



## **CERTIFICATE OF COMPLIANCE**

**Year: 2023**

*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: 2023, 5<sup>th</sup> Edition

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

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

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

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

- 4) The Citizen's Charter Handbook enumerates the following information:

- Mandate, vision, mission, and service pledge of the agency;
- Government services offered (External and Internal Services);
  - Comprehensive and uniform checklist of requirements for each type of application or request;
  - Classification of service;
  - Type of transaction;
  - Who may avail;
  - Client steps and agency actions to obtain a particular service;
  - Person responsible for each step;
  - Processing time per step and total;
  - 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.



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**JOCELYN ALMA R. BADIOLA**

Executive Director

Agricultural Credit Policy Council

Department of Agriculture



# AGRICULTURAL CREDIT POLICY COUNCIL

## CITIZEN'S CHARTER

2023 (5<sup>th</sup> Edition)



## I. **Mandate:**

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

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

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

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

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



## **II. Vision:**

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

## **III. Mission:**

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

## **IV. Service Pledge:**

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

We therefore pledge to serve the public with professionalism.

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

We will strive to continually raise our level of service to the public.

Being public servants, we are duty-bound to contribute to the building of a progressive, prosperous, and peaceful nation by performing our mandates to the satisfaction of the public.

## V. List of Services

Central/ Head Office

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**Central Office**

**External Services**



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

<b>Office or Division:</b>	<b>Program Development Division (PDD)</b>	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B, G2G	
<b>Who may avail:</b>	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)  Templates c/o 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)  Template c/o 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)
7. Certificate of Good Credit Standing from LBP/DBP/SBC including amount of line and status, if any		Land Bank of the Philippines (LBP), Development Bank of the Philippines (DBP), Small Business Corporation (SBC)

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		Bangko Sentral ng Pilipinas (BSP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Lending Conduit's Request for Fund Allocation (Requirement #1)	1. Acceptance of application  1.1 Receive and Review the Request for Fund Allocation from the PLC  1.2 On-site validation - Program Briefing - Credit and Background Investigation - Preparation of Validation Report  1.3 Review of completeness, consistency and correctness of documentary requirements	None	9 working days	<i>Area Head</i> , Program Development Division  (Area Team: SPMO/PMO/Focal Person)
None	2. Evaluation and approval of potential lending conduit and credit fund allocation  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	None	11 working days <i>(Note: Day 1 will commence after the completion of Application Requirement)</i>	<i>Area Head</i> , PDD  (Area Team: SPMO/PMO/Focal Person)  (Area Head)  <i>Director</i> , PDD

	2.2 Approval of LCER			<i>Executive Director, Office of the Executive Director (OED)</i>
<b>TOTAL</b>			<b>20 working days</b>	

## 2. Processing of Credit Fund Request of PLCs

<b>Office or Division:</b>	Program Development Division (PDD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	Associations, Cooperatives, Banks, Rural Banks, Cooperative Banks, NGOs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request for 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)		
		Template c/o 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)		
		Template c/o ACPC		
4. Executed and notarized Memorandum of Agreement (MOA)		Template c/o ACPC		
5. Notice of Credit Fund Approval (NCFA)		Template c/o 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)		
		Template (BR) c/o ACPC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Drafting and review of legal documents (MOA, NCFA)  1.1 Signature and transmittal (to PLC) of NCFA	None	7 working days	<i>Area Head</i> , Program Development Division  (Area Team: SPMO/ PMO)  (Area Head)  <i>Director</i> , PDD  <i>Executive Director</i> , Office of the Executive Director (OED)

Submission of Lending Conduit's Request for Fund Release	<p>2. Acceptance of Fund Release Requirements</p> <p>2.2 Review of completeness, consistency and correctness of documentary requirements</p> <p>2.2 Signature and notarization of MOA</p> <p>2.3 Furnish copy of legal documents to ACPC Commission on Audit (COA)</p>	None	5 working days (Note: <i>Transmittal period of Fund Release Requirements is not included in the processing time.</i> )	<p>Area Head, PDD</p> <p>(Area Team: SPMO/ PMO)</p> <p>(Area Head)</p> <p>Director, PDD</p> <p>Executive Director, OED</p> <p>Division Chief, PDD (Area Team: SPMO/ PMO)</p> <p>Area Head, PDD (Area Team: SPMO/ PMO)</p> <p>ACPC COA</p>
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None	<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) &amp; 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>Area Head, PDD</i></p> <p>(Area Team: SPMO/ PMO)</p> <p>(Area Team: SPMO/ PMO)</p> <p><i>Director, PDD</i></p> <p>CAO, Financial Management Division (FMD)</p> <p><i>Director, 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>CAO, Financial Management Division (FMD)</p> <p><i>Director, FMD</i></p>
None	<p>3. Transfer of Funds</p> <p>4.1 Preparation of Letter to Bank re Fund Transfer</p>	None	1 day	<p><i>Director, PDD</i></p> <p>Executive Director</p>
<b>TOTAL</b>			<p><b>15 working days/ *20 working days</b></p>	

### 3. Provision of Capacity Building Support for Potential Farmers and Fisherfolk Organizations (FFOs)

This activity is the provision of ICB interventions to FFOs in the areas of: **a) management & governance development, b) financial and credit management, c) systems development, d) human resource & business development** in order for the organization to be accredited as a lending conduit of ACPC. This aims to provide wider access to credit for small farmers and fisherfolk through the accreditation of more lending conduits of ACPC. To increase the viability of FFO lending conduits for more stable and consistent delivery of credit to small farmers and fisherfolk.

