



Republic of the Philippines
Department of Agriculture
AGRICULTURAL CREDIT POLICY COUNCIL
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CERTIFICATE OF COMPLIANCE

Year: 2021

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **Jocelyn Alma R. Badiola**, Filipino, of legal age, **Executive Director** of the **Agricultural Credit Policy Council** the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **Agricultural Credit Policy Council** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2021, 4th edition

- 2) The following required forms of posting of the Citizen's Charter are present:

x	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
x	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
x	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

A food-secure and resilient Philippines
with empowered and prosperous farmers and fisherfolk



- 4) The Citizen's Charter Handbook enumerates the following information:
- a. Mandate, vision, mission, and service pledge of the agency;
 - b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



JOCELYN ALMA R. BADIOLA

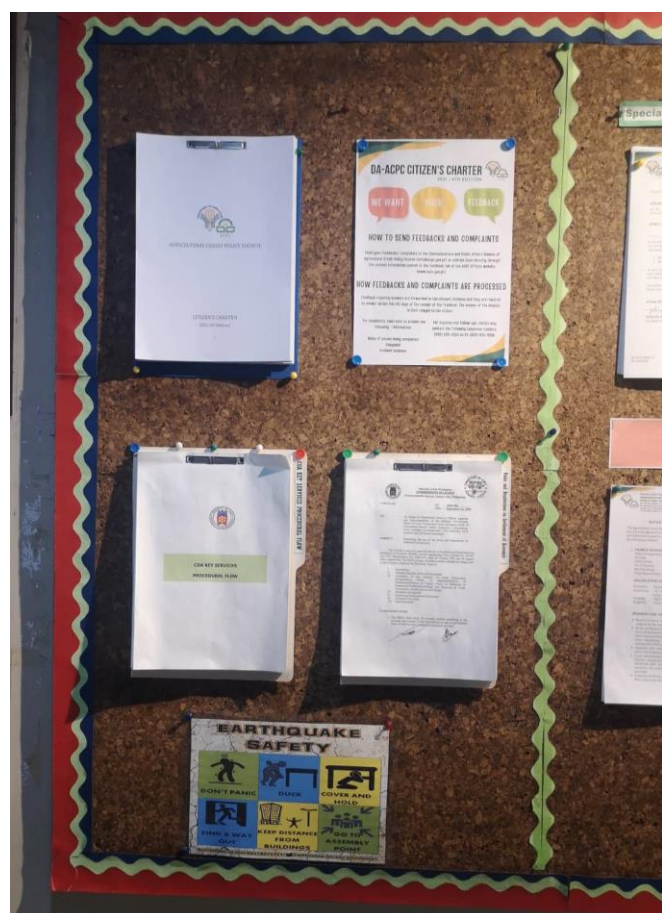


Executive Director

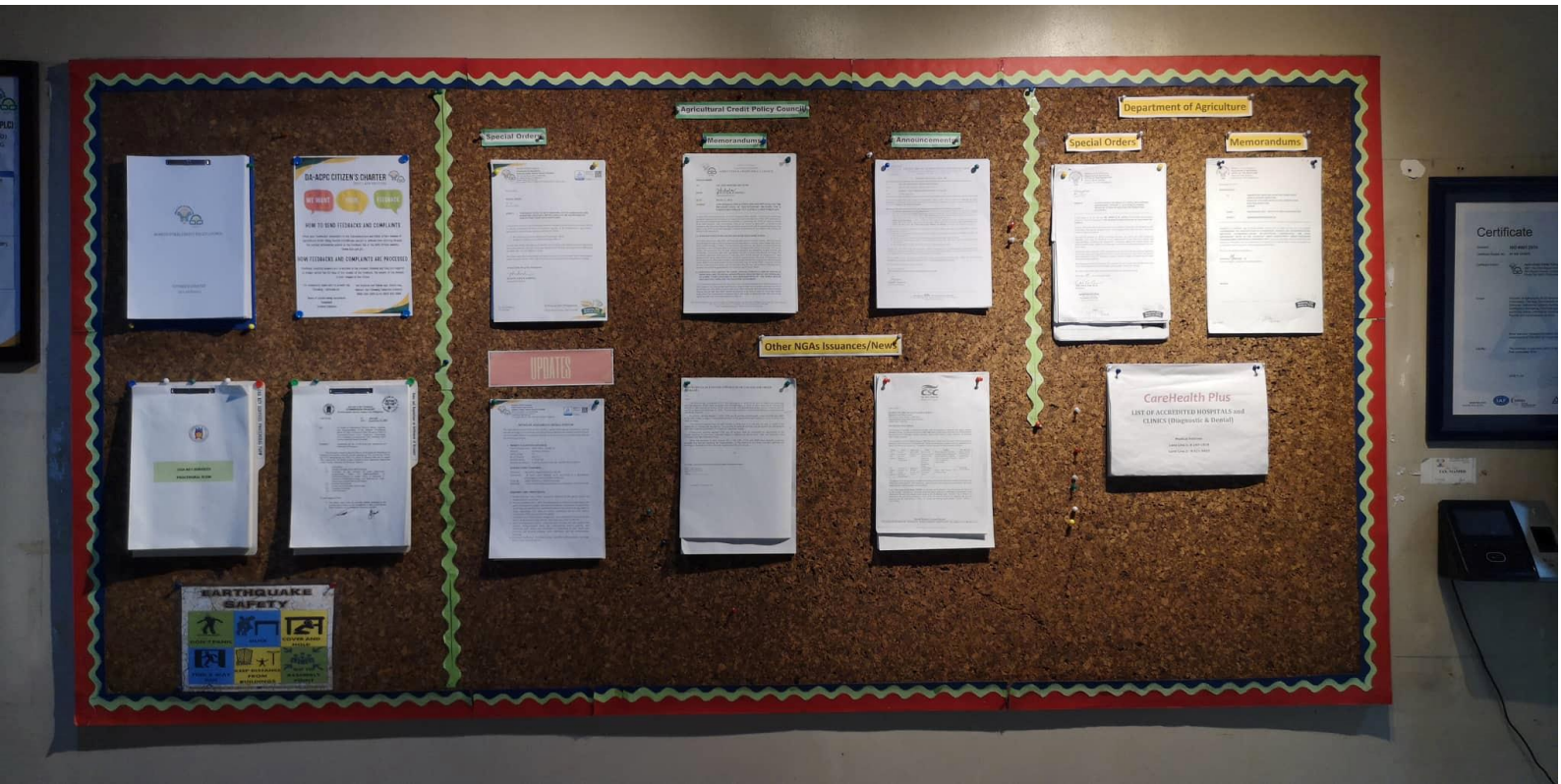
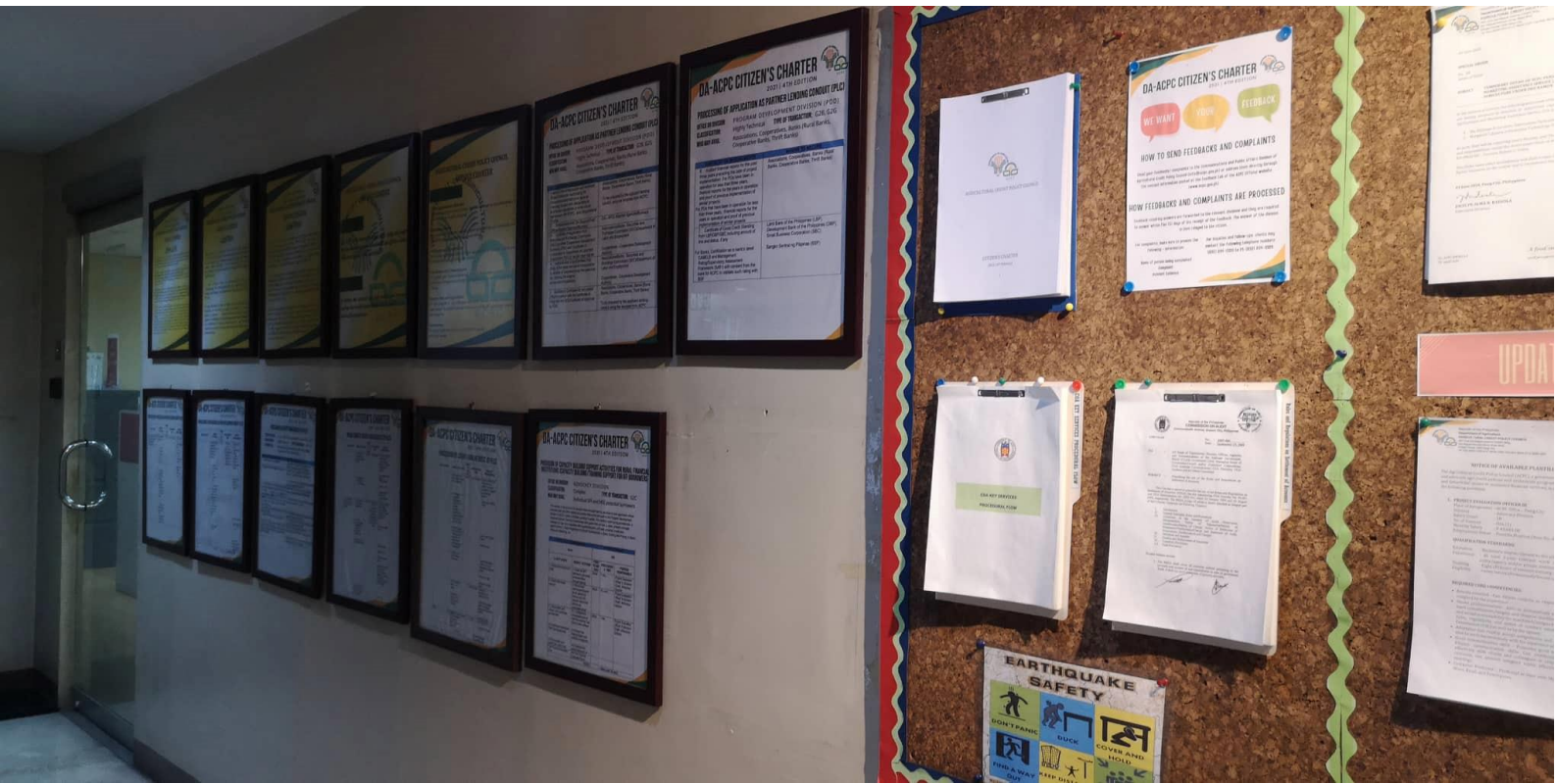
Agricultural Credit Policy Council

