan, Policy Loan and Emergency Loan.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Qualified Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill Up Loan Application in GSIS GWAPS website	The AAO will approve/ disapprove the application based on evaluation.	None	1 working day	Glydel Anne Salanio, Financial Analyst II/ Agency Authorized Officer (AAO), Admin-HRMS



## 7. PROCESSING OF CLEARANCE

Service Information: Resigning employees must secure clearance before Separation from the company for them to qualify

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Agency Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form		Human Resource Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Route Clearance Form for signature of assigned personnel	Evaluate personnel's money, property and other work-related accountabilities (for signature if cleared)	None	19 working days	Evelyn Aquino, PEO II, Admin – General Services  Emmalyn Guinto, OIC-Admin  Ezrael Manzano, Economist III, ACD  Jonathan Giray, Financial Analyst V, Financial Management Division  Norman William Kraft , Director II – AFMS
Submit to HRMS for filing	Ensure completeness of signatures in the form	None	1 working day	Leina M. Bico, Administrative Assistant III, Admin-HRMS

## 8. PROCESSING OF LIQUIDATION OF CASH ADVANCE AS FOR FOREIGN TRAVEL



Service Information: Processing of liquidation of cash advance for foreign travel

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	ACPC Officers with cash advance for foreign travel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Liquidation Report (Appendix 44)	ACPC Intranet(Document Masterlist)			
2. Report of Cash Disbursements (Appendix 41)	ACPC Intranet(Document Masterlist)			
3. Cash Disbursements( Cop	Department of Agriculture			
4. Summary of Expenses (Form A)	Client			
5. Summary of Expenses (Form B)	ACPC Intranet(Document Masterlist)			
6. Photocopy of Cash Advance	Cashier (for the voucher)			
<b>Additional Attachment, if needed :</b>				
a. Inspection Report (Appendix 62)	Client			
b. Trip Ticket- Finance Form( For rental of Vehicle)	ACPC Intranet(Document Masterlist)			
c. Contract of Vehicle Rental	Client			
d. Reimbursement of Expense Receipt (RER)/ Official Receipt	Client			
e. Three (3) Canvass of Price Quotation	Client			
f. Photo of Odometer	Client			
g. Purchase Request (PR)	Ms. Evelyn Aquino, Administrative Division			
h. Attendance	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	2 working days	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	2 working day	Jocelyn Alma R. Badiola, Executive Director
Remit to the cashier if there is any refund based on the approved liquidation	4) For cashier processing, if there is refund	-None-	2 working day	Tita S. Baliang, Administrative Officer V

## 9. PROCESSING OF LIQUIDATION OF CASH ADVANCE AS SDO



Service Information: Processing of liquidation of cash advance as SDO

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	ACPC Officers with cash advances as SDO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
7. Liquidation Report (Appendix 44)- 3 copies	ACPC Intranet(Document Masterlist)			
8. Report of Cash Disbursements (Appendix 41)	ACPC Intranet(Document Masterlist)			
9. Cash Disbursements( Cop	Department of Agriculture			
10. Summary of Expenses (Form A)	Client			
11. Summary of Expenses (Form B)	ACPC Intranet(Document Masterlist)			
12. Photocopy of Cash Advance	Cashier (for the voucher)			
<b>Additional Attachment, if needed :</b>				
i. Inspection Report (Appendix 62)	Client			
j. Trip Ticket- Finance Form( For rental of Vehicle)	ACPC Intranet(Document Masterlist)			
k. Contract of Vehicle Rental	Client			
l. Reimbursement of Expense Receipt (RER)/ Official Receipt	Client			
m. Three (3) Canvass of Price Quotation	Client			
n. Photo of Odometer	Client			
o. Purchase Request (PR)	Ms. Evelyn Aquino, Administrative Division			
p. Attendance	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	2 working days	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	2 working day	Jocelyn Alma R. Badiola, Executive Director
Remit to the cashier if there is any refund based on the approved liquidation	4) For cashier processing, if there is refund	-None-	2 working day	Tita S. Baliang, Administrative Officer V