Office or Division:	Institutional Capacity Building Division		
Classification:	Highly Technical		
Type of Transaction:	G2G		
Who may avail:	Associations, Cooperatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. CDA/SEC Registration with copies of Articles of Cooperation/Cooperation and by-laws	Cooperative Development Authority		
2. Audited Financial Statements for the past three years (if available)	Auditing firm hired by the cooperative/association		
3. Notarized Board Resolution on the participation of the organization to the program	Associations, Cooperatives		
4. Business license and mayor's permit to conduct business activities	Local Government Unit		
5. Certification from CDA that the officers have undergone the mandatory trainings	Cooperative Development Authority		
6. Has an existing business office whether rented, leased or owned			
7. Certificate of Compliance	Cooperative Development Authority		
8. Picture of Business Office (whether leased, rented or owned)	Associations, Cooperatives		
9. Certified List of Members	Associations, Cooperatives		
10. Accomplished Organizational Profile	Associations, Cooperatives		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. ICB to acknowledge the endorsement letter of Program Development Division on the list of	None	1 Day	Chief, ICB Division

	FFOs to undergo ICB support			
1. Acknowledge calls/emails of ICB Division	2. Communicate (via phone calls or email) with concerned FFOs for the scheduling of ICB Program orientation	None	2 hours	ICB-FFO Team Member
2. Attend the ICB Orientation cum action plan preparation	3. Conduct ICB Program Orientation cum action plan preparation (on-site or online)	None	3 hours	ICB-FFO Team
3. FFO officers and staff to participate during the TNA workshop and provide available required documents (i.e COC, Audited FS, Lending Policies and Procedures, etc)	4. Conduct of Training Needs Assessment workshop (Onsite) and secure required documents	None	5 hours	ICB-FFO Team
4. Complete and submit the required documents (Letter of intent and board resolution requesting ICB support)	5. Follow-up submission of lacking documents, if any.	None	1 day	ICB-FFO Team
None	6. Preparation and submission of training proposal for the FFO	None	1 Day	ICB FFO Team Chief, ICB Division
None	7. Review and approval of ICB proposal with corresponding budget	None	2 days	Chief, ICB Division Deputy Exec. Director Executive Director
None	8. Prepare/draft Memorandum of Agreement for concerned FFO	None	1 Day	ICB FFO Team Chief , ICB Division
5. Review, print out, sign and send back the Memorandum of	9. Send a copy of the draft MOA to concerned FFO for review/signature	None	one week	ICB-FFO Team



Agreement to ACPC-ICB Team	Acknowledge receipt of signed MOA from FFO			
None	10. Facilitate notarization of the MOA	None	1 day	ICB- FFO Team
6. FFO officers to attend training and co-prepare relevant action plan per training topic	11. ICB Team to conduct series of training and facilitate preparation of action plan  <i>Note: Training duration varies from one training to another ranging from 1 to 3 days.</i>	none	2 days	ICB Team
7. Execute the action plans and submit monthly status report to ACPC	12. Conduct of on-site visit/monitoring on the execution of the action plan.	None	monthly	ICB Team
NONE	13. Prepare assessment report cum endorsement letter to the Program Development Division (PDD) endorsing back the FFO for further evaluation as Lending Conduit.	None	1 day	ICB-FFO Team Chief, ICB
8. Acknowledge the letter of ACPC	14. Officially inform the FFO on the above-mentioned endorsement letter of the ICB Division to PDD.	None	1 day	ICB FFO Team
		<b>Total</b>	<b>15 Working Days</b>	

#### 4. Provision of Capacity Building Support Activities for Partner Lending Conduits to become Training Partners

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.

<b>Office or Division:</b>	Institutional Capacity Building Division		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2B		
<b>Who may avail:</b>	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1.	Letter of Intent to apply as Training Partner with Notarized Board Resolution	Templates c/o ACPC	
2.	Training Proposal with Work and Financial Plan	Templates c/o ACPC	
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.	Notice of Fund Approval with ACPC	ACPC PDD	
6.	Profile of Participants/Trainers	Templates c/o ACPC	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Complete Documents	Review the completeness of the submitted documents; and prepare an evaluation report and Notice of Approval	None	5 days	Chief, Advocacy Division  Director, AD  Executive Director
	Approval of Evaluation Report and Notice of Approval	None	2 days	
Review the Memorandum of Agreement	Preparation and review of Memorandum of Agreement	None	2 days	
Attend and accomplish the Pre and Post Evaluation Form	Implementation of the Training Activities	None	1 day	
Pay in advance the training expenses				
		Total	10 working days	

## 5. Processing of Training Fund Request of Training Partner Lending Conduits (TPLCs)

<b>Office or Division:</b>	Advocacy Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request of Reimbursement		Templates c/o ACPC		
2. Attendance Sheet		Templates c/o ACPC		
3. Training Schedule and Program		Templates c/o ACPC		
4. Accomplished Post Evaluation Form		Templates c/o ACPC		
5. Official Receipts and Invoices for reimbursement		Supplier		
6. Training Report		Templates c/o ACPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Complete Documents	Review the completeness of submitted documents  Verify with the approved budget and prepare voucher	None	1 day	Chief, Advocacy Division
	Processing of fund release (Less than P50 Million)  3.1 Preparation of Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS) & Disbursement Voucher (DV)	None	2 days	Director, AD  CAO, Financial Management Division (FMD)  Director, FMD

	3.2 Memo request for processing of disbursement voucher and certificate of completeness of requirements  3.3 Approval of fund release documents			Executive Director
Acknowledge receipt	Transfer of Funds	None	1 day	
		<b>Total</b>	<b>4 working days</b>	