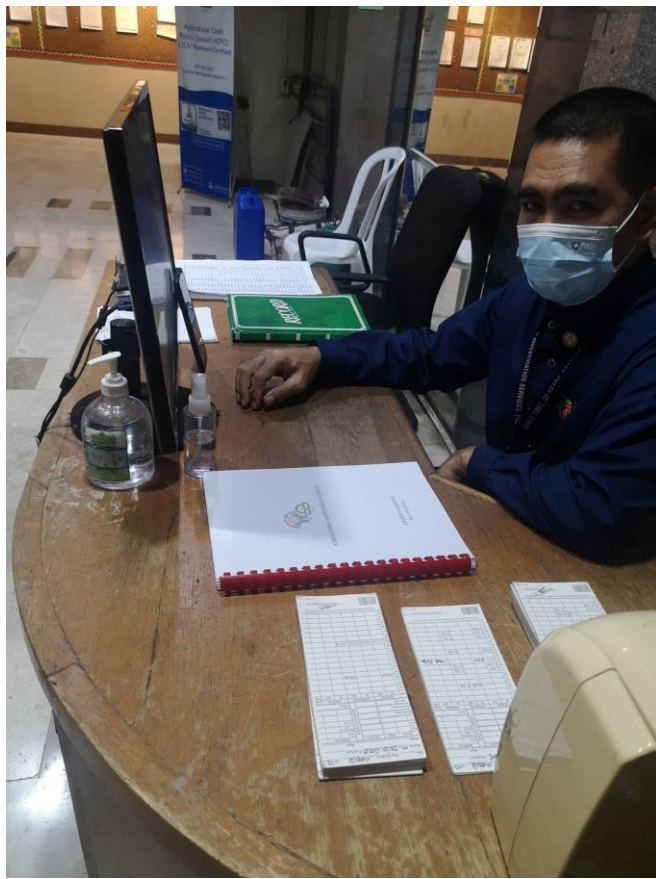
PHOTOS OF THE CITIZEN'S CHARTER POSTED INFORMATION BILLBOARD



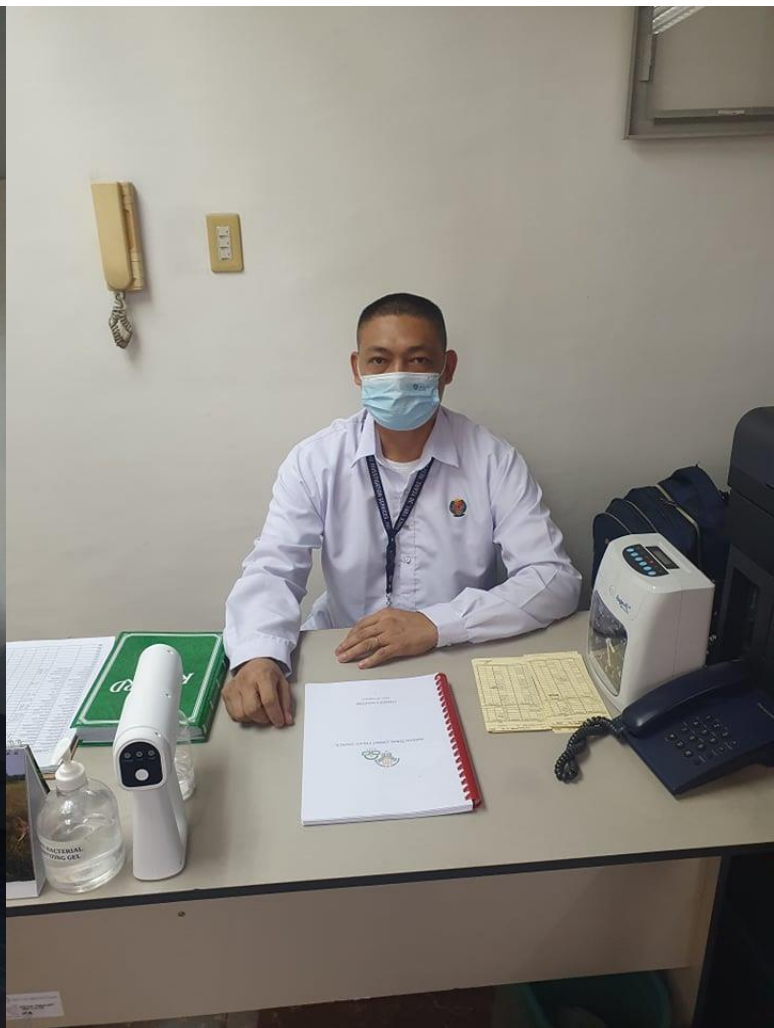


**CITIZEN'S CHARTER AND
PROCEDURE FOR FILING AND
COMPLAINTS AND FEEDBACK
POSTED AT THE ENTRANCE OF
OUR OFFICE**





A COPY OF THE CITIZEN'S CHARTER CAN ALSO BE BORROWED FROM OUR GUARDS-ON-DUTY (NEAR THE COUNTERS OF EACH FRONTLINE SERVICE) AT THE 28TH AND 30TH FLOOR.



ACPC Citizen's Charter | ACPC

acpc.gov.ph/acpc-citizens-charter/

Gmail

Other bookmarks

GOVPH

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QMS

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Media and Publications

ACPC Statistics

Transparency

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ACPC

AGRICULTURAL CREDIT POLICY COUNCIL

CITIZEN'S CHARTER

2021 (4th Edition)

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English



AGRICULTURAL CREDIT POLICY COUNCIL

CITIZEN'S CHARTER

2021 (4th Edition)



AGRICULTURAL CREDIT POLICY COUNCIL

CITIZEN'S CHARTER

2021 (4th Edition)

I. Mandate:

The Agricultural Credit Policy Council (ACPC) was created in 1986 by virtue of Executive Order 113 to synchronize all agri-credit policies and programs in support of the Department of Agriculture'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.

