



AGRICULTURAL CREDIT POLICY COUNCIL

CITIZEN'S CHARTER

2020 (2nd Edition)



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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's (DA) priority programs. It was also tasked to monitor and evaluate the economic soundness of all credit programs. It became an attached agency of the 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 fishers, and to orchestrate institution capacity 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) or RA 8435 paved the way for the ACPC to carve its niche in a liberalized and globalized environment. In support of the 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 the ACPC with three (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 or the Agri-Agra Reform Credit Act of 2009 and its I.R.R. and 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 a fast, convenient and affordable credit for small farmers and fisherfolk 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 fisherfolk-beneficiaries in support of the DA food security program.

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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Central Office

External Services

1. ACCEPTANCE OF CASH PAYMENT OF LOAN OBLIGATION/ SALE OF PROPERTY

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

Office or Division:	Fund Management Service – Fund Resource Division & Asset Disposition Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Borrower/ Heirs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cash			Borrower/ buyer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cash payment	1.1 Review of Subsidiary Ledger, vis-à-vis Amortization Schedule/ Contract to Sell	None	1 working day	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i>
None	1.2 Preparation of Order of Payment	None	1 working day	<i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.3 Issuance of Official Receipt	None	1 working day	<i>Administrative Officer V, Financial Management Division</i>
None	1.4 Preparation of letter acknowledging receipt of payment	None	1 working day	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i>
None	1.5 Sending of acknowledgement letter, together with the official receipt	None	1 working day	<i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
TOTAL		None	5 working days	

2. ACCEPTANCE OF PAYMENTS OF LOAN OBLIGATION/SALE OF PROPERTY DEPOSITED IN LBP

Receipt of a copy of LBP machine – validated deposit slip representing payment of loan obligation / sale of property

Office or Division:	Fund Management Service – Fund Resource Division & Asset Disposition Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Borrower/ Heirs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LBP machine validated deposit slip		LBP Branches		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LBP machine-validated deposit slip	1.1 Review of Subsidiary Ledger vis-à-vis Amortization Schedule/ Contract to Sell	None	1 working day	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.2 Preparation of Order of Payment	None	1 working day	<i>Administrative Officer V, Financial Management Division</i>
None	1.3 Issuance of Official Receipt	None	1 working day	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i>
None	1.4 Preparation of letter acknowledging receipt of payment	None	1 working day	<i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.5 Sending of acknowledgement letter, together with the official receipt	None	1 working day	
TOTAL		None	5 working days	

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

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.

Office or Division:	Accreditation and Certification Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Non-Bank Rural Financial Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(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				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. NBRFI applicant submits the letter of application to ACPC together with complete documentary requirements	1.1 Receives the documents	None	1 working day	<i>Economist II, Accreditation and Certification Division</i>
None	1.2 Screening and evaluation of documents as to completeness, authenticity and eligibility criteria	None	2 working days	<i>Economist III or Economist V/ Division Chief, Accreditation and Certification Division</i>
None	1.3 Preparation of Certificate of Accreditation with issued Accreditation Reference Number	None	2 working days	<i>Economist II or Economist III, Accreditation and Certification Division</i>
None	1.4 Approval by the Head of the Agency	None	1 working day	<i>Executive Director, Office of the Executive Director</i>

None	1.5 Sending-out of the approved Certificate of Accreditation with issued Accreditation Reference Number to the NBRFI applicant	None	1 working day	<i>Economist V/ Division Chief, ACD</i>
TOTAL		None	7 working days	

4. ADDITIONAL ALLOCATION OF CREDIT FUNDS

Recommendation/Approval of Additional Credit Funds

Office or Division:	Program Development Division (PDD)			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2G			
Who may avail:	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Lending Conduit's Request for Additional Allocation along with Certified list of borrowers with approved loans (Request for Fund Release Form)	1.1 Receive and Review the Request for Additional Allocation from the LC with attached Certified list of borrowers	None	20 working days	Chief Administrative Officer/ Division Chief, Program Development Division
None	1.2 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	Financial Analyst II, Office of the Deputy Executive Director
None	1.3 Receive the Disbursement voucher (DV) from Accounting Unit. Approve/ Disapprove DV.	None	7 working days	Chief of Staff, Office of Executive Director Executive Director, Office of Executive Director
TOTAL		None	47 working days	

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

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.

Office or Division:		Monitoring Division		
Classification:		Complex		
Type of Transaction:		G2G, G2C		
Who may avail:		DA, DOF, DBM, BSP, NEDA, PSA and other policy-making agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updates from data sources: DA-Program, LBP,DBP, PCIC, AGFP, BFAR, NTA and DAR		DA-Program, LBP,DBP, PCIC, AGFP, BFAR, NTA and DAR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for status report/updates on Agri-credit, Guarantee and Insurance thru e-mail /letter	1.1 Acknowledge receipt of request	None	1 working day	PEO V/ Division Chief, Monitoring Division
None	1.2 Prepare/print report	None	1 working day	
None	1.3 Submit letter and report for approval of Division Chief/Director/ Executive Director	None	2 working days	PEO V/ Division Chief, Monitoring Division Director II, Monitoring Division Executive Director, Office of the Executive Director
None	1.4 Send status report	None	1 working day	PEO V/ Division Chief, Monitoring Division
TOTAL		None	5 working days	

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.

Office or Division:	Monitoring Division			
Classification:	Complex			
Type of Transaction:	G2G, G2C			
Who may avail:	DA, DOF, DBM, BSP, NEDA, PSA and other policy-making agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updates from data sources: Bangko Sentral ng Pilipinas (BSP), LandBank (LBP), and Development Bank of the Philippines (DBP)		BSP, LBP and DBP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for status report/updates on Bank Lending to Agriculture thru e-mail /letter	1.1 Acknowledge receipt of request	None	1 working day	<i>Economist III/ PEO III, Monitoring Division</i>
None	1.2 Prepare/print report	None	1 working day	
None	1.3 Submit letter and report for approval of Division Chief/Director/ Executive Director	None	2 working days	<i>PEO V/ Division Chief, Monitoring Division</i> <i>Director II, Monitoring Division</i> <i>Executive Director, OED</i>
None	1.4 Send status report	None	1 working day	<i>Economist III/ PEO III, Monitoring Division</i>
TOTAL		None	5 working days	

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

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.