## 6. Provision of Requested Data/Reports (External and Internal Service)

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

<b>Office or Division:</b>	Monitoring Division			
<b>Classification:</b>	Complex/Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B, G2C			
<b>Who may avail:</b>	ACPC Units, DA offices/units, RFOs, attached agencies, bureaus, and corporations; Other government agencies and researchers from the private sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email 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			

	<p>2.a. Previously reviewed and approved reports and/or data</p> <p>- for clearance of MD Chief</p>	None	2 days	<i>Director II</i>
	<p>2.b. Reports and/or data to be generated:</p> <p>- for processing</p> <p>- for review of MD Division Chief</p> <p>- for review of MD Director</p>	None	7 days	MD staff <i>Division Chief</i> <i>Director II</i> <i>Executive Director</i>
	3. Drafting and approval of transmittal letter			
	<p>3.a. For previously reviewed and approved reports and/or data</p> <p>- For approval and signature of MD Director</p>		1 day	<i>Director II</i>
	<p>3.b. Reports and/or data to be generated</p> <p>- For clearance and initials of MD Director</p> <p>- For approval and signature of ACPC</p>		2 days	<i>Director II</i>  <i>Executive Director</i>

	Executive Director			
	4. Submission of reports and/or data to the requesting party			
	4.a. For previously reviewed and approved reports and/or data	None	1 day	MD staff
	4.b. Reports and/or data to be generated	None	1 day	MD staff
Total			<ul style="list-style-type: none"> <li>- For requests on previously submitted reports/data - <b>5 days</b></li> <li>- For requests on reports/data for generation - <b>11 days</b></li> </ul>	



## 7. Provision of ICT Technical Support (External and Internal Service)

<b>Office or Division:</b>	<b>Information Systems Management Division</b>			
<b>Classification:</b>	Simple, Complex and Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B, G2C			
<b>Who may avail:</b>	All ACPC units, Partner Lending Conduits, Potential Borrowers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		Information Systems Management Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Uploading/Updating of ACPC Website Content</b>	Maintain and manage the official website of the ACPC.			
1. Send request through ACPC Techkonek Online System (bit.ly/3eNaGP5)	1.1 Requestor and ISMD will receive a notification thru email that a service ticket has been made.	None	1 hour	Requesting Unit
	1.2 Upload / update of website content and notifying the requestor for closing of service ticket.	None	3 working days	ISMD
2. Confirm closing of the service ticket.	2.1 Close service ticket.	None		Requesting Unit and ISMD
		<b>TOTAL</b>	<b>3 working days and 1 hour</b>	

<b>Request for ICT Equipment and Infrastructure Repair and Maintenance</b>	The Repair and Maintenance Service restores all ICT equipment of ACPC and also provides general or routine maintenance on such equipment to ensure they work efficiently.			
1. Send request through ACPC Techkonek Online System (bit.ly/3eNaGP5)	1. Requestor and ISMD will receive a notification thru email that a service ticket has been made.	None	1 hour	Requestor
	2. Received service request (Repair and Maintenance)	None	1 working day	ISMD
	- if minor service request (can be restored/fixed by ISMD staff)	None	1 hour	ISMD
	- if major service request (for sending to service center)	None	30 working days	ISMD
	3. Notify the requestor regarding the status of the request and request closing of service ticket.			
	4. Close service request ticket			

2. Confirm closing of the service ticket		None		Requesting Unit and ISMD
		TOTAL	Major Service: 31 working days and 1 hr  Minor Service: 2 hours	
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.			
Formal request or proposal for an IT system solution	Review, evaluation and approval of of request  Systems Development.	None	3 days	Requesting Unit and ISMD
	1. System Analysis -In this phase, the ISMD works with requesting units to determine the specific requirements for the new system.	None	7 days	Requesting Unit and ISMD
	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	30 days	ISMD
	3. Programming – the code	None	30 days	ISMD

	finally gets written in the programming phase.			
	4. <b>Testing – in the testing phase</b> , the system developed in the previous phase is put through a series of structured tests.	None	7 days	ISMD and End Users
	5. <b>Launching</b> – includes training the users, providing documentation, and conversion from any previous system to the new system.	None	1 day	ISMD and End Users
	6. <b>System Review and Evaluation</b> – ISMD and End Users will evaluate the developed system and its implementation.	None	5 days	ISMD and End Users
		<b>TOTAL</b>	<b>83 days</b>	
<b>Request for Information System Update</b>				
Send request through ACPC Techkonek Online System ( <a href="https://bit.ly/3eNaGP5">bit.ly/3eNaGP5</a> )	Requestor and ISMD will receive a notification thru email that a service ticket has been	None	within 1 hour	Requestor

Review and accept request status	made.			
	Updating of system			
	- if minor system update	None	1 working day	ISMD
	- if major system update			
	Notify the requestor regarding the status of the request (For review and acceptance).	None	30 Days	ISMD
	If the requestor accepts the service request, ISMD will request the closing of the service ticket through email to the requestor.	None	1 hour	ISMD
	If requestor send additional comments, ISMD will update the system based on the type of request	None	7 working days	Requestor
	- if minor system update	None	1 working day	ISMD
	- if major system update	None	1 working day	ISMD

Confirm closing of the service ticket	Close service request ticket	None	30 working days	ISMD
		None	within 1 hour	ISMD
		<b>TOTAL</b>	<b>Major Service : 67 days and 3 hours</b> <b>Minor Service: 9 working days and 2 hours</b>	