LIST OF SERVICES

Central/ Head Office

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Central Office

External Services

1. Processing of Application as Partner Lending Conduit (PLC)

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, Thrift Banks)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter of Intent/Application with Notarized Board Resolution authorizing the cooperative/association to apply as Lending Conduit and designating its authorized signatories to enter into an agreement with ACPC, and Organizational Profile	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks) To be prepared by the applicant lending conduit using the template from ACPC
2. Endorsement from DA Regional Field Office/Attached Agencies/Bureaus	DA - RFO/ Attached Agencies/Bureaus
3. Certificate of registration from Securities and Exchange Commission (SEC) or either Cooperative Development Authority (CDA) with Certificate of Compliance or Department of Labor and Employment (DOLE) as the case may be	Associations/Banks - Securities and Exchange Commission (SEC)/Department of Labor and Employment Cooperatives - Cooperative Development Authority
4. 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	Associations/Banks - Securities and Exchange Commission (SEC)/Department of Labor and Employment Cooperatives - Cooperative Development Authority
5. Secretary's Certificate for Incumbent Officers together with the Certificate of Filing with the SEC/Certificate of Approval by CDA	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks) To be prepared by the applicant lending conduit using the template from ACPC
6. Audited financial reports for the past three years preceding the date of project implementation. For POs have been in operation for less than three years, financial reports for the years in operation and proof of previous implementation of similar projects. For POs that have been in operation for less than three years, financial reports for the years in operation and proof of previous implementation of similar projects	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks)

<p>7. Certificate of Good Credit Standing from LBP/DBP/SBC including amount of line and status, if any</p> <p>For Banks, Certification as to bank's latest CAMELS and Management Rating/Supervisory Assessment Framework (SAFr) with consent from the bank for ACPC to validate such rating with BSP</p>		<p>Land Bank of the Philippines (LBP), Development Bank of the Philippines (DBP), Small Business Corporation (SBC)</p> <p>Bangko Sentral ng Pilipinas (BSP)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Lending Conduit's Request for Fund Allocation (Requirement #1)	<p>Acceptance of application</p> <p>1.1 Receive and Review the Request for Fund Allocation from the LC</p> <p>1.2 On-site validation - Program Briefing - Credit and Background Investigation - Preparation of Validation Report</p> <p>1.3 Review of completeness, consistency and correctness of documentary requirements</p>	None	9 working days	<p><i>Division Chief</i> (Chief Administrative Officer, Financial Analyst V), Program Development Division</p> <p>(Area Team: SPMO/ PMO/Focal Person)</p>

	<p>Evaluation and approval of potential lending conduit and credit fund allocation</p> <p>2.1 Drafting and review of Lending Conduit Evaluation Report (LCER) - Evaluate the organizational, management and financial capability of the lending conduit - Review and recommend approval of LCER</p> <p>2.3 Approval of LCER</p>	None	<p>11 working days (Note: Day 1 will commence after the completion of Application Requirement)</p>	<p><i>Division Chief</i> (Chief Administrative Officer, Financial Analyst V), Program Development Division</p> <p>(Area Team: SPMO/ PMO/Focal Person)</p> <p>(Program Head) <i>Director II, PDD</i></p> <p><i>Executive Director, Office of the Executive Director (OED)</i></p>
TOTAL			20 working days	

2. Processing of Credit Fund Request of PLCs

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 fund release		Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks)		
2. Disclosure of other related business, if any		Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks)		
		To be prepared by the applicant lending conduit using the template from ACPC		
3. Sworn Affidavit of the Secretary of 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, Thrift Banks)		
		To be prepared by the applicant lending conduit using the template from ACPC		
4. Executed and notarized Memorandum of Agreement (MOA)		To be prepared by the applicant lending conduit using the template from ACPC		
5. Notice of Credit Fund Approval (NCFA)		To be prepared by the applicant lending conduit using the template from ACPC		
6. Proof of deposit account opening with attached Board Resolution for the opening of the separate bank account exclusively for ACPC Programs		Land Bank of the Philippines (LBP) / Development Bank of the Philippines (DBP)		
		To be prepared by the applicant lending conduit using the template from ACPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Drafting and review of legal documents (MOA, NCFA)	None	7 working days	<i>Division Chief</i> (Chief Administrative Officer, Financial Analyst V), Program Development Division (Area Team: SPMO/ PMO)

	1.1 Signature and transmittal (to PLC) of NCFA			(Program Head) <i>Director II, PDD</i> <i>Executive Director, Office of the Executive Director (OED)</i>
2. Submission of Lending Conduit's Request for Fund Release	<p>2. Acceptance of Fund Release Requirements</p> <p>2.1 Review of completeness, consistency and correctness of documentary requirements</p> <p>2.2 Signature and notarization of MOA</p> <p>2.4 Furnish copy of legal documents to ACPC Commission on Audit (COA)</p>	None	5 working days (<i>Note: Transmittal period of Fund Release Requirements is not included in the processing time.</i>)	<p><i>Division Chief</i> (Chief Administrative Officer, Financial Analyst V), Program Development Division</p> <p>(Area Team: SPMO/ PMO)</p> <p>(Program Head) <i>Director II, PDD</i> <i>Executive Director, OED</i> <i>Division Chief</i> (Chief Administrative Officer, Financial Analyst V), Program Development Division (Area Team: SPMO/ PMO)</p> <p>ACPC COA</p>

	<p>3. Processing of fund release (Less than P50 Million)</p> <p>3.1 Preparation of Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS) & Disbursement Voucher (DV)</p> <p>3.2 Memo request for processing of disbursement voucher and certificate of completeness of requirements</p> <p>3.3 Approval of fund release documents</p>	None	2 working days	<p><i>Division Chief</i> (Chief Administrative Officer, Financial Analyst V), Program Development Division</p> <p>(Area Team: SPMO/ PMO)</p> <p>(Area Team: SPMO/ PMO)</p> <p><i>Director, PDD</i></p> <p><i>Chief Administrative Officer, Financial Management Division (FMD)</i></p> <p><i>Director II, FMD</i></p> <p><i>Executive Director, OED</i></p>
	<p><i>*For funds P50 Million, and above</i></p> <p>Preparation of request to the Bureau of the Treasury</p>		7 working days	<p><i>Secretary, Department of Agriculture (DA)</i></p> <p><i>Chief Administrative Officer, Financial Management Division (FMD)</i></p> <p><i>Director II, FMD</i></p>
None	4. Transfer of Funds	None	1 day	<i>Director II, PDD</i>

	4.1 Preparation of Letter to Bank re Fund Transfer			Executive Director
TOTAL			15 working days/ *20 working days	

3. Provision of Capacity Building Support Activities for Rural Financial Institutions (Capacity Building/training Support for RFI Borrowers)

This activity is the provision of relevant follow-through training activities to loan applicants whose business plan and other related documents were endorsed back to the Program Development Division of ACPC and/or to Partner Lending Conduits. The training topics being provided are: a. Financial Literacy Training (to encourage and guide them on how to save, prepare a budget, manage the loan fund, negotiate with suppliers/buyers, and seek potential investment opportunities); b. Basic Registration & Simple Bookkeeping; c. Basic Costing and Pricing; d. Basic Sales and Marketing, etc.