Office or Division:	Accreditation and Certification Division		
Classification:	Complex		
Type of Transaction:	G2G, G2B		
Who may avail:	Bond and other debt security issuer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
(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			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bond/debt security issuer submits letter of intent (in behalf of the bank bondholder) together with complete documentary requirements	1.1 Receives the documents	None	1 working day	<i>Economist II</i> , Accreditation and Certification Division
None	1.2 Screening and evaluation of documents as to completeness, authenticity and eligibility criteria	None	2 working days	<i>Economist III or Economist V/ Division Chief</i> , Accreditation and Certification Division
None	1.3 Preparation of the individual Certificate with Accreditation Reference Number	None	2 working days	<i>Economist II or Economist III</i> , Accreditation and Certification Division
None	1.4 Approval by the Head of the Agency	None	1 working day	<i>Executive Director</i> , Office of the Executive Director
None	1.5 Sending-out of the approved individual Certificate with Accreditation Reference Number Certificate to bond issuer	None	1 working day	<i>Economist V/ Division Chief</i> , Accreditation and Certification Division
TOTAL		None	7 working days	

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

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.

Office or Division:	Accreditation and Certification Division	
Classification:	Highly Technical	
Type of Transaction:	G2G, G2B	
Who may avail:	Bond and other debt security issuer	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Proposed bond and other debt securities		
(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) Oher relevant documents as may be required by the ACPC		
B. Already issued bond/primary issuance		
(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	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bond/debt security issuer submits letter of intent together with complete documentary requirements	1.1 Receives the documents	None	1 working day	<i>Economist II, Accreditation and Certification Division</i>
None	1.2 Screening and evaluation of documents as to completeness, authenticity and eligibility criteria	None	15 working days	<i>Economist III or Economist V/ Division Chief, Accreditation and Certification Division</i>
None	1.3 Preparation of the Certificate of eligibility to Bond Issuer i. Conditional Certificate of Eligibility of proposed bond/debt security; or ii. Certificate of Eligibility of bond/debt security	None	2 working days	<i>Economist II or Economist III, Accreditation and Certification Division</i>
None	1.4 Approval by the Head of the Agency	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.5 Sending-out of the approved Certificate of Eligibility to Bond Issuer i. Conditional Certificate of Eligibility of proposed bond/debt security; or ii. Certificate of Eligibility of bond/debt security	None	1 working day	<i>Economist V/ Division Chief, Accreditation and Certification Division</i>
TOTAL		None	20 days	

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

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.

Office or Division:		Fund Management Service – Fund Resource Division		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		PDIC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		PDIC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PDIC letter request	1.1 Preparation/ updating of subsidiary ledger/s	None	3 working days	Chief Administrative Officer/ Division Chief, Fund Recovery Division
None	1.2 Preparation of Statement of Account/s	None	2 working days	Chief Administrative Officer/ Division Chief, Fund Recovery Division
None	1.3 Preparation of list of loans rediscounted by the bank, if any.	None	2 working days	Chief Administrative Officer/ Division Chief, Fund Recovery Division
None	1.4 Preparation of reply letter to PDIC submitting the abovementioned documents/ information.	None	1 working day	Chief Administrative Officer/ Division Chief, Fund Recovery Division
None	1.5 Sending of reply letter to PDIC, together with the attachments	None	1 working day	Chief Administrative Officer/ Division Chief, Fund Recovery Division
TOTAL		None	9 working days	

10. EVALUATION OF LETTER REQUESTS

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

Office or Division:	Fund Management Service – Fund Resource Division & Asset Disposition Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Borrower/ Heirs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Analysis of borrower's loan documents (ledger's, Promissory Note).	None	1 working day	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.2 Preparation of memorandum recommending the amount to be settled by the borrower to be approved by the Executive Director.	None	1 working day	
None	1.3 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	
None	1.4 Sending of reply letter.	None	1 working day	
TOTAL		None	4 working days	

11. FUND DRAWDOWN

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

Office or Division:	Program Development Division (PDD)			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2G			
Who may avail:	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Authority to Draw letter together with Certified list of borrowers (Request for fund release form)	1.1 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	Chief Administrative Officer/ Division Chief, Program Development Division
None	1.2 Log the Fund Drawdown Memorandum and forward to the OED	None	5 mins	Financial Analyst II, Office of the Deputy Executive Director
None	1.3 Approve/Sign the letter of Authority to Withdraw	None	7 working days	Executive Director, Office of the Executive Director
TOTAL		None	27 working days and 5 minutes	

12. FUND RELEASE TO PARTNER LENDING CONDUITS

Transfer of Credit funds to Lending Conduit(s)

Office or Division:	Program Development Division (PDD)		
Classification:	Highly Technical		
Type of Transaction:	G2B, G2G		
Who may avail:	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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 may be 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 may be 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 may be provided by ACPC	
7. Lending Policies and Procedures with Board Resolution adopting PUNLA Guidelines		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template may be provided by ACPC	
8. Notarized Memorandum of Agreement		Template may be 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	1.1 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	Chief Administrative Officer/ Division Chief, Program Development Division
None	1.2 Preparation of Disbursement voucher, cover memo for the ED recommending processing of the voucher, Certification as to completeness of documents	None	20 working days	Chief Administrative Officer/ Division Chief, Program Development Division
None	1.3 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	Financial Analyst II, Office of the Deputy Executive Director
None	1.4 Receive the Disbursement voucher (DV) from Accounting Unit. 1.5 Approve/ Disapprove DV.	None	7 working days	Chief of Staff, Office of Executive Director Executive Director, Office of Executive Director
TOTAL		None	67 working days	

Attached Documents:

DA-ACPC EASY ACCESS LOAN FACILITY DOCUMENTARY REQUIREMENTS

I. Application Requirements ¹	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		
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		

II. Fund Release Requirements ²		
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 Lead

¹ 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.