## 10. PROCESSING OF PAYROLL/ SERVICE FEE

Service Information: Based on timekeeping reports, the HRMS processes the payroll/ service fees of ACPC personnel.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Agency Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Permanent employees: <ul style="list-style-type: none"> <li>Approved Daily Time Record</li> </ul> For Newly Hired Permanent Employees: <ul style="list-style-type: none"> <li>Appointment Letter</li> <li>Certificate of Assumption to Duty</li> </ul>		Human Resource Management Section		
For COS personnel <ul style="list-style-type: none"> <li>Duly Signed Accomplishment Report</li> <li>Approved Daily Time Record</li> </ul>				
Additional Timekeeping Documents (e.g. Personnel Locator Slip, Travel Order, Certificate of Appearance, Certificate of Compensatory Overtime Credits)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Check documents and prepare voucher	None	2 working days	Leina Bico, Administrative Assistant III, Admin - HRMS
	For approval of AFMS Director	None	1 working day	Norman William S. Kraft, Director II -AFMS
	Forward to Accounting Section for numbering of voucher	None	1 working day	Jonathan Giray, Financial Analyst V, Financial Management Division
	For approval of Executive Director	None	1 working day	Jocelyn Alma R. Badiola, Executive Director
	For processing of salaries and depositing to individual accounts	None	2 working days	Tita Baliang, Administrative Officer V, Financial Management Division



## 11. PROCESSING OF VOUCHER- CASH ADVANCE AS SDO

Service Information: Processing of cash advances of ACPC officer as Special Disbursing Officer (SDO)

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	ACPC Officers with bond fidelity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher(Appendix 32) – 3 copies		ACPC Intranet(Document Masterlist)		
3. Special Order		Human Resource Division		
4. Approved Budget/Memorandum		Client		
5. Purchase Request (PR)		Ms. Evelyn Aquino, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	-None-	2 working days	Tita S. Baliong, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA	-None-	2 working days	LandBank of the Philippines- Greenhills
If paid through Check, client can claim in the cashier				

## 12. PROCESSING OF VOUCHER- CASH ADVANCE FOR FOREIGN TRAVEL



Service Information: Processing of cash advance of ACPC Staff and Officer for Foreign Travel

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	ACPC Staff and Officers with bond fidelity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher(Appendix 32) – 3 copies		ACPC Intranet(Document Masterlist)		
3. Travel Authority		Department of Agriculture		
4. Letter of Invitation		Client		
5. Itinerary of Travel (Appendix 45)		ACPC Intranet(Document Masterlist)		
6. UNDP DSA List		<a href="https://icsc.un.org">https://icsc.un.org</a>		
7. Basis of Dollar		Land Bank of the Philippines		
8. Plane Ticket		Client		
9. Registration Fee, if needed		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	-None-	2 working days	Tita S. Baliong, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank- Greenhills if paid through LDDAP- ADA	-None-	2 working days	LandBank of the Philippines- Greenhills
If paid through Check, client can claim in the cashier				

### 13. PROCESSING OF VOUCHER- LOAN RELEASE

Service Information: Processing of Loan release to GFIs



<b>Office or Division:</b>	Finance Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Program Development Division	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies	ACPC Intranet(Document Masterlist)	
2. Disbursement Voucher(Appendix 32) – 3 copies	ACPC Intranet(Document Masterlist)	
3. Lending Conduit Evaluation Report (LCER)	Client	
4. Notice of Fund Approval	Client	
5. Letter of Intent/ Application for funding	Client	
6. Board Resolution authorizing the GFI to apply as lending Conduit and designating its authorized signatories to enter into an agreement with ACPC	Client	
7. Organizational Profile	Client	
8. Endorsement from DA Regional Field office	Client	
9. Certificate of Registration from SEC, CDA or DOLE as the case may be	Client	
10. Certificate of Compliance from CDA, for Cooperatives	Client	
11. Authenticated Copy/ Certified True Copy of the latest Articles of Incorporation or Articles of Cooperation as the case may be showing the original incorporators/organizers	Client	
12. Secretary's Certificate of Incumbent Officers together with the Certificate of Filing with the SEC(for rural/cooperative banks)/ Certificate of Approval by CDA(for cooperatives)	Client	
13. Disclosure of other related business, if any	Client	
14. Sworn Offidavit of the Secretary of NGO/PO that none of its incorporators, organizers, directors or officers is an agent of or related by conguinity or affinity up to the fourth civil degree to the official of the agency authorized to process and/or approve proposed MOA, and release funds	Client	

15. Certificate of Good Credit Standing from LBP/DBP/SBGFC including amount of line and status, if any	Client			
16. For cooperative and rural banks, Certification as to bank's latest CAMELS and Management rating with consent from the bank for ACPC to validate such rating with the BSP	Client			
17. Field Validation Report	Client			
18. Audited Financial Reports for the past 3 years preceding the date of project implementation. For NGO/PO which has been in operation for less than 3 years, financial reports for the years in operation and proof of implementation of similar projects	Client			
19. Latest Interim Financial Report	Client			
20. Fund release memorandum	Client			
21. Letter of Fund Transfer to LBP	Client			
22. LC request for Fund Release with List of Borrowers with approved loans	Client			
23. Proof of deposit account opening with Board Resolution approving the opening of a separate bank account exclusively for the program	Client			
24. Memorandum of Agreement	Client			
25. Deed of Assignment	Client			
26. Board Resolution approving and adopting the Program Guidelines	Client			
27. Board Approved Program Policies and Procedures	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	-None-	2 working days	Tita S. Baliang, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA	-None-	2 working days	LandBank of the Philippines-Greenhills
If paid through Check, client can claim in the cashier				