Request for Technical Support for Information Systems Use				
Send request through email at <a href="mailto:access@acpc.gov.ph">access@acpc.gov.ph</a> and helpdesk at <a href="http://acehelpdesk.acpcaccess.ph">acehelpdesk.acpcaccess.ph</a>	Requestor and ISMD will receive a notification thru email that a service ticket has been made.	None	within 30 minutes	Requestor
	System tech support			
	- if minor issue	None		ISMD
	- if major issue	None	1 working day 3 working days	ISMD ISMD
	Notify the requestor regarding the status of the request (For review and acceptance).	None	Within 5 minutes	ISMD
Review and accept request status	If the requestor accepts the service request, ISMD will request the closing of the service ticket through email to the requestor.	None	Within 5 minutes	Requestor
	If requestor send additional comments, ISMD will update the system based on the type of request			
	- if minor issue - if major issue	None None	1 working day 3 working days	ISMD ISMD

Confirm closing of the service ticket	Close service request ticket	None	Within 5 minutes	ISMD
		<b>TOTAL</b>	<b>Major Service: 2 days and 45 minutes</b> <b>Minor Service: 6 days and minutes</b>	



**Central Office**

**Internal Services**

## 1. Processing of Request for Personnel

Service Information: To provide the personnel requirement of the requesting unit

<b>Office or Division:</b>	Administrative Division - HRMS			
<b>Classification:</b>	Highly-Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Management Committee Members Only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personnel Requisition Form (PRF) (1 original)		Administrative Division - HRMS		
Detailed Terms of Reference (TOR) (1 original)				
Budgetary Requirement/Justification (1 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2. 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	3. 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	4. 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	5.1 Facilitate the posting of notice of vacancy / job advertisements; 5.2 Facilitate the initial shortlisting 5.3 Administer the exam to the shortlisted applicants 5.4 Forward the exam results to the Unit Head concerned 5.5 Coordinate the schedule of interview and facilitate its conduct	None	15 days	Officer in Charge – Administrative Division
8. Give ratings on the Essays and interview performance of the applicants	<ul style="list-style-type: none"> <li>• Consolidate the ratings</li> <li>• Prepare and route for signature the Memo re: Results of Assessment to the requesting unit (DC &amp; Director)</li> </ul>	None	3 days	Officer in Charge – Administrative Division  Division Chief/Director of requesting unit

9. Select the applicant deemed most qualified for the vacant position and sign the Memo re: Results of Assessment	<ul style="list-style-type: none"> <li>• Conduct background investigation on the selected applicant</li> <li>• Prepare and route for signature the Memo re: Recommendation to Hire the selected applicant</li> <li>• Once approved by the Executive Director, coordinate with the selected applicant the pre-contract engagement requirements</li> <li>• Facilitate the signing of contract</li> <li>• Facilitate the orientation for newly-engaged personnel</li> </ul>	None	15 days	Officer in Charge – Administrative Division
		TOTAL:	<b>36 WORKING DAYS</b>	

## 2. Processing of Request for Personnel Movement (Transfer/Promotion)

Service Information: To provide the personnel requirement of the requesting unit

<b>Office or Division:</b>	Administrative Division - HRMS			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Managerial Committee Members Only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Promotion Form (RPF) (1 original)		Administrative Division - HRMS		
Detailed Terms of Reference (TOR) (1 original)				
Justification for Promotion (1 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2. Provide the following records of the personnel: <ul style="list-style-type: none"> <li>● Performance based on IPCR</li> <li>● Attendance based on DTR</li> </ul>	None	2 days	Human Resource Management Officer, Administrative Division

*Step not applicable for personnel transfer	<ul style="list-style-type: none"> <li>●Submission of timekeeping requirements</li> <li>●Pending Administrative case status (if any)</li> </ul>			
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	3. 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 available and its corresponding salary grade	4. Approve/ Disapprove personnel request based on availability of COS positions/ salary grade	None	1 day	Officer in Charge – Administrative Division
8. Submit the signed RPF with the attachments to the Executive Director for approval	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
		<b>TOTAL:</b>	<b>7 WORKING DAYS</b>	

### 3. Processing of Application for Leave

<b>Office or Division:</b>	Administrative Division – Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	ACPC current personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave/Special Leave Form		Admin – HRMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application for leave with recommending approval by the immediate supervisor/ Division Chief.	1.1. Receive, verify and update records	None	5 minutes	Personnel Specialist, Administrative Division – Human Resource Management Section
	1.2. Review and Certify Leave Balances	None	5 minutes	OIC-Admin Division
	1.3 Record and forward to Head of Office for approval/disapproval	None	5 minutes	Personnel Specialist, Administrative Division – Human Resource Management Section
	1.4 Signs/Approves/ Disapproves Application for Leave	None	1-2 days	Executive Director
2. Personnel receives the signed document requested.	2. Release of document to requesting ACPC personnel	None	5 minutes	Personnel Specialist, Administrative Division – Human Resource

				Management Section
		<b>TOTAL</b>	<b>3 days</b>	



#### 4. Processing of Request for Training

<b>Office or Division:</b>	Administrative Division – Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	ACPC current personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum of Request for Training		Template c/o Admin-HRMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit shall create a Memorandum of Request for Training and have it approved by their Director and the Executive Director. Signed document shall be forwarded to the HRMS.	1.1. Receive and review the request vis-à-vis budget documents and training plans	None	5 days	Human Resource Management Officer II, Administrative Division – Human Resource Management Section Division Chief, Unit Concerned Director II, Unit Concerned OIC- Administrative Division Executive Director, Office of the Executive Director
	1.2 Coordinate with the training provider regarding needed training materials, program, and other requirements	None	3 days	Human Resource Management Officer II, Administrative Division – Human Resource Management Section