² 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

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

Office or Division:	Fund Recovery Division (FRD)			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	Lending Conduits, Farmer borrowers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Lending Conduit 1. Letter of Request 2. Board Resolution 3. Financial Statement (latest) 4. Updated Report on collection/ status report 5. Certification from LGU/NDRMMC (if under calamity)		Local Government Unit		
B. Farmer Borrower 1. Letter of Request 2. Supporting documents (medical records, death certificate, certification from LGU/NDRMMC)		Farmer Borrower Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request Letter	1.1 Acknowledge receipt of letter and schedule a field visit	None	2 working days	Administrative Officer IV, Fund Recovery Division Chief Administrative Officer/ Division Chief, Fund Recovery Division
None	1.2 Conduct field validation <ul style="list-style-type: none"> Interview with end-borrowers Negotiation re: Plan of Payment 	None	3 working days	Administrative Officer IV, Fund Recovery Division Chief Administrative Officer/ Division Chief, Fund Recovery Division
None	1.3 Evaluation of documents submitted (see checklist requirements)	None	2 working days	Administrative Officer IV, Fund Recovery Division Chief Administrative Officer/ Division Chief, Fund Recovery Division
None	1.4 Prepare memo (recommendation to management)	None	2 working days	Administrative Officer IV, Fund Recovery Division

				<i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.5 Prepare agreement A. Loan Extension/ Restructuring (LC) B. Plan of Payment (End-borrower)	None	2 working days	<i>Administrative Officer IV, Fund Recovery Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.6 Notify re: result of evaluation and send copy of agreement for client's review, comment and signature	None	2 working days	<i>Administrative Officer IV, Fund Recovery Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
2. Review Agreement 2.1 If no revision, for signature	2.1a For signature of Executive Director	None	1 working day	<i>Administrative Officer IV, Fund Recovery Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	2.1b For revision and send back to clients	None	2 working days	<i>Administrative Officer IV, Fund Recovery Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
2.2 If with revision/ comment, send back to ACPC	2.2a Notarize Agreement	None	1 working day	<i>Administrative Officer IV, Fund Recovery Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	2.3 Provide client a copy of Notarized Agreement	None	1 working day	<i>Administrative Officer IV, Fund Recovery Division</i>
TOTAL		None	18 working days	

14. ORIENTATION, EVALUATION and APPROVAL OF LOAN APPLICATION (NEW APPLICATION AND RE-AVAILMENT)

Tapping eligible Lending Conduits (LCs) and Recommendation/Approval of Credit Funds

Office or Division:	Program Development Division (PDD)		
Classification:	Highly Technical		
Type of Transaction:	G2B, G2G		
Who may avail:	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting orientation of Credit programs from ACPC	1.1 Conduct orientation to the requesting party	None	20 working days	<i>Chief Administrative Officer/ Division Chief, Program Development Division</i>
2. Submission of basic requirements (1-7.1)	2.1 Receive the application/ Letter of intent from the applicant	None	5 mins	<i>Project Evaluation Officer II, General Services Section</i>
None	2.2 Log the submitted application to the Data Tracking System (DTS)	None	5 mins	<i>Chief of Staff, Office of the Executive Director</i>
None	2.3 Transmit to the Area Team concerned	None	5 mins	<i>Financial Analyst II, Office of the Deputy Executive Director</i>
None	2.4 On-site validation of potential LC and Preparation of Lending Conduit Evaluation Report (LCER)	None	20 working days	<i>Chief Administrative Officer/ Division Chief, Program Development Division</i>
None	2.5 Review LCER and recommend credit fund	None	7 working days	<i>Chief Administrative Officer/ Division Chief, Program Development Division</i> <i>Deputy Executive Director, Office of the Deputy Executive Director</i>
None	2.6 Approve or disapprove recommendation. Sign the Notice of Fund Approval	None	3 working days	<i>Executive Director, Office of the Executive Director</i>
TOTAL		None	50 working days and 15 minutes	

15. PROVISION OF INSTITUTIONAL CAPACITY BUILDING TRAINING

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

Office or Division:	Advocacy Division			
Classification:	Highly Technical (More than 20 days)			
Type of Transaction:	G2B			
Who may avail:	Lending Conduits and other farmer organizations/cooperative partners' of ACPC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Proposal for approval by the Executive Director		Advocacy Division		
Purchase Request		Procurement Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the conduct of ICB training (e.g., financial literacy)	1.1 Acknowledge receipt of request and respond whether the request can be accommodated	None	1 working day	<i>PDO V/Division Chief, Advocacy Division</i> <i>Director II, Program Development</i>
None	1.2 Preparation and approval of proposal for the conduct of ICB Training	None	7 working days	<i>PDO V/Division Chief, Advocacy Division</i> <i>Director II, Program Development</i>
None	1.3 Preparation and approval of Purchase Request as soon as proposal is approved	None	3 working days	<i>Executive Director, Office of the Executive Director</i>
2. Actively participate in the conduct of the training Re-echo learnings from the training	2.1 Conduct of ICB Training to recipient organizations	None	5 working days (per batch) Depending on the no. of trainings/no. of batch	<i>PDO V/Division Chief, Advocacy Division</i>
None	3. Liquidation of the cash advance for the conduct of training	None	7 working days	<i>Director II, Program Development</i>
TOTAL		None	23 working days	

16. PROVISION OF RESOURCE PERSON

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

Office or Division:		Advocacy Division		
Classification:		Complex		
Type of Transaction:		G2G, G2C		
Who may avail:		Agricultural Training Institute (ATI); other Attached Agencies/Bureaus of the Department of Agriculture (DA); and Lending Conduits partners of ACPC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation letter/ letter requesting a Resource Person	1.1 Receive letter invitation and determine the staff/officer to be assigned,	None	1 working day	<i>PDO V/ Division Chief, Advocacy Division</i> <i>Director II, Program Development</i>
2. Provide details such as venue, program, materials, and other details of the training	2.1 Coordinate with requesting party details of the training to be conducted	None	1 working day	<i>PDO V/ Division Chief, Advocacy Division</i>
3. Provide support to the resource person during the conduct of the training	3.1 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)	<i>PDO V/ Division Chief, Advocacy Division</i>
None	4. Prepare back to station report and other post activities related to the conduct of training	None	1 working day	<i>PDO V/ Division Chief, Advocacy Division</i>
TOTAL		None	7 working days	