Office or Division:	Advocacy Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Individual SFF and MSE potential borrowers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Respond the invite thru email	1. Invite the RFI borrowers (via email) to attend follow through training	None	1 day	Project Evaluation Officer V (Division Chief), Advocacy Division
2. Check their email account	2. Remind the training participants of the upcoming training ten (10) minutes before the activity via automated email	None	10 mins	Project Evaluation Officer V (Division Chief), Advocacy Division
3.1 Accomplish and submit- (via online) the pre-test form	3.1 Facilitate the accomplishment of the Pre-Training Test form by the trainees	None	1 day	Project Evaluation Officer V (Division Chief), Advocacy Division
3.2 Attend and participate in all training activities.	3.2 Deliver the training topics (via online) competently.			
3.3 Accomplish and submit (via online) the	3.3 Facilitate the accomplishment of			

Post-Training Evaluation Form	the Post Training Evaluation Form			
	TOTAL		2 days and 10 mins	

Central Office

Internal Services

1. Processing of Request for Contract of Service Personnel

To provide the personnel requirement of the requesting unit

Office or Division:	Administrative Division - HRMS			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Division Chiefs/ Directors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Requisition Form (PRF) (1 original)		Administrative Division - HRMS		
Detailed Terms of Reference (TOR) (1 original)				
Budgetary Requirement/Justification (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the required information in the PRF	1. Provision of copy of PRF	None	1 day	Human Resource Management Officer, Administrative Division
2. Attach the detailed TOR and budgetary requirement/ justification	None	None		None
3. Have the PRF with the attachments signed by the requesting unit head/s	None	None		None

4. Submit the signed PRF with the attachments to the Finance Head for budget approval/fund availability confirmation	4. Approve/ Disapprove personnel request	None	1 day	Director II, Financial and Management Division
5. Submit the signed PRF with the attachments to the Admin Head for the confirmation of COS position available and its corresponding salary grade	5. Approve/ Disapprove personnel request based on availability of COS positions/ salary grade	None		Officer in Charge – Administrative Division
6. Submit the signed PRF with the attachments to the Executive Director for approval	6. Approve/ Disapprove personnel request	None	1 day	Executive Director, Office of the Executive Director
7. Submit the fully signed PRF with the attachments to the HRMS	7.1 Facilitate the posting of notice of vacancy / job advertisements; 7.2 Facilitate the initial shortlisting 7.3 Administer the exam to the shortlisted applicants	None	15 days	Officer in Charge – Administrative Division

	<p>7.4 Forward the exam results to the Unit Head concerned</p> <p>7.5 Coordinate the schedule of interview and facilitate its conduct</p>			
8. Give ratings on the Essays and interview performance of the applicants	<p>8.1 Consolidate the ratings</p> <p>8.2 Prepare and route for signature the Memo re: Results of Assessment to the requesting unit (DC & Director)</p>	None	3 days	Officer in Charge – Administrative Division
9. Select the applicant deemed most qualified for the vacant position and sign the Memo re: Results of Assessment	<p>9.1 Conduct background investigation on the selected applicant</p> <p>9.2 Prepare and route for signature the Memo re: Recommendation to Hire the selected applicant</p> <p>9.3 Once approved by the Executive Director, coordinate with the selected applicant the pre-contract engagement requirements</p> <p>9.4 Facilitate the signing of contract</p>	None	15 days	Officer in Charge – Administrative Division

	9.5 Facilitate the orientation for newly-engaged personnel			
	TOTAL		36 days	

2. Processing of Request for Personnel Action (Transfer/Promotion) for Contract of Service Personnel

Personnel Action refers to any action denoting the movement or progress of personnel which shall include promotion and transfer.

Office or Division:	Administrative Division - HRMS			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Division Chiefs/ Directors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Promotion Form (RPF) (1 original)		Administrative Division - HRMS		
Detailed Terms of Reference (TOR) (1 original)				
Justification for Promotion (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the required information in the RPF	1. Provision of copy of PRF	None	1 day	Human Resource Management Officer, Administrative Division
2. Attach the detailed TOR and justification for promotion or transfer	None	None		None
3. Have the RPF with the attachments signed by the requesting unit DC	None	None		None

4. Submit the signed RPF to the HRMS for provision of records of the personnel being requested to be promoted *Step not applicable for personnel transfer	4. Provide the following records of the personnel: <ul style="list-style-type: none"> • Performance based on IPCR • Attendance based on DTR • Submission of timekeeping requirements • Pending Administrative case status (if any) 	None	2 days	Human Resource Management Officer, Administrative Division
5. Have the RPF with the attachments signed by the requesting unit Director	None	None	1 day	None
6. Submit the signed RPF with the attachments to the Finance Head for budget approval/fund availability confirmation	6. Approve/ Disapprove personnel request	None	1 day	Director II, Financial and Management Division
7. Submit the signed RPF with the attachments to the Admin Head for the confirmation of COS position	7. Approve/ Disapprove personnel request based on availability of COS positions/ salary grade	None	1 day	Officer in Charge – Administrative Division

available and its corresponding salary grade				
8. Submit the signed RPF with the attachments to the Executive Director for approval	8. Once approved by the Executive Director, reflect in the contract the new position and salary grade and terms of references	None	1 day	Human Resource Management Officer, Administrative Division
	TOTAL:		7 days	

3. Issuance of HR-related Documents (HRMS)

The Administrative Division – Human Resource Management Section ensures that personnel data are properly stored and readily available when needed. HR-related documents include Certificate of Employment (COE), Service Record, copy of Individual Performance Commitment Review (IPCR), and copy of Statement of Assets, Liabilities, and Net Worth (SALN).

Office or Division:	Administrative Division – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G, G2B			
Who may avail:	ACPC current and previous personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online HR Document Request Form		Admin – HRMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personnel answers the online HR Document Request Form.	1.1. HRMS personnel retrieves employee data and/or draft requested documents.	None	1 day	Administrative Officer III, Administrative Division – Human Resource Management Section
	1.2. Documents for review and approval	None	1 day	Human Resource Management Officer II/ OIC-Admin Division
2. Personnel receives the signed document requested.	2. Release of document to ACPC personnel	None	1 day	Administrative Officer III, Administrative Division – Human Resource

				Management Section
	TOTAL		3 days	

4. Payment of Petty Cash

Process of releasing Cash Advances and Reimbursement of expenses for emergency purchases of office needs (P 5, 000.00 and below).

Office or Division:	Administrative Division – Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Division Chiefs/ Directors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Reimbursements:</p> <ol style="list-style-type: none"> Representation Expenses (Meals during meetings) <ul style="list-style-type: none"> Attendance sheet of the meeting with the original signature of the attendees, his/her office, designation, and contact information. It should include the details and signature of the non-ACPC personnel. Minutes/highlights or output/s of the meeting Official Receipt Traveling Expenses <ul style="list-style-type: none"> For reimbursement of toll receipts <ul style="list-style-type: none"> Toll Receipts Trip Tickets For reimbursement of transportation fee <ul style="list-style-type: none"> Receipts Certificate of Appearance Justification Supplies <ul style="list-style-type: none"> For reimbursement of small value office supplies <ul style="list-style-type: none"> Official Receipt Inspection and Acceptance Report For reimbursement of automotive parts <ul style="list-style-type: none"> Official Receipt Purchase Request Inspection and Acceptance Report For reimbursement of other office supplies (furniture, equipment, etc.) 	<p>Forms are available at ACPC Masterlist of Documents Official Receipts are issued by Merchants/Creditors</p>

<ul style="list-style-type: none"> ○ Three (3) quotations ○ Official Receipt ○ Inspection and Acceptance Report <p>4. Postage and Courier</p> <ul style="list-style-type: none"> ○ Official Receipts ○ Transmittal Report/ Copy of Document (First page) ○ Summary of Expenses <p>5. Other Professional Services (Notarial Fees)</p> <ul style="list-style-type: none"> ○ Official Receipts ○ Copy of page with notary stamp/signature <p>6. For reimbursement of RT PCR Test Fee (5,000 & below)</p> <ul style="list-style-type: none"> ○ Official Receipt ○ Result <p>If the supplier cannot issue an official receipt, a Reimbursement Expense Report (RER) shall be submitted for P 300.00 and below transactions.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Personnel (DC, if not DC, authorized staff thru SO) shall fill up a petty cash voucher form duly signed by his/her supervisor, attached with the supporting documents and submit it to the Petty Cash Custodian.	<p>1.1 Petty Cash Custodian (PCC) checks the completeness of answers and signatories in the form. She shall verify the amount and purpose of request using the supporting documents submitted.</p> <p>1.2 PCC releases the cash to the requester.</p>	None	2 days	Petty Cash Custodian/ Administrative Officer III, Administrative Division
2. For Cash Advance, personnel shall submit liquidation within 3 days.	Clear the requesting personnel of his/her cash advance	None	1 day	Petty Cash Custodian/ Administrative Officer III, Administrative Division
	TOTAL		3 days	

5. Facilitation/approval of loan applications (GSIS, Landbank Salary Loan)

Approval/ Disapproval of loan application of ACPC employees.