## 14. PROCESSING OF VOUCHER- PROCUREMENT OF MACHINERY & EQUIPMENT AND FURNITURE & FIXTURES AND BOOKS



Service Information: Procurement of Machinery & Equipment and Furniture & Fixtures and Books ( more than P15,000 for each unit)

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	All ACPC Staff and Officers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies	ACPC Intranet(Document Masterlist)			
2. Disbursement Voucher(Appendix 32) – 3 copies	ACPC Intranet(Document Masterlist)			
3. Copy of Annual Procurement Plan	Client			
4. Bids and Awards Committee (BAC) Approval	Client			
5. Memorandum for the Executive Director for the procurement	Client			
6. Purchase Request (Appendix 60)	Ms. Evelyn Aquino, Administrative Division			
7. Purchase Order (Appendix 61)	Ms. Evelyn Aquino, Administrative Division			
8. Certificate of Availability of Fund	Finance Division			
9. Contract with the Supplier	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	-None-	2 working days	Tita S. Baliang, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA	-None-	2 working days	LandBank of the Philippines- Greenhills
If paid through Check, client can claim in the cashier				

## 15. PROCESSING OF VOUCHER- REPRESENTATION, TRAINING AND OTHER PROFESSIONAL EXPENSES



Service Information: Processing of reimbursement for meals, venue rental, professional fee for the speaker, etc. incurred during meeting, workshop or training etc.

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	All ACPC Staff and Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher(Appendix 32) – 3 copies		ACPC Intranet(Document Masterlist)		
3. Official Receipt/s		Client		
4. Summary of Expenses (Form A)		ACPC Intranet(Document Masterlist)		
5. Attendance		Client		
6. Highlights, if meeting		Client		
7. Purchase Request (Appendix 60)		Ms. Evelyn Aquino, Administrative Division		
8. Approved memorandum for the activity if training or workshop		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	-None-	2 working days	Tita S. Baliang, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank- Greenhills if paid through LDDAP- ADA	-None-	2 working days	LandBank of the Philippines- Greenhills
If paid through Check, client can claim in the cashier				

## 16. PROCESSING OF VOUCHER- SUPPLIES AND OTHER EXPENSES



Service Information: Processing of reimbursement of Supplies and Other Expenses

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	All ACPC Staff and Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher(Appendix 32) – 3 copies		ACPC Intranet(Document Masterlist)		
3. Official Receipt/s		Client		
4. Summary of Expenses (Form A)		ACPC Intranet(Document Masterlist)		
5. Purchase Request (Appendix 60)		Ms. Evelyn Aquino, Administrative Division		
6. Purchase Order (Appendix 61)		Ms. Evelyn Aquino, Administrative Division		
7. Inspection Report (Appendix 62)		ACPC Intranet(Document Masterlist)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	-None-	2 working days	Tita S. Baliang, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA	-None-	2 working days	LandBank of the Philippines- Greenhills
If paid through Check, client can claim in the cashier				



## 17. PROCESSING OF VOUCHER- TRAVEL EXPENSES VIA LAND

Service Information: Processing of reimbursement for travel expenses via Land

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	All ACPC Staff and Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies	ACPC Intranet(Document Masterlist)			
2. Disbursement Voucher(Appendix 32) – 3 copies	ACPC Intranet(Document Masterlist)			
3. Itinerary of Travel (Appendix 45)	ACPC Intranet(Document Masterlist)			
4. Certificate of Travel Completed (Appendix 47)	ACPC Intranet(Document Masterlist)			
5. Certificate of Acceptance of Liability	ACPC Intranet(Document Masterlist)			
6. Certificate of Expenses not Requiring Receipt (CEnR)	ACPC Intranet(Document Masterlist)			
7. Breakdown of Expenses in CEnR	ACPC Intranet(Document Masterlist)			
8. Original Official Receipts for Land Transportation (Bus, Taxi, ect.)	ACPC Intranet(Document Masterlist)			
9. Travel Order	Glydel Salanio, Administrative Division			
10. Certificate of Appearance	Client			
11. Back to Station Report	Client			
12. Copy of GSD- Vehicle Trip Ticket, if provided by GSD	General Services Division			
<b>Additional Attachment, if needed :</b>				
a. Trip Ticket- Finance Form( For rental of Vehicle)	ACPC Intranet(Document Masterlist)			
a. Contract of Vehicle Rental	Client			
b. Reimbursement of Expense Receipt(RER)/ Official Receipt	Client			
c. 3 copies of Canvass of Price Quotation	ACPC Intranet(Document Masterlist)			
d. Odometer	Client			
e. Purchase Request (Appendix 60)	Ms. Evelyn Aquino, Administrative Division			
f. Attendance	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director