17. PROVISION OF RESOURCE PERSON FOR ORIENTATIONS

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

Office or Division:		Communications and Public Affairs Division		
Classification:		Complex		
Type of Transaction:		G2B, G2G		
Who may avail:		DA attached agencies and bureaus, NGOs, LGUs, farmers' and fishers' organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of invitation to activity/ letter of request		DA attached agencies and bureaus, NGOs, LGUs, farmers' and fishers' organizations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 th 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	<i>Division Chief,</i> Communications and Public Affairs Division
TOTAL		None	7 working days	

18. RELEASE OF COLLATERALS ATTACHED TO ASSIGNED RECEIVABLES

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

Office or Division:	Fund Management Staff (Fund Recovery Division & Asset Disposition Division)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Borrower / Heirs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LBP-Machine validated deposit slip		Land Bank of the Philippines Branches		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Full payment of assigned receivable	1. 1 Preparation of release documents: <ul style="list-style-type: none"> a. Memo to Executive Director b. Certificate of Full Payment c. Cancellation of Mortgage 	None	7 working days	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.2 Notarization of Cancellation of Mortgage	None	1 working day	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.3 Release of documents <ul style="list-style-type: none"> a) Certificate of full payment b) Original copies of <ul style="list-style-type: none"> b.1) Deed of Assignment b.2) Cancellation of Mortgage b.3) Title / Tax Declaration 	None	1 working day	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
TOTAL		None	9 working days	

19. RELEASE OF SALE DOCUMENTS FOR SOLD PROPERTIES

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

Office or Division:	Assets Disposition Division (ADD)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Previous owner / heirs, other interested buyer/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LBP-Machine validated deposit slip		Land Bank of the Philippines Branches		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Full payment of sales price	1.1 Preparation of release documents: a. Memo to Executive Director b. Deed of Sale	None	7 working days	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i>
None	1.2 Notarization of Deed of Sale	None	1 working day	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i>
None	1.3 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	<i>Financial Analyst V/ Division Chief, Assets Disposition Division</i>
TOTAL		None	9 working days	

20. REQUEST FOR CERTIFICATE OF CREDIT STANDING

Issuance of Certificate of Credit Standing

Office or Division:		Fund Recovery Division		
Classification:		Simple		
Type of Transaction:		G2B, G2C		
Who may avail:		Lending Conduits, Farmer borrowers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Lending Conduits, Farmer borrowers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
TOTAL		None	3 working days and 1 hour	

21. RESPONSE TO LETTERS

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

Office or Division:		Communications and Public Affairs Division		
Classification:		Complex		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter		Letter Sender		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter with appropriate Sender's Information and address to the Executive Director, Agricultural Credit Policy Council, 28 th 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	<i>Division Chief,</i> Communications and Public Affairs Division
TOTAL		None	7 working days	

22. RESPONSE TO ONLINE INQUIRIES

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

Office or Division:	Communications and Public Affairs Division			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Inquiry		Sender of online inquiry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a documented inquiry through any of the following: <ul style="list-style-type: none"> Send email to info@acpc.gov.ph Send private message through the official ACPC Facebook Page (facebook.com/agricreditpolicycouncil/) 	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	<i>Division Chief,</i> Communications and Public Affairs Division
TOTAL		None	7 working days	

Central Office

Internal Services

1. ENGAGING OF CONTRACT OF SERVICE

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.

Office or Division:	Human Resource Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2G; G2C			
Who may avail:	Division Heads/Directors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Advertisement		ACPC Website/Jobstreet		
Personal Data Sheet/Resume		CSC Website		
Application Letter		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply to the job vacancy thru submitting PDS/resume and application letter to ACPC email	1.1 Screen/shortlist applicants based on qualification standards	None	7 working days	Human Resource Officer II, Administrative Division Officer-in-charge, Administrative Division
None	1.2 Invite shortlisted applicants for examination/ interview	None		Human Resource Officer II, Administrative Division
2. Confirm attendance to the invitation for examination/ interview	2.1 Administer tests/ conduct interview to shortlisted applicants who responded to the invitation	None	4 working days	Human Resource Officer II, Administrative Division Unit head concerned
None	2.2 Conduct a Background Investigation of the applicants	None		Human Resource Officer II, Administrative Division
None	2.3 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	Human Resource Officer II, Administrative Division Officer-in-charge, Administrative Division Unit head concerned
None	2.4 Release a memorandum regarding the recommendation to	None		Human Resource Officer II, Administrative Division

	hire the selected applicant or the lone applicant for action and signature of the agency head			Unit head concerned <i>Executive Director, Office of the Executive Director</i>
None	3.1 Inform the successful applicant of the hiring: <ul style="list-style-type: none"> • Starting Date • Requirements for submission 	None	1 working day	<i>Human Resource Officer II, Administrative Division</i>
4. Confirm acceptance of the job and submit the requirements	4.1 Collect the complete requirements of the person to be employed	None	5 working days	<i>Human Resource Officer II, Administrative Division</i>
TOTAL		None	20 working days	

2. JOB APPLICATION (PERMANENT POSITIONS)

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.

Office or Division:	Human Resource Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2G; G2C			
Who may avail:	Job applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Advertisement		CSC Website/ACPC Website/Jobstreet		
Personal Data Sheet/Resume		CSC Website		
Application Letter		Applicant		
Diploma/Transcript of Records		School Registrar		
Training Certificates		Training Centers		
Performance Ratings		Previous Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply to the job vacancy thru submitting the application papers and documentary requirements to the designated ACPC email: <ul style="list-style-type: none"> • Personal Data Sheet (PDS)/ Resume • Application Letter • Diploma/TOR • Training Certificates • Performance Ratings 	1.1 Screen/shortlist applicants based on qualification standards	None	12 working days	Human Resource Officer II, Administrative Division
	1.2 Collect application papers and cross-check the applicants' documentary requirements	None		Human Resource Officer II, Administrative Division Administrative Officer III, Administrative Division
	1.3 Invite the qualified applicants for preliminary evaluation	None		Human Resource Officer II, Administrative Division
2. Attend the preliminary evaluation	2.1 Conduct preliminary evaluation of the qualification of all candidates: a. Administer tests and conduct interview* b. Fill up individual assessment and comparative matrix c. Secure Potential Assessment from the	None	3 working days	Human Resource Officer II, Administrative Division Administrative Officer III, Administrative Division