Office or Division:	Administrative Division – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G,G2B			
Who may avail:	ACPC Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For GSIS Loan: Loan application Form		GSIS GW@PS kiosk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For GSIS Loan: 1. The staff will file a loan through GSIS gwaps kiosks and inform the Agency Authorized Officer (AAO) about his/her application.	1.1 The Agency Authorized Officer (AAO) will approve/disapprove the loan application	None	1 day	Agency Authorized Officer (AAO)/Human Resource Management Officer II, Administrative Division - HRMS
For Landbank Salary Loan: 1. The employee will inform HR about his/her intent to avail salary loan from Landbank.	1. 1 The HR will send BC list to Landbank	None	2 days	Administrative Officer III Administrative Division – HRMS
2. The employee will file loan application thru Landbank mobile app upon receipt of the loan application number	None	None	1 day	

sent by landbank thru SMS.				
	TOTAL		1 day (GSIS Loan) 3 days (Landbank Salary Loan	

6. Issuance of Supplies/Equipment

This process includes activities from request of common-use supplies and equipment up to the issuance of the items to end-user/s.

Office or Division:	Administrative Division - General Services Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		General Services Section		
Equipment Accountability Form (EAF)		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Requisition Issue Slip (RIS) for supplies or Equipment Accountability Form (EAF)	1.1. Receive and review the approved RIS/EAF	None	15 Minutes	Supplies Officer (Project Evaluation Officer II), Administrative Division – General Services Section
	1.2. Inform the requester of the common-use supplies and equipment if available or unavailable.	None	10 minutes	Supplies Officer (Project Evaluation Officer II), Administrative Division – General Services Section
	1.3. Prepare the available common-use supplies and equipment for issuance	None	15 minutes	Supplies Officer (Project Evaluation Officer II), Administrative Division – General Services Section

	1.4. Release to end-user/s	None	10 minutes	Supplies Officer (Project Evaluation Officer II), Administrative Division – General Services Section
2. Receive the common-use supplies and equipment and sign the RIS or EAF, if any.	2.1. Record and Log the released common-use supplies and equipment	None	20 minutes	Supplies Officer (Project Evaluation Officer II), Administrative Division – General Services Section
	TOTAL:		1 hour and 10 minutes	

7. Processing of Purchase Requests

Receives Purchase Request with complete attachments and numbers the request for proper documentation.

Office or Division:	General Services Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Duly Signed Purchase Request		Requesting Unit		
Attached Documents (PPMP, Memorandum, Special Orders, etc.)		General Services Section - Procurement Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Original duly signed Purchase Request with the attached approved documents	1.1. Receives and Numbers the Request	None	1 day	Administrative Officer III and Administrative Officer I, Administrative Division, General Services Section
	1.2. Releases to the End User Note: 1 original copy – end user 1 photocopy – GSS (receiving copy)	None	30 minutes	Administrative Officer III and Administrative Officer I, Administrative Division, General Services Section

2. The receiver signs the receiving copy.	2.1. Record and Logs the Purchase Request	None	1 hour	Administrative Officer III and Administrative Officer I, Administrative Division, General Services Section
	TOTAL		1 day, 1 hour and 30 minutes	

8. Provision of Vehicle Service

This process involves procedures for vehicle transport assistance provided by the Motorpool Section to all ACPC departments wherein request is subject for approval considering other factors such as the travel date, location and the availability of the vehicles and its drivers.

Office or Division:	Motorpool Section / Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Vehicle		End-User		
Trip ticket duly by Division Chief concerned, Motorpool Supervisor and Director		Motorpool Division - GSS		
Travel Order		End-User		
Daily Trip Record		Motorpool Division - GSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for Vehicle Form	1. Receives accomplished Request for Vehicle	None	15 minutes	Motorpool Supervisor (Administrative Aide IV), Administrative Division – General Services Section
2. Travel Order is prepared by the requesting party in	2.1. Review/Match Schedule of availability of vehicle and drivers 2.2 Advise driver of his trip.	None	1 day	Motorpool Supervisor (Administrative Aide IV), Administrative Division – General Services Section

case of out-of town trip	2.3. Motorpool Supervisor prepares Trip ticket for trips within Metro Manila and out of town trips.			
	3. Logs daily trip record and confirms scheduled trips	None	1 hour and 30 minutes	Motorpool Supervisor (Administrative Aide IV), Administrative Division – General Services Section
	4. Informs the requesting party on the availability of vehicle and driver	None	30 minutes	Motorpool Supervisor (Administrative Aide IV), Administrative Division – General Services Section
	TOTAL		1 day, 2 hour and 15 minutes	

9. Provision of Delivery and Mailing Services

Provides centralized receiving and releasing of all documents for proper recording and routing procedures.

Office or Division:	Administrative Division - General Services Section			
Classification:	Simple			
Type of Transaction:	G2G, G2B			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt Form		General Services Section		
Request for Mailing Form		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the various Types of Documents and attachments with Delivery Receipt or Request for Mailing form approved by Division Chiefs and or Directors of the units.	1.1. Receive, Check the completeness of the submitted documents/files and Logs	None	1 hour	Project Evaluation Officer II, Administrative Division – General Services Section
	1.2 Dispatch to the mailing services provider (or Messengerial staff for Government	None	1 day	Project Evaluation Officer II, Administrative Division – General Services Section

	offices transaction)			
	1.3. Return/furnish receiving copy to requesting unit		1 hour	Project Evaluation Officer II, Administrative Division – General Services Section
		Total:	1 day and 2 hour	

10. Provision of Maintenance of Service Vehicles

To retain and/or restore service vehicles to serviceability, extend its useful life and maximum utilization

Office or Division:	Motorpool Section / Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G , G2B			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Repair and Maintenance		Motorpool Division - GSS		
Request for Quotation (3)				
Purchase Request/Purchase Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request for Repair and Maintenance	1.1 Receives and records Request for Repair and Maintenance	None	10 minutes	Motorpool Supervisor (Administrative Aide IV), Administrative Division – General Services Section
	1.2 Instructs drivers to submit at least 3 Request for Quotation	None	2 days	Motorpool Supervisor (Administrative Aide IV), Administrative Division – General Services Section
	1.3 Prepare PR, PO	None	2 days	Motorpool Supervisor (Administrative Aide IV), Administrative Division – General Services Section
	1.4 Start repair and maintenance of vehicle	None		Service Provider
	- Minor repairs		- 2 days	

	- Major repairs (under chassis/ engine overhaul)		- 21 days	
	1.5 Update Maintenance history of the vehicle	None	10 minutes	Motorpool Supervisor (Administrative Aide IV), Administrative Division – General Services Section
	TOTAL	None	6 days and 20 mins (Minor) 25 days and 20 mins (Major)	

11 Provision of Maintenance of Office Equipment

This refers to the Office Equipment that needs repair and maintenance. This also monitors the request for repair/maintenance of office furniture, equipment and facilities that had been acted on effectively and efficiently.

Office or Division:	Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G, G2B			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Repair and Maintenance		End-User/ Requesting Party		
Job Order Form		GSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request for Repair and Maintenance (RRM) Form	1.1 Receives RRM Form	None	30 minutes	Project Evaluation Officer II, Administrative Division – General Services Section
	1.2 Conducts actual inspection of the equipment	None	1 hour	Project Evaluation Officer II, Administrative Division – General Services Section
	1.3 Call service provider involve/ Actual inspection	None	within 5 days	Project Evaluation Officer II, Administrative Division – General Services Section
	1.4 Prepares Job Order for the Service Provider	None	1 hour	Project Evaluation Officer II, Administrative Division – General Services Section

	1.5 Acts on the request (service provider)	None	2-3 days (may vary on the availability of the service provider/Parts and accessories)	Service Provider
2. Signs the accomplished Job Order Form	2. File the Job Order Form for documentation	None	1 hour	Project Evaluation Officer II, Administrative Division – General Services Section
	3. Receives/Files the Service Report from the Service Provider	None	1 hour	Project Evaluation Officer II, Administrative Division – General Services Section
	TOTAL		8 days, 4 hours and 30 minutes	

12 Processing of Disposal of Property and Equipment

All properties which are already unserviceable will be disposed of through public auction/sale facilitated by the Committee on Disposal of Equipment.