	4) For cashier processing	-None-	2 working days	Tita S. Baliang, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA	-None-	2 working days	LandBank of the Philippines- Greenhills
If paid through Check, client can claim in the cashier				

## 18. PROCESSING OF VOUCHER- TRAVEL EXPENSES VIA PLANE



Service Information: Processing of reimbursement for travel expenses via Plane

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	All ACPC Staff and Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies	ACPC Intranet(Document Masterlist)			
2. Disbursement Voucher(Appendix 32) – 3 copies	ACPC Intranet(Document Masterlist)			
3. Itinerary of Travel (Appendix 45)	ACPC Intranet(Document Masterlist)			
4. Certificate of Travel Completed (Appendix 47)	ACPC Intranet(Document Masterlist)			
5. Certificate of Acceptance of Liability	ACPC Intranet(Document Masterlist)			
6. Certificate of Expenses not Requiring Receipt (CEnR)	ACPC Intranet(Document Masterlist)			
7. Breakdown of Expenses in CEnR	ACPC Intranet(Document Masterlist)			
8. Original Official Receipts for Land Transportation (Bus, Taxi, Grab Receipt ect.)	ACPC Intranet(Document Masterlist)			
9. Plane Ticket	Client			
10. Original Boarding Pass in case of self-booked with justification, and Photocopy of Boarding Pass if booked thru GFA	Client			
11. Travel Order	Glydel Salanio, Administrative Division			
12. Certificate of Appearance	Client			
13. Back to Station Report	Client			
<b>Additional Attachment, if needed :</b>				
a. Trip Ticket	Client			
b. Contract of Vehicle Rental	Client			
c. Reimbursement of Expense Receipt(RER)/ Official Receipt	Client			
d. 3 copies of Canvass of Price Quotation	ACPC Intranet(Document Masterlist)			
e. Odometer	Client			
f. Purchase Request (Appendix 60)	Ms. Evelyn Aquino, General Services Division			
g. Attendance	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief,

	Accountant approval			Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	-None-	2 working days	Tita S. Baliang, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA Greenhills if LDDAP-ADA	-None-	2 working days	LBP
If paid through Check, client can claim in the cashier				



## 19. PROCUREMENT OF CONSULTANCY SERVICE THROUGH PUBLIC BIDDING

Service Information: Procurement of Consultancy and Expert Services through open and competitive bidding in accordance to the procedures set forth by the Government Procurement Reform Act (R.A. No. 9184)

<b>Office or Division:</b>		<b>General Services Division - Procurement</b>		
<b>Classification:</b>		<b>Highly Technical</b>		
<b>Type of Transaction:</b>		<b>G2B</b>		
<b>Who may avail:</b>		<b>Internal</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Terms of Reference (TOR)		Requesting Office / End-User Unit		
Approved Request of Expression of Interest		Bids and Awards Committee (BAC) Chairperson		
Approved Bidding Documents		BAC Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Forward TOR to Procurement Unit	1. Pre-Procurement Conference	None	1 working Day	BAC, BAC Secretariat, BAC-Technical Working Group (TWG), End-User
	2. Posting of Request for Expression of Interest	None	7 working Days	BAC Secretariat
	3. Eligibility Check and Shortlisting And Issuance of Bidding Documents	None	20 working Days	BAC, BAC-TWG, HoPE
	3.1 Approval of Resolution Shortlisting Prospective Consultants	None		BAC, BAC Secretariat, HoPE
	3.2 Issuance of Bidding Documents			BAC Secretariat
	4. Conduct of Pre-bid Conference	None	1 working Day	BAC, BAC Secretariat, BAC-TWG, End-User

	5. Request for Clarification	None	10 working Days before submission of bids	Bidder Consultant
	6. Issuance of Supplemental/ Bid Bulletin	None	7 working Days before submission of bids	BAC, BAC Secretariat
	7. Submission and Opening of Bids	None	1 working Day	BAC and BAC Secretariat
	8. Bid Evaluation	None	21 working Days	BAC, BAC-TWG
	9. Negotiation	None	10 working days	BAC, BAC-TWG, End-User and BAC Secretariat
	10. Post-qualification	None	30 working Days	BAC-TWG
	11. Approval of Resolution Recommending Award to Highest Rated and Responsive Bid and Notice of Award	None	15 working Days	BAC, BAC Secretariat, HoPE
	12. Contract preparation and signing	None	10 working Days	End-User, HoPE and Consultant
	13. Issuance of Notice to Proceed (NTP)	None	7 working Days	Evelyn Aquino, Project Evaluation Officer II, General Services Section - Procurement