	1.3. Prepare Purchase Request and route it to all the required signatories.	None	1 day	Human Resource Management Officer II, Administrative Division – Human Resource Management Section  OIC- Administrative Division  Chief Administrative Officer – Financial and Management Division  Executive Director, Office of the Executive Director
	1.4 Prepare and finalize other training requirements – materials, venue, food, payment vouchers.	None	10 days	Human Resource Management Officer II, Administrative Division – Human Resource Management Section
2. Members of the requesting unit shall attend the training session.	2. HRMS shall assist during the conduct of training session.	None	1 day*  *Depending on the duration of the training session	Human Resource Management Officer II, Administrative Division – Human Resource Management Section
3. Members of the requesting unit shall accomplish the post training reports	3. HRMS shall compile assessment from the submitted post training reports.	None	5 days	Human Resource Management Officer II, Administrative Division – Human

				Resource Management Section  OIC- Administrative Division
		<b>TOTAL</b>	<b>25 days</b>	

## 5. 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).

<b>Office or Division:</b>		Administrative Division – Human Resource Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G, G2B		
<b>Who may avail:</b>		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 requesting ACPC personnel	None	1 day	Administrative Officer III, Administrative Division – Human Resource Management Section
		<b>TOTAL</b>	<b>3 days</b>	

## 6. 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).

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

<ul style="list-style-type: none"> <li>○ Purchase Request</li> <li>○ Inspection and Acceptance Report</li> <li>○ Request for repair/replacement</li> </ul> <p>For reimbursement of other office supplies (furniture, equipment, etc.)</p> <ul style="list-style-type: none"> <li>○ Three (3) quotations for 1k above</li> <li>○ Official Receipt</li> <li>○ Inspection and Acceptance Report</li> <li>○ Request for repair if applicable</li> <li>○ Inventory Custodian Slip (ICS)</li> </ul> <p>5. Postage and Courier</p> <ul style="list-style-type: none"> <li>○ Official Receipts (Original and Photocopy)</li> <li>○ Transmittal Report/ Copy of Document (First page)</li> <li>○ Summary of Expenses</li> </ul> <p>6. Other Professional Services (Notarial Fees)</p> <ul style="list-style-type: none"> <li>○ Official Receipts</li> <li>○ Copy of page with notary stamp/signature</li> </ul> <p>If the supplier cannot issue an official receipt, a Reimbursement Expense Report (RER) shall be submitted for P 1000.00 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>For Reimbursements/ Cash Advance:</p> <p>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>	None	2 days	Petty Cash Custodian

	PCC releases the cash to the requester.			
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
		<b>TOTAL</b>	<b>3 days</b>	

## 7. Facilitation/approval of Loan applications (GSIS, Landbank Salary Loan)

Process of facilitating loan application of qualified ACPC permanent personnel.

<b>Office or Division:</b>		Administrative Division – Human Resource Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G,G2B		
<b>Who may avail:</b>		ACPC Permanent staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For GSIS Loan:</b> Loan application		GSIS GW@PS kiosk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For GSIS Loan:</b>  1. The qualified 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	None	2 days	Agency Authorized Officer (AAO)
		<b>TOTAL</b>	<b>2 days</b>	
<b>For Landbank Salary Loan:</b>  1. The Employee will inform HR their intent to avail salary loan from landbank.	1.1 The HR will send BC list to Landbank	None	2 days	Administrative Officer III, Admin Division – Human Resource Management Section
2. The employee will file loan application thru Landbank mobile app upon receipt of the loan application number sent by landbank thru SMS	None	None	3 days	Administrative Officer III Administrative Division – Human Resource Management Section
		<b>TOTAL</b>	<b>5 days</b>	



## 8. 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.

<b>Office or Division:</b>	Administrative Division - General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Agricultural Credit Policy Council Department/Offices			
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	General Services Section – Supply Officer
	1.2. Inform the requester of the common-use supplies and equipment if available or unavailable.	None	10 minutes	General Services Section – Supply Officer
	1.3. Prepare the available common-use supplies and equipment for issuance	None	15 minutes	General Services Section – Supply Officer
	1.4. Release to end-user/s	None	10 minutes	General Services Section – Supply Officer
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	General Services Section – Supply Officer
		<b>Total:</b>	<b>1 hour and 10 minutes</b>	

## 9. Processing of Purchase Requests (PR)

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

<b>Office or Division:</b>	General Services Section – Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Agricultural Credit Policy Council Offices/Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy of Duly Signed Purchase Request		Requesting Unit		
Attached Documents (PPMP, Memorandum, Special Orders, etc.)		General Services Section - Procurement Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Original duly signed Purchase Request with the attached approved documents	1.1. Receives and Numbers the Request	None	1 day	Procurement Staff
	1.2. Releases to the End User  Note: 1 original copy – end user 1 photocopy – GSS (receiving copy)	None	30 minutes	Procurement Staff
2. The receiver signs the receiving copy.	2.1. Record and Logs the Purchase Request	None	1 hour	Procurement Staff
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 1 hour and 30 minutes</b>	

## 10. 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.

<b>Office or Division:</b>	Motorpool Section / Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Agricultural Credit Policy Council Department/Offices			
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
2. Travel Order is prepared by the requesting party in case of out-of town trip	2.1. Review/Match Schedule of availability of vehicle and drivers  2.2 Advise driver of his trip.  2.3. Motorpool Supervisor prepares Trip ticket for trips within Metro Manila and out of town trips.	None	1 day	Motorpool Supervisor