Office or Division:	Administrative Division - General Services Section			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Bidders/Private Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inventory and Inspection Report of Unserviceable property (IIRUP)		General Services Section		
Notice of Bidding Opportunity		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Posting of Bidding opportunity	None	7 days	OIC-Admin, Committee on Disposal of Equipment
2. Submits bidding proposal	2.1. Receives & evaluates	None	1 hour per proposal	OIC-Admin, Committee on Disposal of Equipment
	2.2. Conducts Bidding Process	None	5 hours	OIC-Admin, Committee on Disposal of Equipment
	2.3. Prepares Resolution of Award for signature of the Committee on Awards Members	None	7 days	OIC-Admin, Committee on Disposal of Equipment

3. Presents to the Committee on Disposal the proof of payment made based on the Resolution	3.1. Check and Verifies documents presented	None	1 hour	OIC-Admin, Committee on Disposal of Equipment
	4. Prepares and notarized the Deed of Sales Note: 1 copy for winning bidders 1 copy for file by the Committee on Disposal of Equipment	None	3 days	Administrative Officer III, Committee on Disposal of Equipment - Secretariat
	TOTAL:		17 days, 5 hours and 30 minutes	

13. Issuance of Property Pass out Slip

A Property Pass out Slip is used in order to record and monitor the movement of agency's supplies and properties.

Office or Division:	Administrative Division - General Services Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Pass out Form		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for 3 copies of Property Pass out Form Note: 1 copy for End-user 1 copy for Property Officer 1 copy for Guard-on-duty)	1.1. Provides 3 copies of Property Pass out Form Note: 1 copy for End-user 1 copy for Property Officer 1 copy for Guard-on-duty)	None	20 Minutes	Property Officer (Project Evaluation Officer II), Administrative Division – General Services Section
2. Submit the filled-out 3 copies of Property Pass out Form	2.1. Checks / Verifies Content of the Property Pass out.	None	10 minutes	Property Officer (Project Evaluation Officer II), Administrative Division – General Services Section

	2.2. Initials the Property Pass-out Form	None	10 minutes	Property Officer (Project Evaluation Officer II), Administrative Division – General Services Section
	2.3 Final Approval before releasing		20 minutes	OIC-Admin, Administrative Division
	2.4. Forward the approved Property Pass-out to End-user		5 minutes	Property Officer (Project Evaluation Officer II), Administrative Division – General Services Section
3. Present the approved Property Pass-out to Guard-on-duty			10 minutes	Property Officer (Project Evaluation Officer II), Administrative Division – General Services Section
	TOTAL:		1 hour and 15 minutes	

14 Processing of Cash Advance

The Financial Management Division facilitates the processing of Cash Advances of ACPC officers and staff in the conduct of their official duties.

Office or Division:	Financial Management Division (FMD)	
Classification:	Complex	
Type of Transaction:	G2G	
Who may avail:	ACPC Officers and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS		
Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) - 3 copies		End-User/ Requesting Party
Disbursement Voucher (DV) (3 copies)		End-User/ Requesting Party
Authority of the accountable officer issued by the Head of the Agency of his duly authorized representative indicating the maximum accountability and purpose of cash advance (e.g. Special Order)		Template c/o HRMS
Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books		FMD
Approved application for bond and/or Fidelity Bond for the year		Cashier
PETTY CASH FUND (PCF)		
Approved estimates of petty expenses for the month		End-User/ Requesting Party
CONDUCT OF FIELD ACTIVITY		
Approved Budget for the Activity		End-User/ Requesting Party
Approved Purchase Request		End-User/ Requesting Party

TRAVELING ALLOWANCES	
Local Travel -Approved Travel Order -Duly approved itinerary of travel	End-User/ Requesting Party
Foreign Travel -Approved Officer Order/ Travel Authority -Duly approved itinerary of travel -Letter of invitation of host/sponsoring country/agency/organization for plane fare, quotations of three travel agencies or it's equivalent -Flight Itinerary issued by the airline/ticketing - Copy of the United Nations Development Programme (uNDP) rate for daily subsistence allowance (DSA) for the country of the destination for the computation of DSA to be claimed -Document to show the dollar to peso exchange rate at the date of grant of cash advance -Where applicable, authority from the OP to claim representation expenses In case of seminars/trainings <ul style="list-style-type: none"> - Invitation addressed to the agency inviting participants - Acceptance of the nominees as participants (issued by the foreign country) -Program Agenda and Logistics Information	End-User/ Requesting Party
PAYROLL FUND OTHER SIMILAR EXPENSES	
Approved Payroll of list of payees indicating their net payments	End-User/ Requesting Party
Legal Basis to pay any allowances	End-User/ Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ORS/BURS and DV as certified by the concerned Head of requesting Unit/Office both under Box A, for the processing of reimbursement and payable together with the necessary attachments as listed above.	1.1 Checks the accuracy, validity and completeness of attachments; and assigns control numbers in the ORS/BURS and DVs	None	30 minutes, if attachments are accurate, valid and complete	Chief Administrative Officer, Financial and Management Division
	1.2 Verifies the availability of obligated allotment, and encodes the allotted obligation in the system		10 minutes	Chief Administrative Officer, Financial and Management Division
	1.3 Certifies the availability of the obligated allotment under Box B of ORS/BURS.		20 minutes	Chief Administrative Officer, Financial and Management Division
	1.4 Certifies Cash availability, subject to Authority to Debit Account (when applicable) and supporting documents complete and amount claimed proper under Box C of the DV.		30 minutes	Chief Accountant/ Director II, FMD

	1.5 Approves for payment by the ACPC Executive Director under Box D of the DV.		Upon receipt, 30 minutes	Executive Director, Office of the Executive Director
2. Cashier to facilitate the crediting of payment to the client's account.	<p>2.1 In case of claims charged against GAA (ORS-DV):</p> <p>2.1.1 Prepares the List of Due and Demandable Accounts Payable- Advice to Debit Account (LDDAP-ADA)/ Checks with 2 duplicates</p> <p>2.1.2 Encodes in the Financial Data Entry System (FINDES)</p> <p>2.1.3 Encodes in the Biller Data Entry System (BIDES)</p> <p>2.1.4 Prepares the Advice of Checks Issued and Cancelled (ACIC)</p>		Upon receipt of voucher, 30 minutes	Administrative Officer V (Cashier), Financial and Management Division
	<p>2.2 In case of claims charged against other funds (BURS-DV):</p> <p>2.2.1 Preparation of Checks with 2 duplicates</p> <p>2.2.2 In case of Payroll, Prepares FINDES</p>		Upon receipt, 30 minutes	Administrative Officer V (Cashier), Financial and Management Division
	2.3 Circulation of advice/check for signing		2 hours	Administrative Officer V (Cashier), Financial and Management Division
		Sub-Total	5 hours	

	<p>2.4 In the case of claims charged against GAA:</p> <p>2.4.1 Delivery of advice to Land Bank of the Philippines (cut-off at 12:00pm)</p> <p>2.4.2 Landbank clearing period</p>		<p>1 hour</p> <p>1 day</p>	<p>Administrative Officer V (Cashier), Financial and Management Division</p>
		TOTAL	1 day and 6 hours	

15 Processing of Reimbursement and Payable

The Financial Management Division facilitates the processing of reimbursements of expenses incurred by the ACPC officers and staff in the conduct of their official duties, payables for conduct of training/workshops, and payment of claims on the salaries of employees.