## 20. PROCUREMENT OF GOODS THROUGH PUBLIC BIDDING

Service Information: Procurement of Goods and General Services through open and competitive bidding in accordance to the procedures set forth by the Government Procurement Reform Act (R.A. No. 9184)

<b>Office or Division:</b>	<b>General Services Division - Procurement</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2B</b>			
<b>Who may avail:</b>	<b>Internal</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchase Request and Technical Specifications		Requesting Office / End-User Unit		
Approved Invitation to Bid		Bids and Awards Committee (BAC) Chairperson		
Approved Bidding Documents		BAC Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Forward Purchase Request to Procurement Unit	1. Pre-Procurement Conference	None	1 working Day	BAC, BAC Secretariat, BAC-Technical Working Group (TWG), End-User
	2. Posting of Invitation to Bid	None	21 working Days	BAC Secretariat
	2.1 Issuance of Bidding Documents	Up to PhP 10,000.00 for projects with ABC of PhP 5 Million to 10 Million.  Up to PhP 5,000.00 for projects with ABC of PhP 1 Million to 5 Million.		BAC Secretariat

	2.2 Conduct of Pre-bid Conference	None		BAC, BAC Secretariat, BAC-TWG, End-User
	2.3 Request for Clarification	None		Bidder
	2.4 Issuance of Supplemental/ Bid Bulletin	None		BAC, BAC Secretariat
	3. Submission of Bids and Opening	None	1 working Day	BAC and BAC Secretariat
	4. Bid Evaluation	None	7 working Days	BAC, BAC-TWG
	5. Post-qualification	None	30 working Days	BAC-TWG
	6. Approval of Resolution Recommending Award to Lowest Calculated and Responsive Bid (LCRB) and Notice of Award	None	15 working Days	BAC, BAC Secretariat and HoPE
	7. Contract preparation and signing	None	10 working Days	Evelyn Aquino, Project Evaluation Officer II, General Services Section - Procurement  Jonathan Giray, Financial Analyst V, Financial Management Division  End-User, HoPE
	8. Issuance of Notice to Proceed (NTP)	None	7 working Days	Evelyn Aquino, Project Evaluation Officer II, General Services Section - Procurement  HoPE

## 21. PROCUREMENT OF TRANSPORTATION EQUIPMENT/ MOTOR VEHICLE THRU BIDDING



Service Information: Processing of voucher for the procurement of transportation

Equipment/ motor vehicle thru bidding

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Administrative Division			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies	ACPC Intranet(Document Masterlist)			
2. Disbursement Voucher(Appendix 32) – 3 copies	ACPC Intranet(Document Masterlist)			
3. Copy of Annual Procurement Plan	Client			
4. Purchase Request (Appendix 60)	Ms. Evelyn Aquino, Admin Division			
5. Purchase Order (Appendix 61)	Ms. Evelyn Aquino, Admin Division			
6. Bids and Awards Committee (BAC) Resolution	BAC			
7. Notice of Award (NOA)	BAC			
8. Notice to Proceed (NTP)	BAC			
9. Contract	Client			
10. Performance Bond	Client			
11. Post Quality Evaluation	Client			
12. PhilGEPS Certificate	PhilGEPS			
13. Bid Notice Abstract	PS website			
14. Certificate of Fund Availability	Finance			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	-None-	2 working days	Tita S. Baliang, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA	-None-	2 working days	LandBank of the Philippines-Greenhills
If paid through Check, client can claim in the cashier				

## 22. PROCUREMENT OF TRANSPORTATION EQUIPMENT/ MOTOR VEHICLE THRU PROCUREMENT SERVICES



Service Information: Processing of voucher for the procurement of transportation equipment/ motor vehicle

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Administrative Division			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request and Status(Appendix 11)/ Budget Utilization Status Report(Appendix 14)- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher(Appendix 32) – 3 copies		ACPC Intranet(Document Masterlist)		
3. Copy of Annual Procurement Plan-CSE		Ms. Evelyn Aquino, Administrative Division		
4. Agency Procurement Request		Ms. Evelyn Aquino, Administrative Division		
5. Budget Confirmatory		Ms. Evelyn Aquino, Administrative Division		
6. Motor Vehicle Order Form		Ms. Evelyn Aquino, Administrative Division		
7. Memorandum for the Executive Director for the procurement		Ms. Evelyn Aquino, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the complete list of requirements	1) Checking of requirements	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	2) For Budget Officer and Chief Accountant approval	-None-	1 working day	Jonathan Giray, Financial Analyst V/ Division Chief, Financial Management Division
	3) For Executive Director approval	-None-	1 working day	Jocelyn Alma R. Badiola, Executive Director
	4) For cashier processing	-None-	2 working days	Tita S. Baliog, Administrative Officer V Rey Tan, Administrative Aide IV
	5) Delivery to Landbank-Greenhills if paid through LDDAP-ADA	-None-	2 working days	LandBank of the Philippines- Greenhills
If paid through Check, client can claim in the cashier				