	3. Logs daily trip record and confirms scheduled trips	None	1 hour and 30 minutes	Motorpool Supervisor
	4. Informs the requesting party on the availability of vehicle and driver	None	30 minutes	Motorpool Supervisor
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 2 hour and 15 minutes</b>	

## 11. Provision of Delivery and Mailing Services

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

<b>Office or Division:</b>	Administrative Division - General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government , G2B – Government to Business			
<b>Who may avail:</b>	Agricultural Credit Policy Council Department/Offices			
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	General Services Section – Receiving/Releasing Staff
	1.2. Dispatch to the mailing services provider (or Messengerial staff for Government offices transaction)	None	1 day	General Services Section – Receiving/Releasing Staff
	1.3. Return/furnish receiving copy to requesting unit		1 hour	General Services Section – Receiving/Releasing Staff
		<b>Total:</b>	<b>1 day and 2 hour</b>	

## 12. 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.

<b>Office or Division:</b>		Administrative Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government, G2B – Government to Business		
<b>Who may avail:</b>		Agricultural Credit Policy Council Department/Offices		
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	Property Officer
	1.2 Conducts actual inspection of the equipment	None	1 hour	Property Officer
	1.3 Call service provider involve/ Actual inspection	None	within 5 days	Property Officer /Service Provider
	1.4 Prepares Job Order for the Service Provider	None	1 hour	Property Officer
	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	Property Officer
	3. Receives/Files the Service Report from the Service Provider	None	1 hour	Property Officer
	<b>TOTAL</b>		<b>8 days, 4 hours and 30 minutes</b>	

### 13. 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.

<b>Office or Division:</b>	Administrative Division - General Services Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	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	Committee on Disposal of Equipment
2. Submits bidding proposal	2.1. Receives & evaluates	None	1 hour per proposal	Committee on Disposal of Equipment - Secretariat
	2.2. Conducts Bidding Process	None	5 hours	Committee on Disposal of Equipment - Secretariat
	2.3. Prepares Resolution of Award for signature of the Committee on Awards Members	None	7 days	Committee on Disposal of Equipment
3. Presents to the Committee on Disposal the proof of payment	3.1. Check and Verifies documents presented	None	1 hour	Committee on Disposal of Equipment - Secretariat



made based on the Resolution				
	<p>4. Prepares and notarized the Deed of Sales</p> <p>Note:</p> <p>1 copy for winning bidders</p> <p>1 copy for file by the Committee on Disposal of Equipment</p>	None	3 days	Committee on Disposal of Equipment - Secretariat
		<b>Total:</b>	<b>17 days, 5 hours and 30 minutes</b>	

#### 14. 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.

<b>Office or Division:</b>		Administrative Division - General Services Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Agricultural Credit Policy Council Department/Offices		
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	General Services Section – Property Officer
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	General Services Section – Property Officer
	2.2. Initials the Property Pass-out Form  2.3 Final Approval before releasing	None	10 minutes  20 minutes	General Services Section - Property Officer  OIC-Admin

	2.4. Forward the approved Property Pass-out to End-user		5 minutes	General Services Section - Property Officer
3. Present the approved Property Pass-out to Guard-on-duty			10 minutes	None
		<b>Total:</b>	<b>1 hour and 15 minutes</b>	

## 15. 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 – Government to Government	
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/ Approved Memorandum /Budget of the activity)		Template c/o HRMS
Certification from the Accountant that previous cash advances have been liquidated and accounted for		FMD
Approved Purchase Request		End-User/ Requesting Party
BTr Confirmation Letter (Approved application for bond and/or Fidelity Bond for the year)		End-User/ Requesting Party
PETTY CASH FUND (PCF)		
Special Order (SO) on the approved estimates of petty expenses for the month		End-User/ Requesting Party
TRAVELING ALLOWANCES		
Local Travel		End-User/ Requesting Party
-Approved Travel Order		

-Duly approved itinerary of travel	
<b>Foreign Travel</b> -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"> <li>- Invitation addressed to the agency inviting participants</li> <li>- Acceptance of the nominees as participants (issued by the foreign country)</li> </ul> -Program Agenda and Logistics Information	End-User/ Requesting Party
<b>PAYROLL FUND/ OTHER SIMILAR EXPENSES</b>	
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	1.1 Checks the accuracy, validity and completeness of attachments; and assigns control numbers in the ORS/BURS and DVs	None	30 minutes, <b>if attachments are accurate, valid and complete</b>	Senior Administrative Assistant V-Accounting Unit

reimbursement and payable together with the necessary attachments as listed above.	1.2 Inputting of accounting entry in Box C of disbursement voucher		<b>10 minutes</b>	Financial Analyst II
	1.3 Verifies the availability of obligated allotment, and encodes the allotted obligation in the system		10 minutes	Senior Administrative Assistant V- Budget Unit
	1. 4 Certifies the availability of the obligated allotment under Box B of ORS/BURS.		20 minutes	Chief Administrative Officer- Chief, FMD
	1.5 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.		20 minutes	Chief Accountant/ Director II, FMD
	1.6 Approves for payment by the ACPC Executive Director under Box D of the DV.		<b>Upon receipt, 30 minutes</b>	Executive Director
2. 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 Demandable Accounts Payable- Advice to Debit Account (LDDAP-ADA)/ Checks with 2 duplicates		<b>Upon receipt of voucher, 30 minutes</b>	Cashier

	<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>			
	<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>		<b>Upon receipt,</b> 30 minutes	Cashier
	2.3 Circulation of advice/check for signing		2 hours	Cashier
		<b>Sub-Total</b>	<b>5 hours</b>	
	<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>	Cashier
		<b>TOTAL</b>	<b>1 day and 6 hours</b>	