Office or Division:	Financial Management Division (FMD)	
Classification:	Complex	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	ACPC Officers and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Obligation Request and Status (ORS)/ Budget Utilization and Status(BURS) - 3 copies		End-User/ Requesting Party
Disbursement Voucher (DV) - 3 copies		End-User/ Requesting Party
LOCAL TRAVELS		
Itinerary of Travel		End-User/ Requesting Party
Certificate of Travel Completed		End-User/ Requesting Party
Certificate of Acceptance of Liability		End-User/ Requesting Party
Certificate of Not Requiring Receipts		End-User/ Requesting Party
Breakdown of Expenses Not Requiring Receipts		End-User/ Requesting Party
Official Receipts (if any) - (Taxi, bus, etc)		End-User/ Requesting Party
Proposed Itinerary of Travel		End-User/ Requesting Party
Plane Ticket		End-User/ Requesting Party
Boarding Pass		End-User/ Requesting Party
Terminal Fee		End-User/ Requesting Party
Trip Ticket		End-User/ Requesting Party
Toll fees / Photocopy of Toll fees		End-User/ Requesting Party
Approved Travel Order		End-User/ Requesting Party
Certificate of Appearance		End-User/ Requesting Party

Back to Station	End-User/ Requesting Party
Other Documents needed (if necessary)	End-User/ Requesting Party
Attendance Sheet	End-User/ Requesting Party
Purchase Request	End-User/ Requesting Party
Inspection & Acceptance Report	End-User/ Requesting Party
Canvass of Price / Quotation (3 copies)	End-User/ Requesting Party
Summary of Expenses - Form A & B	End-User/ Requesting Party
Trip Ticket for Rental Vehicle	End-User/ Requesting Party
Certificate of No Vehicle Available	End-User/ Requesting Party
Attendance Sheet for Fieldwork Activity	End-User/ Requesting Party
Contract of Service	End-User/ Requesting Party
Odometer	End-User/ Requesting Party
Profile of interviewer	End-User/ Requesting Party
Summary of Expenses	End-User/ Requesting Party
FOREIGN TRAVELS	
Authority from DA-Secretary	Office of the Secretary
*same requirements in Local Travels	End-User/ Requesting Party
PROCUREMENT	
Purchase Request	End-User/ Requesting Party
Purchase Order	End-User/ Requesting Party
Copy of Annual Procurement Plan	End-User/ Requesting Party
Official Receipt	End-User/ Requesting Party
Contract	End-User/ Requesting Party
3 Quotations	End-User/ Requesting Party
TRAININGS	
Special Order	End-User/ Requesting Party
Purchase Request, in case with meals	End-User/ Requesting Party

In case of hired speaker, Contract of Service		End-User/ Requesting Party		
WORKSHOP				
Purchase Request		End-User/ Requesting Party		
Approved Memorandum of Activity		End-User/ Requesting Party		
SALARIES, GENERAL				
Payroll, 2 copies		Administrative Division		
List of Notarized Contracts, in case of COS		Administrative Division		
Certification on the completeness of Approved DTRs		Administrative Division		
In case of individual claims:		Administrative Division		
First Salary				
<ul style="list-style-type: none">- Certified true copy of duly approved Appointment- Approved DTR- Accomplishment Report, in case of COS- Contract, in case of COS				
Last Salary				
<ul style="list-style-type: none">- Clearance from money, property and legal accountabilities- Approved DTR- Accomplishment Report, in case of COS- Contract, in case of COS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ORS/BURS and DV as certified by the concerned Head of requesting Unit/Office both under Box A, for the processing of reimbursement and payable together with the necessary attachments as listed above.	1.1 Checks the accuracy, validity and completeness of attachments; and assigns control numbers in the ORS/BURS and DVs	None	30 minutes, if attachments are accurate, valid and complete	Chief Administrative Officer, Financial and Management Division
	1.2 Verifies the availability of obligated allotment, and		10 minutes	Chief Administrative

	encodes the allotted obligation in the system			Officer, Financial and Management Division
	1.3 Certifies the availability of obligated allotment under Box B of ORS/BURS.		20 minutes	Chief Administrative Officer, Financial and Management Division
	1.4 Checks, encoding in the system and certifies the Cash availability, subject to Authority to Debit Account (when applicable) and supporting documents complete and amount claimed proper under Box C of the DV.		30 minutes	Chief Accountant/ Director II, FMD
	1.5 Approves for payment by the ACPC Executive Director under Box D of the DV.		Upon receipt, 30 minutes	Executive Director, Office of the Executive Director
2. Cashier to facilitate the crediting of payment to the client's account.	<p>2.1 In case of claims charged against GAA (ORS-DV):</p> <p>2.1.1 Prepares the List of Due and Demandable Accounts Payable- Advice to Debit Account (LDDAP-ADA)/ Checks with 3 duplicates</p> <p>2.1.2 Encodes in the Financial Data Entry System (FINDES)</p> <p>2.1.3 Encodes in the Biller Data Entry System (BIDES)</p>		Upon receipt of voucher, 30 minutes	Administrative Officer V (Cashier), Financial and Management Division

	2.1.4 Prepares the Advice of Checks Issued and Cancelled (ACIC)			
	<p>2.2 In case of claims charged against other funds (BURS-DV):</p> <p>2.2.1 Preparation of Checks with 3 copies</p> <p>2.2.2 In case of Payroll, Prepares FINDES</p>		Upon receipt, 30 minutes	Administrative Officer V (Cashier), Financial and Management Division
	2.3 Circulation of advice/check for signing		2 hours	Administrative Officer V (Cashier), Financial and Management Division
		Sub-Total	5 hours	
	<p>2.4 In the case of claims charged against GAA:</p> <p>2.4.1 Delivery of advice to Land Bank of the Philippines (cut-off at 12:00pm)</p> <p>2.4.2 Landbank clearing period</p>		<p>1 hour</p> <p>1 day</p>	Administrative Officer V (Cashier), Financial and Management Division
		TOTAL	1 day and 6 hours	

16 Processing of Credit Fund Release

The Financial Management Division facilitates the processing of credit fund releases to the Partner Lending Conduits (PLC) under the various programs of ACPC in accordance with the budgetary guidelines of DBM, rules and regulations of COA and other regulatory bodies.

Office or Division:	Financial Management Division (FMD)		
Classification:	Complex		
Type of Transaction:	G2G, G2B		
Who may avail:	Program Development Division (PDD)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) (3 copies)		FMD	
Disbursement Voucher (DV) (3 copies)		FMD	
Letter of Intent/ Application for Funding		PLC	
Board Resolution authorizing the institution to apply as Lending Conduit (LC)		PLC	
Certificate of Registration/Compliance		PLC	
Authenticated copy/Certified True Copy of Articles of the Incorporation/Cooperation		PLC	
Secretary’s Certificate for Incumbent Officers/CDA’s Certificate		PLC	
Audited Financial Reports and interim Financial Reports		PLC	
Disclosure of other related business (if any)		PLC	
Sworn Affidavit		PLC	
Memorandum of Agreement - (Received by COA)		PDD/ACPC	
Notice of Credit Fund Approval		PDD/ACPC	
Approved Proposal/ Evaluation Report		PDD/ACPC	
Certified List of Borrowers		PDD/ACPC	
Deed of Assignment		PLC	