## 23. PROCUREMENT THROUGH AGENCY TO AGENCY PROCUREMENT



Service Information: Procurement of goods civil works and consultancy services from another agency of the Government of the Philippines in accordance with Section 53.5 of the Revised Implementing Rules of R.A. No. 9184

<b>Office or Division:</b>		<b>General Services Division - Procurement</b>		
<b>Classification:</b>		<b>Highly Technical</b>		
<b>Type of Transaction:</b>		<b>G2G</b>		
<b>Who may avail:</b>		<b>Internal</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchase Request and Technical Specifications or Terms of Reference		Requesting Office / End-User Unit		
Justification		Procurement Unit / End-User Unit		
BAC Resolution		BAC Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Forward PR/TOR to Procurement Unit	1. Secure Certificate from Servicing Agency	None	3 working Days	Evelyn Aquino, Project Evaluation Officer II, General Services Section - Procurement
	2. Memorandum of Agreement (MOA) preparation	None	7 working Days	End-User, Procurement Unit
	3. Contract Signing	None	3 working Days	Servicing Agency Jocelyn Alma Badiola, Executive Director

## 24. PROCUREMENT THROUGH SHOPPING ABOVE PHP 50,000.00



Service Information: Procurement of readily available off-the-shelf goods or ordinary/regular equipment as defined by Section 52 of the Revised Implementing Rules of R.A. No. 9184

<b>Office or Division:</b>	<b>General Services Division - Procurement</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2B</b>			
<b>Who may avail:</b>	<b>Internal</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchase Request and Technical Specifications		Requesting Office / End-User Unit		
Approved Request for Quotation		Bids and Awards Committee (BAC) Chairperson		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Forward Purchase Request to Procurement Unit	1. Posting of Request for Quotation	None	3 working Days	BAC Secretariat
	2. Receives Quotation (at least 3)	None	2 working Days	BAC and BAC Secretariat
	3. Evaluation of Quotation	None	1 working Day	BAC - Technical Working Group
	4. Purchase Order preparation and signing	None	3 working Days	Evelyn Aquino, Project Evaluation Officer II, General Services Section - Procurement  Jonathan Giray, Financial Analyst V, Financial Management Division  End-User, HoPE
	5. Issuance of Notice to Proceed	None	3 working Days	Evelyn Aquino, Project Evaluation Officer II, General Services Section - Procurement  HoPE



## 25. PROCUREMENT THROUGH SMALL VALUE PROCUREMENT

Service Information: Procurement of goods (except for off-the-shelf goods and/or regular/ordinary equipment), civil works and consultancy services not exceeding One Million Pesos as defined by Section 53.9 of the Revised Implementing Rules of R.A. No. 9184

<b>Office or Division:</b>	<b>General Services Division - Procurement</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2B</b>			
<b>Who may avail:</b>	<b>Internal</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchase Request and Technical Specifications or Terms of Reference		Requesting Office / End-User Unit		
Approved Request for Quotation or Request for Proposal		Bids and Awards Committee (BAC) Chairperson		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Forward Purchase Request to Procurement Unit	1. Posting of Request for Quotation (for goods and services) / Request for Proposal (for consultancy services)	None	7 working Days	BAC Secretariat
	2. Receives Quotation/s (at least 1)	None	1 working Day	BAC and BAC Secretariat
	3. Evaluation of Quotation/s or Proposal/s	None	7 working Days	BAC-Technical Working Group
	4. Approval of Resolution Recommending Award to Lowest Calculated and Responsive Bid (for goods and services) / Highest Rated and Responsive Bid (for consultants)	None	7 working Days	BAC, BAC Secretariat, HoPE

	and Notice of Award			
	5. Purchase Order and/or Contract preparation and signing	None	3 working Day	Evelyn Aquino, Project Evaluation Officer II, General Services Section - Procurement  Jonathan Giray, Financial Analyst V, Financial Management Division  End-User, HoPE
	6. Issuance of Notice to Proceed	None	3 working Days	Evelyn Aquino, Project Evaluation Officer II, General Services Section - Procurement  HoPE