	<p>candidates' immediate supervisors</p> <p>d. Conduct background investigation*</p> <p><i>*(This step does not apply to the internal applicants)</i></p>			
None	3. 1 Prepare shortlist of candidates and submit to HRMPSB for deliberation	None	1 working day	<p><i>Human Resource Officer II, Administrative Division</i></p> <p><i>Administrative Officer III, Administrative Division</i></p>
None	4.1 HRMPSB to hold deliberation meetings	None	2 working days	HRMPSB
None	5.1 Submit list of candidates who passed the HRMPSB assessment to the appointing authority	None	1 working day	<i>Division Chief/ Director concerned</i> HRMPSB
None	5.2 Appointing authority to choose the applicant to be appointed	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
TOTAL		None	20 working days	

3. MAINTENANCE AND UPDATING OF ACPC WEBSITE

Maintain and manage official website of the ACPC

Office or Division:	Information Systems Management Division			
Classification:	Simple			
Type of Transaction:	G2G and G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Articles, banners and reports		Information Systems Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify ISMD of request for uploading/updating in the website together with soft copy of information/materials to be uploaded	1.1 Upload/update information/materials in the website	None	1 hour	Requesting Unit and <i>Director II</i> , PMISMS
TOTAL		None	1 hour	

4. PAYMENT FOR RESEARCH, EXPLORATION & DEVELOPMENT EXPENSES AND CONSULTANCY SERVICES THRU BIDDING

Processing of Voucher- Payment for Research Project/Consultancy Service thru Bidding

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Policy and Planning			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report - 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher– 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		General Services Division		
7. Purchase Order		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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director , Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank-Greenhills if paid through LDDAP-ADA	None	2 working days	LandBank of the Philippines- Greenhills
TOTAL		None	7 working days	

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

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

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Policy and Planning			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher – 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		General Services Division		
7. Certificate of Availability of Fund		Financial and Management Division		
8. Notarized Memorandum of Agreement		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director , Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank- Greenhills if paid through LDDAP- ADA	None	2 working days	LandBank of the Philippines- Greenhills
TOTAL		None	7 working days	

6. PROCESSING OF APPROVAL FOR GSIS LOAN REQUESTS

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

Office or Division:		Human Resource Management Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Qualified Permanent Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Access to LBP Website		Online		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill Up Loan Application in GSIS GWAPS website	1.1 The AAO will approve/disapprove the application based on evaluation.	None	1 working day	<i>Human Resource Management Officer II/ Agency Authorized Officer (AAO), Administrative Division</i>
TOTAL		None	1 working day	

7. PROCESSING OF CLEARANCE

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

Office or Division:		Human Resource Management Section		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		Agency Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Human Resource Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Route Clearance Form for signature of assigned personnel	1.1 Evaluate personnel's money, property and other work-related accountabilities (for signature if cleared)	None	19 working days	<i>PEO II, Admin – General Services</i> <i>Officer-in-charge, Admin Division</i> <i>Economist III, Accreditation and Certification Division/ ACPCEA</i> <i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
2. Submit to HRMS for filing	2.1 Ensure completeness of signatures in the form	None	1 working day	<i>Administrative Officer III, Admin-HRMS</i>
TOTAL		None	20 working days	

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

Processing of liquidation of cash advance for foreign travel

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	ACPC Officers with cash advance for foreign travel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liquidation Report		ACPC Intranet(Document Masterlist)		
2. Report of Cash Disbursements		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)		
Additional Attachment, if needed :				
a. Inspection Report		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)		Administrative Division		
h. Attendance		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete list of requirements	1.1 Checking of requirements	None	2 working days	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	2 working day	<i>Executive Director, Office of the Executive Director</i>
2. Remit to the cashier if there is any refund based on the approved liquidation	2.1 For cashier processing, if there is refund	None	2 working day	<i>Administrative Officer V, Financial and Management Division</i>
TOTAL		None	7 working days	

9. PROCESSING OF LIQUIDATION OF CASH ADVANCE AS SDO

Processing of liquidation of cash advance as SDO

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	ACPC Officers with cash advances as SDO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liquidation Report - 3 copies		ACPC Intranet(Document Masterlist)		
2. Report of Cash Disbursements		ACPC Intranet(Document Masterlist)		
3. Cash Disbursements Record		ACPC Intranet		
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)		
Additional Attachment, if needed :				
i. Inspection Report		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)		Administrative Division		
p. Attendance		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete list of requirements	1.1 Checking of requirements	None	2 working days	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	2 working day	<i>Executive Director, Office of the Executive Director</i>
2. Remit to the cashier if there is any refund based on the approved liquidation	2.1 For cashier processing, if there is refund	None	2 working day	<i>Administrative Officer V, Financial and Management Division</i>
TOTAL		None	7 working days	

10. PROCESSING OF PAYROLL/ SERVICE FEE

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

Office or Division:	Human Resource Management Section – Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Agency Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Permanent employees: <ul style="list-style-type: none"> Approved Daily Time Record For Newly Hired Permanent Employees: <ul style="list-style-type: none"> Appointment Letter Certificate of Assumption to Duty 		Human Resource Management Section		
For COS personnel <ul style="list-style-type: none"> Duly Signed Accomplishment Report Approved Daily Time Record 		COS Personnel Human Resource Management Section		
Additional Timekeeping Documents (e.g. Personnel Locator Slip, Travel Order, Certificate of Appearance, Certificate of Compensatory Overtime Credits)		COS Personnel Human Resource Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check documents and prepare voucher	None	2 working days	<i>Administrative Officer III, Admin-HRMS</i>
None	1.2 For approval of OIC –Admin	None	1 working day	<i>Officer-in-Charge, Administrative Division</i>
None	1.3 Forward to Accounting Section for numbering of voucher	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.4 For approval of Executive Director	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.5 For processing of salaries and depositing to individual accounts	None	2 working days	<i>Administrative Officer V, Financial and Management Division</i>
TOTAL		None	7 working days	

11. PROCESSING OF VOUCHER- CASH ADVANCE AS SDO

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

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	ACPC Officers with bond fidelity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher– 3 copies		ACPC Intranet(Document Masterlist)		
3. Special Order		Human Resource Division		
4. Approved Budget/Memorandum		Client		
5. Purchase Request (PR)		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank- Greenhills if paid through LDDAP- ADA	None	2 working days	LandBank of the Philippines- Greenhills
TOTAL		None	7 working days	

