


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 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 service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this _____ of July, 2020 in Pasig City, Metro Manila, Philippines.


Jocelyn Alma R. Badiola
Executive Director
Agricultural Credit Policy Council

SUBSCRIBED AND SWORN to before me this 23 of July, 2020 in Pasig City, Metro Manila, Philippines, with affiant exhibiting to me his/her _____ (government-issued ID) issued on JUL 23 2020 (date of issuance) at _____ (place of issuance).

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Page No. 13
Book No. 12
Series of 2

NOTARY PUBLIC/ADMINISTERING OFFICER
GAUDENCIO A. BARBOZA, JR.
NOTARY PUBLIC
Cities of Pasig, San Juan and
in the Municipality of Pateros, Metro Manila
Until December 31, 2020
PTR No. A-4762374 /01/02/2020Taguig City
IBP No. 0957-2020-00000000 For Year 2020/ RSM

Shaw River Bldg., San Antonio, Pang City
Appointment No. 32 (2019-2020)

A food-secure Philippines

with prosperous farmers and fishersfolk





AGRICULTURAL CREDIT POLICY COUNCIL

CITIZEN'S CHARTER

2020 (3rd Edition)



AGRICULTURAL CREDIT POLICY COUNCIL

CITIZEN'S CHARTER

2020 (3rd 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.

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Central Office

External Services

1. 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	
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 Receiving, Screening and evaluation of documents as to completeness, authenticity and eligibility criteria	None	3 working days	<i>Economist II, Economist III or Economist V/ Division Chief, Accreditation and Certification Division</i>
None	1.2 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	1.3 Approval by the Head of the Agency and Sending-out of the approved Certificate of Accreditation with issued Accreditation Reference Number to the NBRFI applicant	None	2 working days	<i>Executive Director, Office of the Executive Director</i> <i>Economist V/ Division Chief, ACD</i>
TOTAL		None	7 working days*	

*Depending upon the completeness of submitted documents, 14 working days per guidelines is the maximum turnaround time. If submitted documents are complete, issuance of certificate of accreditation can be reduced to 7 working days

2. EXTENSION OF CREDIT FUNDS TO LENDING CONDUITS

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 of Intent/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		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template c/o ACPC
2. Certificate of registration from Securities and Exchange Commission (SEC) or either Cooperative Development Authority (CDA) or Department of Labor and Employment (DOLE) as the case may be		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs
3. 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, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs
4. 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, NGOs Template c/o ACPC
5. 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. 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		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs
6. Disclosure of other related business, if any		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template c/o ACPC
7. Complete project proposal approved/signed by the officers		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs Template c/o ACPC

8. 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 c/o ACPC		
9. Executed and notarized Memorandum of Agreement (MOA)		Template c/o ACPC		
10. Notice of Credit Fund Approval (NCFA)		Template c/o ACPC		
11. Proof of deposit account opening with attached Board Resolution for the opening of the separate bank account exclusively for ACPC Programs		Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs		
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. Acceptance of applicants/ Letter of Intent	None	1 working day	Chief Administrative Officer/ Division Chief, Program Development Division
	1.1 Receive and Review the Request for Additional Allocation from the LC with attached Certified list of borrowers		3 working days	
	1.2 On-site validation 1.3 Gathering of documentary requirements		5 working days	
None	2. Evaluation and approval of potential lending conduit and credit fund allocation	None	7 working days	
None	3. Processing of Fund Release to the Lending Conduit	None	4 working days	Chief of Staff, Office of Executive Director Executive Director, Office of Executive Director
TOTAL		None	20 working days	

* Maximum turnaround time is 47 days; however, it may be reduced depending on the timeliness and completeness of the submission of documentary requirements by the applicant.

3.A. 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 Receiving, Screening and evaluation of documents as to completeness, authenticity and eligibility criteria	None	1.5 working days	<i>Economist II, Economist III or Economist V/ Division Chief, Accreditation and Certification Division</i>
None	1.2 Preparation of the individual Certificate with Accreditation Reference Number	None	.5 working day	<i>Economist II or Economist III, Accreditation and Certification Division</i>
None	1.3 Approval by the Head of the Agency and Sending-out of the approved individual Certificate with Accreditation Reference Number Certificate to bond issuer	None	1 working day	<i>Executive Director, Office of the Executive Director</i> <i>Economist V/ Division Chief, Accreditation and Certification Division</i>
TOTAL		None	3 working days	

3.B. 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 Receiving, Screening and evaluation of documents as to completeness, authenticity and eligibility criteria	None	10 working days	<i>Economist II, Economist III or Economist V/ Division Chief, Accreditation and Certification Division</i>
None	1.2 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	1.3 Approval by the Head of the Agency and 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	2 working days	<i>Executive Director, Office of the Executive Director</i> <i>Economist V/ Division Chief, Accreditation and Certification Division</i>
TOTAL		None	14 days	

4. LOAN RESTRUCTURING/ EXTENSION

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

Office or Division:	Fund Management Staff			
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 Request 2. Board Resolution 3. Financial Statement (latest) 4. Updated Report on collection/ status report 5. Certification from LGU/NDRMMC (if under calamity)		Lending Conduit		
B. Farmer Borrower 1. Letter Request 2. Supporting documents (medical records, death certificate, certification from LGU/NDRMMC)		Farmer Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request Letter	1.1 Acknowledge receipt of letter and conduct validation of submitted documents <ul style="list-style-type: none"> Evaluation of documents submitted (see checklist requirements) Interview with end-borrowers Prepare memo (recommendation to management) 	None	3 working days	<i>Administrative Officer IV, Fund Recovery Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.2 Negotiation and Preparation of Agreement <ul style="list-style-type: none"> Loan Extension/ Restructuring (LC) Plan of Payment / Amortization Schedule (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	1.3 Finalization of Plan of Payment	None	3 working day	<i>Administrative Officer IV, Fund Recovery Division</i>

				<i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	1.4 Submission of Recommendations and Reports <ul style="list-style-type: none"> Notify the PLC/borrower 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, sign and send back to ACPC for signature of ACPC Executive Director 2.2 If with revision/ comment, send back to ACPC	2.1 Finalization and Approval of Restructuring Agreement	None	1 working day	<i>Administrative Officer IV, Fund Recovery Division</i> <i>Chief Administrative Officer/ Division Chief, Fund Recovery Division</i>
None	3.1 Notarize Agreement <ul style="list-style-type: none"> Provide client a copy of Notarized Agreement 	None	1 working day	<i>Administrative Officer IV, Fund Recovery Division</i>
TOTAL		None	12 working days	

5. CONDUCT OF CAPACITY BUILDING FOR RURAL FINANCIAL INSTITUTIONS

Identified Lending Conduits and other ACPC partner organizations may avail of the capacity building 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 19 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	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	5 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	5 working days	<i>Director II, Program Development</i>
TOTAL		None	19 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: • 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>Administrative Officer III, Administrative Division</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 Agiculture		
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	Director II, Fund Management Staff/ Officer-in-charge- Financial and Management Division
None	1.2 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	2 working day	Executive Director, Office of the Executive Director
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	Administrative Officer V, Financial and Management Division
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	<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	

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	LandBank of the Philippines- Greenhills
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	LandBank of the Philippines- Greenhills
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	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	

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	LandBank of the Philippines-Greenhills
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