## 26. REQUEST FOR AVAILMENT OF LEAVES

Service Information: The availment of leave of absence is a right granted to employees not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI of Executive Order No. 292.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Agency's Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application for Leave Form			Human Resource Management Section	
Additional Supporting Documents for Justification (e.g. Medical Certificates)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill-up the application for leave form	Upon receipt of the fully accomplished forms, proceed with the processing of application.	None	1 working day	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS
	Indicate leave credit balances for SL and VL.	None		Glydel Anne Salanio, Financial Analyst II, Admin-HRMS Emmalyn J. Guinto, OIC-Admin
	The director where the employee belongs approves/disapproves the application.	None	1 working day	Director where the employee belongs
	If approved, forward the Application for Leave Form to the Executive Director for signature.	None	1 working day	Jocelyn Alma R. Badiola, Executive Director

## 27. REQUEST FOR DATA



Service Information: Provides management and stakeholders reports on the status and performance of on-going agricultural credit programs and projects of ACPC

<b>Office or Division:</b>	<b>Information Systems Management Division</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G</b>			
<b>Who may avail:</b>	<b>Internal and External</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request		Information Systems Management Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For External Client:</b> Letter of request (addressed to the Executive Director)	1. Review request (for either approval or disapproval)	None	1 hour	Joel Matira, Chief of Staff, Office of the Executive Director
<b>For Internal Client:</b> Notify ISMD of data request	2. if approved, generation of requested data/ report	None	2 working days *	Norman William Kraft, Director II, AFMS
	3. Prepare and send transmitted letter w/ requested data/ report	None	2 working days	Norman William Kraft, Director II, AFMS

**Note:** \* if requested data will include personal and sensitive personal information, sharing of data will require a data sharing agreement which will change the service classification into a highly technical.

## 28. REQUEST FOR LEAVE CREDIT MONETIZATION



Service Information: ACPC personnel may opt to have their accumulated vacation and/or sick leave credits be converted to its monetary value instead of going on a leave of absence.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Agency's Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Monetization of Leave Credits		Human Resource Management Section		
Application for Leave Form		Human Resource Management Section		
Additional Supporting Documents for Justification (e.g. Medical Certificates)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill-up the Application for Leave and Request for Monetization of Leave Credits Forms and submit to HRMS together with supporting documents if required	Check completion of submitted requirements and validate monetization application against available leave balances.  HRMS updates leave balance credit	None	3 working days	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS
	Forward the Leave Monetization documents to DA for endorsement to DBM	None	8 working days	DA personnel
	Forward the Leave Monetization documents to DBM for approval and release of budget	None	9 working days	DBM personnel Leina Bico, Administrative Assistant III, Admin - HRMS
	Preparation of Payroll	None	1 working day	Leina Bico, Administrative Assistant III, Admin - HRMS

## 29. REQUEST FOR PROCESSING OF TRAINING REQUESTS



Service Information: Training requests and invitations given to permanent employees are processed by the HRMS.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Training Invitation				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit training invitation to HRMS. Indicate who will be attending.	Process training request. <ul style="list-style-type: none"> <li>Inquire regarding the details of the training</li> <li>Inform interested employee to submit training requirements</li> </ul>	None	20 working days	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS
Submit training requirements	<ul style="list-style-type: none"> <li>Register the applicant</li> <li>Prepare Special Order</li> <li>Prepare voucher and other required documents for the training</li> <li>Inform the participating employees once the training requirements are ready so that they can already book their flights and accommodation if the training will be held at a distant venue.</li> </ul>			Glydel Anne Salanio, Financial Analyst II, Admin-HRMS

### 30. REQUEST FOR RELEASE OF HR-RELATED DOCUMENTS



Service Information: ACPC personnel may request documents such as Certificate of Employment, Service Record, Certificate of No Pending Administrative Case and Certificate of Travel Authority (Non-Official Travel) from the HRMS for any legal purpose.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	G2G			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Agency Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRMS Document Request Slip		Human Resource Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill Up Document Request Form a. Certificate of Employment b. Service Record c. Certificate of No Pending Administrative Case d. Certificate of Travel Authority (Non-Official Travel)	Upon receipt of the fully accomplished Request Form, proceed with processing of requested document/s.	None	2 working days	Leina Bico, Administrative Assistant III, Admin - HRMS
	For signature of OIC- Admin/ AFMS Director	None	1 working day	Emmalyn Guinto, OIC-Admin Norman William S. Kraft, Director II - AFMS

### 31. REQUEST FOR RELEASE OF TRAVEL ORDERS



Service Information: All travel orders approved by the Executive Director are forwarded to the Human Resource Management Section for timekeeping purposes

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Agency Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request original copy of Travel Order  Sign Travel Order logbook to receive the document	Release Travel Order to requesting personnel	None	5 minutes	Glydel Anne Salanio, Financial Analyst II, Admin-HRMS

### 32. REQUEST FOR REPAIR AND MAINTENANCE OF ICT EQUIPMENT



Service Information: The Repair and Maintenance Service restores all ICT equipment of ACPC also provides general or routine Maintenance on such equipment to ensure they work efficiently.