## 16. Processing of Disbursement Voucher for Credit Fund Transfer/Release, Reimburse 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) - three (3) copies		End-User/ Requesting Party
Disbursement Voucher (DV) - three (3) copies		End-User/ Requesting Party
TRAVELING EXPENSES- LOCAL		
1) Approved Travel Order with control number		End-User/ Requesting Party
2) Itinerary of Travel		End-User/ Requesting Party
3) Certificate of Travel Completed		End-User/ Requesting Party
4) Certificate of Acceptance of Full Responsibility and Liability		End-User/ Requesting Party
5) Certificate of Not Requiring Receipts (below P300.00) (with breakdown of expenses not requiring official receipts)		End-User/ Requesting Party
6) Official Receipts, original and photocopy (if any) - eg. Taxi, bus, etc		End-User/ Requesting Party
7) Proposed Itinerary of Travel with kilometer(for focal only)		End-User/ Requesting Party
8) Plane Ticket (if via plane)		End-User/ Requesting Party
9) Boarding Pass, original and photocopy (if via plane)		End-User/ Requesting Party
10) Terminal Fee (if via plane)		End-User/ Requesting Party
11) ACPC Trip Ticket (if applicable)		End-User/ Requesting Party
12) Toll fees / Photocopy of Toll fees/ Summary of Toll Fees (for ACPC drivers only)		End-User/ Requesting Party
13) Certificate of Appearance		End-User/ Requesting Party
14) Back to Station Report		End-User/ Requesting Party
15) Other Documents (as deemed necessary ie. Invitation, Program, etc.)		End-User/ Requesting Party



<b>TRAVELS WITH VEHICLE RENTAL</b> (Item 2 of ACPC memo dated June 24, 2019):	
16) Approved Purchase Request	End-User/ Requesting Party
17) Contract	
18) Three (3) Canvass of Price / Quotation	End-User/ Requesting Party
19) Official Receipt issued by service provider/ Acknowledgement Receipt	
20) Trip Ticket for the Rented Vehicle	End-User/ Requesting Party
a) Odometer reading of kilometers at the start and end with attached pictures including the time traveled	
b) Area description of the road, with attached pictures (e.g. cemented, gravel, muddy etc.)	
21) Certification issued by the DA-RO/PLC that no vehicle was provided	End-User/ Requesting Party
<b>TRAVELING EXPENSES- FOREIGN (Cash Advance)</b>	
1) Travel Authority from DA-Secretary	Office of the Secretary
2) Duly Approved Itinerary of Travel	End-User/ Requesting Party
3) Invitation letter addressed to the head of agency inviting participants(issued by the foreign country)	End-User/ Requesting Party
4) For Plane fare, quotation of three travel agencies or its equivalent	End-User/ Requesting Party
5) Flight itinerary issued by the airline/ticketing office/travel agency	End-User/ Requesting Party
6) Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance DSA) for the country of destination for the computation of DSA to be claimed	End-User/ Requesting Party
7) Document to show the dollar to peso exchange rate at the date of grant of cash advance	End-User/ Requesting Party
8) Acceptance of the nominees as participants (issued by the foreign country)	End-User/ Requesting Party
9) Programme Agenda and Logistics Information	End-User/ Requesting Party
<b>SURVEY ACTIVITIES</b>	
<b>In case of Cash Advance:</b>	
1) Approved memo/proposal	End-User/ Requesting Party
2) Approved Purchase Request	End-User/ Requesting Party
3) Contract with the Enumerator and photocopy of identification card	End-User/ Requesting Party
4) Copy of Questionnaire	End-User/ Requesting Party

<b>In case of Reimbursement:</b>	
1-4) Same documents in Cash Advance	End-User/ Requesting Party
5) Filled-up Attendance Sheet	End-User/ Requesting Party
6) Officials Receipts/Acknowledgement Receipt/CENrR	End-User/ Requesting Party
7) Summary of Expenses, Form A and B	End-User/ Requesting Party
8) Enumerator's Profile with Photocopy of ID	End-User/ Requesting Party
<b>REPRESENTATION EXPENSE</b>	
1) Purchase Request	End-User/ Requesting Party
2) Approved memorandum (if applicable)	End-User/ Requesting Party
3) Filled-up Attendance Sheet	End-User/ Requesting Party
4) Highlights of the meeting	End-User/ Requesting Party
<b>PROCUREMENT OF GOODS/EQUIPMENT</b>	
<b>I. Procurement under Shopping (a) ( less than P50,000.00)</b>	
1) Purchase Request and Approved Memo Request	End-User/ Requesting Party
2) Three (3) quotations/ canvasses	End-User/ Requesting Party
3) Purchase Order ( Signed and Received by COA)	End-User/ Requesting Party
4) Sales Invoice/ Delivery Receipt/ Billing Invoice/ SOA	End-User/ Requesting Party
5) Inspection and Acceptance Report	End-User/ Requesting Party
6) Inventory Custodian Slip (required for the amount more than 1k-50k)	End-User/ Requesting Party
7) Copy of Annual Procurement Plan	End-User/ Requesting Party
<b>II. Procurement under Negotiated Procurement - Small Value Procurement/Request for Quotation (more than P50,000.00)</b>	
1) Purchase Request and Memo Request	End-User/ Requesting Party
2) Bid Notice Abstract (Philgeps posting)	
3) Quotations/Canvasses	End-User/ Requesting Party
4) Approved BAC Resolution, Abstract of Quotation, NOA - Recommending Award of Contract to the LCRB/SCRB	End-User/ Requesting Party
5) Purchase Order (Signed and Received by COA)	End-User/ Requesting Party
6) Sales Invoice/Delivery Receipt/Billing Invoice/SOA	End-User/ Requesting Party
7) Inspection and Acceptance Report	End-User/ Requesting Party