12. PROCESSING OF VOUCHER- CASH ADVANCE FOR FOREIGN TRAVEL

Processing of cash advance of ACPC Staff and Officer for Foreign Travel

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	ACPC Staff and Officers with bond fidelity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher – 3 copies		ACPC Intranet(Document Masterlist)		
3. Travel Authority		Department of Agriculture		
4. Letter of Invitation		Client		
5. Itinerary of Travel		ACPC Intranet(Document Masterlist)		
6. UNDP DSA List		https://icsc.un.org		
7. Basis of Dollar		Land Bank of the Philippines		
8. Plane Ticket		Client		
9. Registration Fee, if needed		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank- Greenhills if paid through LDDAP- ADA	None	2 working days	LandBank of the Philippines- Greenhills
TOTAL		None	7 working days	

13. PROCESSING OF VOUCHER- LOAN RELEASE

Processing of Loan release to GFIs

Office or Division:	Financial and Management Division
Classification:	Complex
Type of Transaction:	G2B
Who may avail:	Program Development Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation Request and Status/ Budget Utilization Status Report- 3 copies	ACPC Intranet(Document Masterlist)
2. Disbursement Voucher – 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 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	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			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division
None	1.3 For Executive Director approval	None	1 working day	Executive Director, Office of the Executive Director
None	1.4 For cashier processing	None	2 working days	Administrative Officer V Administrative Aide IV Financial and Management Division
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank-Greenhills if paid through LDDAP-ADA	None	2 working days	LandBank of the Philippines-Greenhills
TOTAL		None	7 working days	

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

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

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	All ACPC Staff and Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status / Budget Utilization Status Report- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher– 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		Administrative Division		
7. Purchase Order		Administrative Division		
8. Certificate of Availability of Fund		Financial and Management Division		
9. Contract with the Supplier		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank- Greenhills if paid through LDDAP- ADA	None	2 working days	<i>LandBank of the Philippines- Greenhills</i>
TOTAL		None	7 working days	

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

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

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	All ACPC Staff and Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report - 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher– 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		Administrative Division		
8. Approved memorandum for the activity if training or workshop		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank- Greenhills if paid through LDDAP- ADA	None	2 working days	<i>LandBank of the Philippines- Greenhills</i>
TOTAL		None	7 working days	

16. PROCESSING OF VOUCHER- SUPPLIES AND OTHER EXPENSES

Processing of reimbursement of Supplies and Other Expenses

Office or Division:	Finance Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	All ACPC Staff and Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher – 3 copies		ACPC Intranet(Document Masterlist)		
3. Official Receipt/s		Client		
4. Summary of Expenses (Form A)		ACPC Intranet(Document Masterlist)		
5. Purchase Request		Administrative Division		
6. Purchase Order		Administrative Division		
7. Inspection Report		ACPC Intranet(Document Masterlist)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank- Greenhills if paid through LDDAP- ADA	None	2 working days	<i>LandBank of the Philippines- Greenhills</i>
TOTAL		None	7 working days	

17. PROCESSING OF VOUCHER- TRAVEL EXPENSES VIA LAND

Processing of reimbursement for travel expenses via Land

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	All ACPC Staff and Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report-3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher– 3 copies		ACPC Intranet(Document Masterlist)		
3. Itinerary of Travel		ACPC Intranet(Document Masterlist)		
4. Certificate of Travel Completed		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		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		
Additional Attachment, if needed :				
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		Administrative Division		
f. Attendance		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director, Office of the Executive Director</i>

None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V</i> <i>Administrative Aide IV</i> Financial and Management Division
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank-Greenhills if paid through LDDAP-ADA	None	2 working days	LandBank of the Philippines- Greenhills
TOTAL		None	7 working days	

18. PROCESSING OF VOUCHER- TRAVEL EXPENSES VIA PLANE

Processing of reimbursement for travel expenses via Plane

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	All ACPC Staff and Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher – 3 copies		ACPC Intranet(Document Masterlist)		
3. Itinerary of Travel		ACPC Intranet(Document Masterlist)		
4. Certificate of Travel Completed		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		Administrative Division		
12. Certificate of Appearance		Client		
13. Back to Station Report		Client		
Additional Attachment, if needed :				
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		General Services Division		
g. Attendance		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division
None	1.2 For Budget Officer and Chief	None	1 working day	Director II, Fund Management Staff/ Officer-in-charge-

	Accountant approval			Financial and Management Division
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank-Greenhills if paid through LDDAP-ADA	None	2 working days	LandBank of the Philippines- Greenhills
TOTAL		None	7 working days	

19. PROCUREMENT OF CONSULTANCY SERVICE THROUGH PUBLIC BIDDING

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)

Office or Division:		General Services Division - Procurement		
Classification:		Highly Technical		
Type of Transaction:		G2B		
Who may avail:		All ACPC Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward TOR to Procurement Unit	1.1 Pre-Procurement Conference	None	1 working Day	BAC, BAC Secretariat, BAC-Technical Working Group (TWG), End-User
None	1.2 Posting of Request for Expression of Interest	None	7 working Days	BAC Secretariat
None	1.3 Eligibility Check and Shortlisting And Issuance of Bidding Documents	None	20 working Days	BAC, BAC-TWG, HoPE
None	1.4 Approval of Resolution Shortlisting Prospective Consultants	None		BAC, BAC Secretariat, HoPE
None	1.5 Issuance of Bidding Documents			BAC Secretariat
None	1.6 Conduct of Pre-bid Conference	None	1 working Day	BAC, BAC Secretariat, BAC-TWG, End-User

None	1.7 Request for Clarification	None	10 working Days before submission of bids	Bidder Consultant
None	1.8 Issuance of Supplemental/ Bid Bulletin	None	7 working Days before submission of bids	BAC, BAC Secretariat
None	1.9 Submission and Opening of Bids	None	1 working Day	BAC and BAC Secretariat
None	1.10 Bid Evaluation	None	21 working Days	BAC, BAC-TWG
None	1.11 Negotiation	None	10 working days	BAC, BAC-TWG, End-User and BAC Secretariat
None	1.12 Post-qualification	None	30 working Days	BAC-TWG
None	1.13 Approval of Resolution Recommending Award to Highest Rated and Responsive Bid and Notice of Award	None	15 working Days	BAC, BAC Secretariat, HoPE
None	1.14 Contract preparation and signing	None	10 working Days	End-User, HoPE and Consultant
None	1.15 Issuance of Notice to Proceed (NTP)	None	7 working Days	<i>Project Evaluation Officer II</i> , General Services Section – Procurement
TOTAL		None	140 working days	