Certification on the Status of Account of PLC		FMS		
Certificate of Completeness of Documents		PDD		
ER - For new partners ER Evaluation Report AOI		PDD		
AOI/AOC - Articles of / Incorporation		PLC		
BP - Simple Business Plan (for MSE)		PLC		
COC - (For Coops) Cert of Compliance from CDA		PLC		
LD - List of Documents		PDD		
RPDV – Request for Processing of Disbursement Voucher		PDD		
RFR - Request of Fund Release		PDD		
DOCUMENT ATTACHMENT FOR FUND RELEASE		PDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Submits to FMD the ORS/BURS certified by the:</p> <p>(1) Director of concerned Unit/Office or Deputy Head of ACPC - for fund release P5M and below under Box A;</p> <p>(2) Head of ACPC for more than P5M to P50M under Box A;</p> <p>and</p> <p>(3) the DA Secretary - above P50M, under Box A of ORS/BURS together with the complete documentary</p>	<p>1.1 Checks the accuracy, validity and completeness of attachments, and assigns control numbers in the ORS/BURS and DVs.</p>	None	30 minutes, if attachments are accurate, valid and complete	Chief Administrative Officer, Financial and Management Division

requirements as listed above.				
	1.2 Verifies the availability of obligated allotment, and encodes the allotted obligation in the system		10 minutes	Chief Administrative Officer, Financial and Management Division
	1.3 Certifies the availability of obligated allotment under Box B of ORS/BURS.		20 minutes	Chief Administrative Officer, Financial and Management Division
	1.4 Checks, encoding in the system and certifies the Cash availability, subject to Authority to Debit Account (when applicable) and supporting documents complete and amount claimed proper under Box C of the DV.		30 minutes	Chief Accountant/ Director II, FMD
	1.5 Approves for payment in DV: (a) For fund release P5M and below under Box D; (b) For more than P5M to P50M under Box D; and (c) For above P50M under Box D		Upon receipt, 30 minutes	Executive Director Executive Director DA Secretary
1. Cashier to facilitate the crediting of payment to the client's account.	2.1 In case of claims charged against GAA (ORS-DV): 2.1.1 Prepares the List of Due and		Upon receipt of voucher, 30 minutes	Administrative Officer V (Cashier), Financial and

	<p>Demandable Accounts Payable- Advice to Debit Account (LDDAP-ADA)/ Checks with 2 duplicates</p> <p>2.1.2 Encodes in the Financial Data Entry System (FINDES)</p> <p>2.1.3 Encodes in the Biller Data Entry System (BIDES)</p> <p>2.1.4 Prepares the Advice of Checks Issued and Cancelled (ACIC)</p>			Management Division
	<p>2.2 In case of claims charged against other funds (BURS-DV):</p> <p>2.2.1 Preparation of Checks with 2 duplicates</p> <p>2.2.2 In case of Payroll, Prepares FINDES</p>		Upon receipt, 30 minutes	Administrative Officer V (Cashier), Financial and Management Division
	2.3 Facilitates the signing by the authorized signatories of advice to debit account/check		2 hours	Administrative Officer V (Cashier), Financial and Management Division
		Sub-Total	5 hours	
	<p>2.4 In the case of claims charged against GAA:</p> <p>2.4.1 Delivery of advice to Land Bank of</p>		1 hour	Administrative Officer V (Cashier), Financial and

	the Philippines (cut-off at 12:00pm) 2.4.2 Landbank clearing period		1 day	Management Division
		TOTAL	1 day and 6 hours	

17. PROVISION OF ICT TECHNICAL SUPPORT

The technical support provided by the Information Systems Management Division is classified into four (4), namely (1) uploading/updating of ACPC website content, (2) request for ICT equipment and infrastructure repair and maintenance, (3) request for system development and maintenance, and (4) request for information system update.

Office or Division:	Information Systems Management Division			
Classification:	Simple, Complex and Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All ACPC personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Access to ACPC Techkonek Online System (bit.ly/3eNaGP5)		Information Systems Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Uploading/Updating of ACPC Website Content	Maintain and manage official website of the ACPC			
1. Send request through ACPC Techkonek Online System (bit.ly/3eNaGP5)	1.1 System will notify requestor through email that a service ticket has been made	None	1 hour	
	1.2 Uploading/updating of website content	None	2.5 days	Division Chief (Planning Officer V), Information Systems Management Division

2. Confirm closing of the service ticket	<p>2.1 Send notification to the requestor and request closing of service ticket</p> <p>2.2 Close service request ticket</p>	None	1 hour	Division Chief (Planning Officer V), Information Systems Management Division
	TOTAL:		2 days and 2 hours	

B. Request for ICT Equipment and Infrastructure Repair and Maintenance	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			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through ACPC Techkonek Online System (bit.ly/3eNaGP5)	1.1 System will notify requestor through email that a service ticket has been made	None	1 hour	
	<p>1.2 Acceptance of service request (Repair and Maintenance)</p> <ul style="list-style-type: none"> - if minor service request (can be restored/fixed by ISMD staff) - if major service request (For sending to service center) 	None	<p>1 day</p> <p>30 days¹</p>	Division Chief (Planning Officer V), Information Systems Management Division

¹ Duration depends on the time the service center finishes the request for repair

2. Confirm closing of the service ticket	<p>2.1 Send notification to the requestor and request closing of service ticket</p> <p>2.2 Close service request ticket</p>	None	1 hour	Division Chief (Planning Officer V), Information Systems Management Division
	TOTAL:		<p>1 day and 2 hours (Minor Service)</p> <p>30 days and 2 hours (Major Service)</p>	

C. Request for System Development and Maintenance	Develop and implement Information Systems for the Purpose of supporting other units in operationalization of programs and projects of the ACPC.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Formal request or proposal for an IT system solution	1.1 Review, evaluation and approval of request Systems Development	None	3 days	Division Chief (Planning Officer V), Information Systems Management Division
	1.2 System Analysis -In this phase, the ISMD work with requesting units to determine the specific requirements for the new system	None	7 days	
	1.3 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	30 days	

	1.4 Programming – the code finally gets written in the programming phase	None	30 days	
	1.5 Testing – in the testing phase, the system developed in the previous phase is put through a series of structured tests	None	7 days	
	1.6 Launching – includes training the users, providing documentation, and conversion from any previous system to the new system.	None	1 day	
	1.7 System Review and Evaluation – ISMD and End Users will evaluate the developed system and its implementation	None	5 days	
	TOTAL		83 days	

D. Request for Information System Update				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through ACPC Techkonek Online System (bit.ly/3eNaGP5)	1.1 System will notify requestor through email that a service ticket has been made	None	1 hour	Division Chief (Planning Officer V), Information Systems Management Division
	1.2 Updating of system - if minor system update - if major system update	None	1 day 30 days	

<p>2. Confirm closing of the service ticket</p>	<p>2.1 Send notification to the requestor and request closing of service ticket (For review and acceptance).</p> <p>2.2 If requestor accept the service request, ISMD will request closing of service ticket through email to the requestor.</p> <p>If requestor send additional comments, ISMD will update the system based on the type of request</p> <p>2.3 Close service request ticket</p>	<p>None</p>	<p>1 hour</p> <p>1 day</p>	<p>Division Chief (Planning Officer V), Information Systems Management Division</p>
	<p>TOTAL</p>	<p>2 days and 2 hours (Minor) 31 days and 2 hours (Major)</p>		

18 Provision of Requested Data

The ACPC Monitoring Division provides reports and/or data on: (a) all ACPC credit and capacity-building programs and projects, (b) government agri-credit, insurance and guarantee programs, and (c) bank lending to agriculture

Office or Division:	Monitoring Division			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	All ACPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request stating the specific data needed, purpose of the data request, and period covered which is addressed to Executive Director		Monitoring Division Helpdesk System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request indicating purpose, specific data needed, period covered and when the data needs to be submitted through the Monitoring Division Helpdesk System	1. Acknowledgment by ACPC-MD	None	1 day	(system-generated)
1.a. (For first time users) Sign-up in the monitoring helpdesk system		None	1 day	
1.b. (For registered users) Log-in in the monitoring helpdesk system		None	1 day	
	2. Prepare the data requested			
	2.1. Previously reviewed and	None	2 days	Director II, Monitoring Division

	approved reports and/or data - for clearance of MD Director			
	2.2. Reports and/or data to be generated: - for processing - for review of MD Division Chief - for clearance of MD Director - for approval of ACPC Executive Director	None	5 days	Division Chief (Project Evaluation Officer V), Monitoring Division Director II, Monitoring Division Executive Director, Office of the Executive Director
	3. Submission of reports and/or data to the requesting party			
	3.1. For previously reviewed and approved reports and/or data	None	1 day	Division Chief (Project Evaluation Officer V), Monitoring Division
	3.2. Reports and/or data to be generated	None	1 day	Division Chief (Project Evaluation Officer V), Monitoring Division

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