<b>Office or Division:</b>		<b>Information Systems Management Division</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2G</b>		
<b>Who may avail:</b>		<b>Internal</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Repair and Maintenance of ICT Equipment Form		Information Systems Management Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill-up Request Form for repair and maintenance	1. If the equipment can be restore in-house (Maintenance order will be utilized)	None	Within a day	Norman William Kraft, Director II, AFMS
	2. if the equipment can't be repaired in-house (bring the equipment to the service center)	None	2 working days	Norman William Kraft, Director II, AFMS

### 33. REQUEST FOR SYSTEM DEVELOPMENT



Service Information: Develop and implement Information Systems for the Purpose of supporting other units in operationalization Of programs and projects of the ACPC.

<b>Office or Division:</b>	Information Systems Management Division			
<b>Classification:</b>	Highly Technical (More than 20 days)			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Internal			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proposal		Information Systems Management Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Formal request or proposal for an IT system solution	1. <b>System Analysis</b> -In this phase, the ISMD work with requesting units to determine the specific requirements for the new system	None	3 working days	Requesting Unit and Norman William Kraft, Director II, AFMS
	2. <b>System design</b> – the ISMD takes the system requirements document created in the previous phase and develops the specific technical details required for the system	None	10 working days	Norman William Kraft, Director II, AFMS
	3. <b>Programming</b> – the code finally gets written in the programming phase	None	5 working days	Norman William Kraft, Director II, AFMS
	4. <b>Testing – in the</b> testing phase, the system developed in the previous phase is put through a series of structured tests	None	1 working day	Norman William Kraft, Director II, AFMS
	5. <b>Implementation</b> – includes training the users, providing documentation, and conversion from any previous system to the new system.	None	5 working days	Norman William Kraft, Director II, AFMS



## VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedbacks and complaints	Email your feedbacks/ complaints to the Communications and Public Affairs Division of Agricultural Credit Policy Council (info@acpc.gov.ph) or address them directly through the contact information posted at the Feedback tab of the ACPC Official website (www.acpc.gov.ph).
How feedbacks and complaints are processed	<p>Feedback requiring answers are forwarded to the relevant divisions and they are required to answer within five (5) days of the receipt of the feedback. The answer of the division is then relayed to the citizen.</p> <p>For complaints, make sure to provide the following - information:</p> <p>Name of person being complained Complaint Incident Evidence</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: (632) 634-3320 to 21; (632) 634-3326</p>

<p>Contact Information of DA, CSC, ARTA</p>	<p><b>Department of Agriculture</b>  Email: <a href="mailto:webteam.da@gmail.com">webteam.da@gmail.com</a>  Telephone: (632) 273.2474 to 78  (632) 8928.8741 / 8928.6602  (632) 8928.8745 to 64  Address: Elliptical Road, Diliman, Quezon City, Philippines</p> <p><b>Civil Service Commission</b>  Email Addresses:  Complaints: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  Other Concerns : <a href="mailto:inquiry@csc.gov.ph">inquiry@csc.gov.ph</a>  CSC Trunklines : 8931-8092 / 8931-7939 / 8931-7935  Text CSC : 0917-839-8272  Para sa taumBAYAN hotline : 8951-2575 / 8951-2576 / 8932-0111  Address: Constitution Hills, Batasang Pambansa Complex  Diliman 1126 Quezon City, Philippines</p> <p><b>Anit-Red Tape Authority</b>  Email Addresses:  <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone: 478-5091   478-5099  Address: Ground Floor HPGV Building (Formerly Accelerando), 395  Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines</p> <p><b>Presidential Complaints Center</b>  E-mail Address:  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>  Contact No: 8-736-8645, 8-736-8603, 8-736-8606, 8-736-8629, 8-736-8621, Telefax 8-736-8621</p>
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## VII. List of Offices

Office	Address	Contact Information
Head Office	28th Floor, One San Miguel Avenue Building, San Miguel Avenue cor. Shaw Blvd, Ortigas Center, Pasig City 1605, Philippines	Telephone Nos. (632) 634-3320 to 21; (632) 634-3326 Fax (632) 634-3319 email: <a href="mailto:info@acpc.gov.ph">info@acpc.gov.ph</a> Website: <a href="http://www.acpc.gov.ph">www.acpc.gov.ph</a>