20. PROCUREMENT OF GOODS THROUGH PUBLIC BIDDING

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)

Office or Division:	General Services Division - Procurement			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Purchase Request to Procurement Unit	1.1 Pre-Procurement Conference	None	1 working Day	BAC, BAC Secretariat, BAC-Technical Working Group (TWG), End-User
None	2. 1 Posting of Invitation to Bid	None	21 working Days	BAC Secretariat
	2.2 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

None	2.3 Conduct of Pre-bid Conference	None		BAC, BAC Secretariat, BAC-TWG, End-User
	2.4 Request for Clarification	None		Bidder
	2.5 Issuance of Supplemental/ Bid Bulletin	None		BAC, BAC Secretariat
	3.1 Submission of Bids and Opening	None	1 working Day	BAC and BAC Secretariat
	4.1 Bid Evaluation	None	7 working Days	BAC, BAC-TWG
	5.1 Post-qualification	None	30 working Days	BAC-TWG
	6.1 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
	7.1 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
	8.1 Issuance of Notice to Proceed (NTP)	None	7 working Days	Evelyn Aquino, Project Evaluation Officer II, General Services Section - Procurement

				HoPE
TOTAL		5,000 – 10,000 pesos	92 working days	

21. PROCUREMENT OF TRANSPORTATION EQUIPMENT/ MOTOR VEHICLE THRU BIDDING

Processing of voucher for the procurement of transportation equipment/ motor vehicle thru bidding

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Administrative Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher– 3 copies		ACPC Intranet(Document Masterlist)		
3. Copy of Annual Procurement Plan		Client		
4. Purchase Request		Admin Division		
5. Purchase Order		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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank-Greenhills if paid through LDDAP-ADA	None	2 working days	<i>LandBank of the Philippines-Greenhills</i>
TOTAL		None	7 working days	

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

Processing of voucher for the procurement of transportation equipment/ motor vehicle

Office or Division:	Financial and Management Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Administrative Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status/ Budget Utilization Status Report- 3 copies		ACPC Intranet(Document Masterlist)		
2. Disbursement Voucher– 3 copies		ACPC Intranet(Document Masterlist)		
3. Copy of Annual Procurement Plan-CSE		Administrative Division		
4. Agency Procurement Request		Administrative Division		
5. Budget Confirmatory		Administrative Division		
6. Motor Vehicle Order Form		Administrative Division		
7. Memorandum for the Executive Director for the procurement		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete list of requirements	1.1 Checking of requirements	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.2 For Budget Officer and Chief Accountant approval	None	1 working day	<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i>
None	1.3 For Executive Director approval	None	1 working day	<i>Executive Director, Office of the Executive Director</i>
None	1.4 For cashier processing	None	2 working days	<i>Administrative Officer V Administrative Aide IV Financial and Management Division</i>
2. If paid through Check, client can claim in the cashier	2.1 Delivery to Landbank-Greenhills if paid through LDDAP-ADA	None	2 working days	<i>LandBank of the Philippines- Greenhills</i>
TOTAL		None	7 working days	

23. PROCUREMENT THROUGH AGENCY TO AGENCY PROCUREMENT

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

Office or Division:	General Services Division - Procurement			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward PR/TOR to Procurement Unit	1.1 Secure Certificate from Servicing Agency	None	3 working Days	<i>Project Evaluation Officer II</i> , General Services Section - Procurement
None	1.2 Memorandum of Agreement (MOA) preparation	None	7 working Days	End-User, Procurement Unit
None	1.3 Contract Signing	None	3 working Days	Servicing Agency <i>Executive Director</i> , Office of the Executive Director
TOTAL		None	13 working days	

24. PROCUREMENT THROUGH SHOPPING ABOVE PHP 50,000.00

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

Office or Division:		General Services Division - Procurement		
Classification:		Highly Technical		
Type of Transaction:		G2B		
Who may avail:		All ACPC Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request and Technical Specifications		Requesting Office / End-User Unit		
Approved Request for Quotation		Bids and Awards Committee (BAC) Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Purchase Request to Procurement Unit	1.1 Posting of Request for Quotation	None	3 working Days	BAC Secretariat
None	1.2 Receives Quotation (at least 3)	None	2 working Days	BAC and BAC Secretariat
None	1.3 Evaluation of Quotation	None	1 working Day	BAC - Technical Working Group
None	1.4 Purchase Order preparation and signing	None	3 working Days	<i>Project Evaluation Officer II, General Services Section - Procurement</i> <i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i> End-User, HoPE
	1.5 Issuance of Notice to Proceed	None	3 working Days	<i>Project Evaluation Officer II, General Services Section - Procurement</i> HoPE
TOTAL		None	12 working days	

25. PROCUREMENT THROUGH SMALL VALUE PROCUREMENT

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

Office or Division:		General Services Division - Procurement		
Classification:		Highly Technical		
Type of Transaction:		G2B		
Who may avail:		All ACPC Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Purchase Request to Procurement Unit	1.1 Posting of Request for Quotation (for goods and services) / Request for Proposal (for consultancy services)	None	7 working Days	BAC Secretariat
None	1.2 Receives Quotation/s (at least 1)	None	1 working Day	BAC and BAC Secretariat
None	1.3 Evaluation of Quotation/s or Proposal/s	None	7 working Days	BAC-Technical Working Group
None	1.4 Approval of Resolution Recommending Award to Lowest Calculated and Responsive Bid (for goods and services) / Highest Rated and Responsive Bid (for consultants) and Notice of Award	None	7 working Days	BAC, BAC Secretariat, HoPE
None	1.5 Purchase Order and/or Contract preparation and signing	None	3 working Day	<i>Project Evaluation Officer II</i> , General Services Section - Procurement

				<i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i> End-User, HoPE
None	1.6 Issuance of Notice to Proceed	None	3 working Days	<i>Project Evaluation Officer II, General Services Section - Procurement</i> HoPE
TOTAL		None	28 working days	

26. REQUEST FOR AVAILMENT OF LEAVES

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.

Office or Division:		Human Resource Management Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Agency's Permanent Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Form		Human Resource Management Section		
Additional Supporting Documents for Justification (e.g. Medical Certificates)		Clinics, other location where the needed justification/ attachment can be claimed		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the application for leave form	1.1 Upon receipt of the fully accomplished forms, proceed with the processing of application.	None	1 working day	Human Resource Management Officer III, Administrative Division
None	1.2 Indicate leave credit balances for SL and VL.	None		Human Resource Management Officer III, Administrative Division Officer-in-Charge, Administrative Division
None	1.3 The director where the employee belongs approves/disapproves the application.	None	1 working day	Director where the employee belongs
None	1.4 If approved, forward the Application for Leave Form to the Executive Director for signature.	None	1 working day	Executive Director, Office of the Executive Director
TOTAL		None	3 working days	

27. REQUEST FOR DATA

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

Office or Division:		Information Systems Management Division		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Information Systems Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External Client: Letter of request (addressed to the Executive Director)	1.1 Review request (for either approval or disapproval)	None	1 hour	Chief of Staff, Office of the Executive Director
For Internal Client: Notify ISMD of data request	1.2 if approved, generation of requested data/ report	None	2 working days *	Director II, PMISMS
None	1.3 Prepare and send transmitted letter w/ requested data/ report	None	2 working days	Director II, PMISMS
TOTAL		None	5 working days	

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

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.

Office or Division:	Human Resource Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Agency's Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)		Clinics, other location where the needed justification/ attachment can be claimed		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Application for Leave and Request for Monetization of Leave Credits Forms and submit to HRMS together with supporting documents if required	1.1 Check completion of submitted requirements and validate monetization application against available leave balances. HRMS updates leave balance credit	None	3 working days	<i>Human Resource Management Officer II, Admin-HRMS</i>
None	1.2 Forward the Leave Monetization documents to DA for endorsement to DBM	None	8 working days	DA personnel
None	1.3 Forward the Leave Monetization documents to DBM for approval and release of budget	None	9 working days	DBM personnel <i>Administrative Officer III, Admin - HRMS</i>
None	1.4 Preparation of Payroll	None	1 working day	<i>Administrative Officer III, Admin – HRMS</i>
TOTAL		None	21 working days	

29. REQUEST FOR PROCESSING OF TRAINING REQUESTS

Training requests and invitations given to permanent employees shall be processed by the HRMS.

Office or Division:	Human Resource Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training Invitation		Training Providers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit training invitation to HRMS. Indicate who will be attending.	1.1 Process training request. a. Inquire regarding the details of the training b. Inform interested employee to submit training requirements	None	2 working days	<i>Human Resource Management Officer II, Admin-HRMS</i>
2. Submit training requirements	2.1 Register the applicant 2.2 Prepare Special Order 2.3 Prepare voucher and other required documents for the training 2.4 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.	None	5 working days	<i>Human Resource Management Officer II, Admin-HRMS</i> <i>Officer-in-charge, Administrative Division</i> <i>Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division</i> <i>Executive Director, Office of the Executive Director</i>
TOTAL		None	7 working days	

30. REQUEST FOR RELEASE OF HR-RELATED DOCUMENTS

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.

Office or Division:	Human Resource Management Section			
Classification:	G2G			
Type of Transaction:	Simple			
Who may avail:	Agency Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRMS Document Request Slip		Human Resource Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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)	1.1 Upon receipt of the fully accomplished Request Form, proceed with processing of requested document/s.	None	2 working days	<i>Administrative Officer III, Admin - HRMS</i>
None	1.2 For signature of OIC- Admin	None	1 working day	<i>Officer-in-Charge, Administrative Division</i>
TOTAL		None	3 working days	

31. REQUEST FOR RELEASE OF TRAVEL ORDERS

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

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Agency Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request original copy of Travel Order 2. Sign Travel Order logbook to receive the document	1.1 Release Travel Order to requesting personnel	None	5 minutes	<i>Human Resource Management Officer II, Admin-HRMS</i>
TOTAL		None	5 minutes	

32. REQUEST FOR REPAIR AND MAINTENANCE OF ICT EQUIPMENT

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.

Office or Division:	Information Systems Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Repair and Maintenance of ICT Equipment Form		Information Systems Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request Form for repair and maintenance	1.1 If the equipment can be restore in-house (Maintenance order will be utilized)	None	Within a day	<i>Director II, PMISMS</i>
None	1.2 if the equipment can't be repaired in-house (bring the equipment to the service center)	None	2 working days	<i>Director II, PMISMS</i>
TOTAL		None	3 working days	

33.REQUEST FOR SYSTEM DEVELOPMENT

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

Office or Division:	Information Systems Management Division			
Classification:	Highly Technical (More than 20 days)			
Type of Transaction:	G2G			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal		Information Systems Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Formal request or proposal for an IT system solution	1.1 System Analysis -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 <i>Director II, PMISMS</i>
None	1.2 System design – 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	<i>Director II, PMISMS</i>
None	1.3 Programming – the code finally gets written in the programming phase	None	5 working days	<i>Director II, PMISMS</i>
None	1.4 Testing – in the testing phase, the system developed in the previous phase is put through a series of structured tests	None	1 working day	<i>Director II, PMISMS</i>
None	1.5 Implementation – includes training the users, providing documentation, and conversion from any previous system to the new system.	None	5 working days	<i>Director II, PMISMS</i>
TOTAL		None	24 working days	

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>Department of Agriculture Email: webteam.da@gmail.com 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>Civil Service Commission Email Addresses: Complaints: email@contactcenterngbayan.gov.ph Other Concerns : inquiry@csc.gov.ph 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>Anti-Red Tape Authority Email Addresses: info@arta.gov.ph complaints@arta.gov.ph Telephone: 478-5091 478-5099 Address: Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines</p> <p>Presidential Complaints Center E-mail Address: pcc@malacanang.gov.ph 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) 8634-3320 to 21; (632) 8634-3326 Fax (632) 8634-3319 email: info@acpc.gov.ph Website: www.acpc.gov.ph