8) Copy of Annual Procurement Plan	End-User/ Requesting Party
* Inventory Custodian Slip (Required for the amount more than 1,000.00 - 50,000.00)	End-User/ Requesting Party
* Property Acknowledgement Receipt (Required for the amount more than 50,000.00)	End-User/ Requesting Party
<b>III. Procurement through Competitive Bidding</b>	
1) Purchase Request and Memo Request    Purchase Order	End-User/ Requesting Party
2) Copy of Annual Procurement Plan	End-User/ Requesting Party
3) Official Receipt	End-User/ Requesting Party
4) Contract	End-User/ Requesting Party
5) Three (3) Quotations	End-User/ Requesting Party
6) Sales Invoice/Delivery Receipt/Billing Invoice/SOA	End-User/ Requesting Party
7) Inspection and Acceptance Report	End-User/ Requesting Party
8) Property Acknowledgement Receipt (Required for the amount more than 50,000.00)	End-User/ Requesting Party
9) Other documentary requirements, if needed	End-User/ Requesting Party
<b>TRAININGS/ WORKSHOP/ SEMINAR/ WEBINAR</b>	
<b>I. HRMS Training</b>	
1) Approved Memorandum	End-User/ Requesting Party
2) Approved Special Order	End-User/ Requesting Party
3) Purchase Request, in case with meals/venue	End-User/ Requesting Party
4) Certificate of Fund Availability	FMD
5) In case of hired speaker, Contract of Service	End-User/ Requesting Party
6) Attendance Sheet	End-User/ Requesting Party
7) Certificate of Appearance / Certificate of Participation	End-User/ Requesting Party
8) Report of Training	End-User/ Requesting Party
9) Billing Statement	End-User/ Requesting Party
10) Official Receipts	End-User/ Requesting Party
11) Program of Activities	End-User/ Requesting Party
12) Accomplished Evaluation Form of Service Provider	End-User/ Requesting Party

13) Certificate of Exemption for Non-VAT, photocopy, if applicable	End-User/ Requesting Party
<b>II. ICB Trainings</b>	
1) Approved Proposal/Memorandum	End-User/ Requesting Party
2) Approved Special Order	End-User/ Requesting Party
3) Purchase Request	End-User/ Requesting Party
4) Copy of Approved Annual Procurement Plan	End-User/ Requesting Party
5) In case of hired speaker, Contract of Service with stamp received of COA	End-User/ Requesting Party
6) Attendance Sheet	End-User/ Requesting Party
7) Official Receipts	End-User/ Requesting Party
8) Program of Activities	End-User/ Requesting Party
9) Accomplished Evaluation Form of Service Provider	End-User/ Requesting Party
<b>SALARIES, GENERAL</b>	
1) Payroll, 4 copies	Administrative Division
2) Checklist of Notarized Contracts, in case of COS	Administrative Division
3) Certification on the completeness of Approved DTRs	Administrative Division
In case of individual claims: <i>I. Initial Salary</i> a) Certified true copy of duly approved Appointment b) Daily Time Record (DTR) approved by the supervisor c) Accomplishment Report approved by the supervisor, in case of COS d) Notarized Contract with stamped received by COA, in case of COS <i>II. Last Salary</i> a) Clearance Form from money, property and legal accountabilities b) Daily Time Record (DTR) approved by the supervisor c) Accomplishment Report approved by the supervisor, in case of COS d) Notarized Contract with stamped received by COA, in case of COS	Administrative Division
<b>GFA REPLENISHMENT</b>	
1) Plane Tickets	End-User/ Requesting Party
2) Boarding Passes, Original and Photocopy	End-User/ Requesting Party

3) Billing Statement/ Sales Invoice from PS-Philgepps GFA	End-User/ Requesting Party
4) Summary of Booked flights	End-User/ Requesting Party
5) Photocopy of Notarized Memorandum of Agreement	End-User/ Requesting Party
6) Accomplished GFA-Agency Procurement Request Form	End-User/ Requesting Party
<b>CREDIT FUND RELEASE</b>	
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>1. Submits ORS/BURS and DV certified by the concerned Head of requesting Unit/Office in Box A</p> <p><b>FOR CREDIT FUND RELEASE:</b> 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 requirements as listed above.</p>	<p>1.1 Check the accuracy, validity and completeness of attachments; and assign control numbers in the ORS/BURS and DVs</p> <p>1.2 Indicate the accounting entry in Box C of disbursement voucher</p>	None	<p>30 minutes, <b>if attachments are accurate, valid and complete</b></p> <p>15 minutes</p>	<p>Senior Administrative Assistant V- Accounting Unit</p> <p>FMD- Financial Analyst II- Accounting Unit</p>
	1.3 Verifies the availability of obligated allotment, and		15 minutes	Administrative Officer IV- Budget Unit

	encodes the allotted obligation in the system			
	1.4 Certifies the availability of obligated allotment under Box B of ORS/BURS.		15 minutes	Chief Administrative Officer- Chief, FMD
	1.5 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.		15 minutes	Chief Accountant/ Director II, FMD
	<p>1.6 Approves for payment by the ACPC Executive Director under Box D of the DV.</p> <p><b>FOR CREDIT FUND RELEASE:</b></p> <p>Approves for payment in DV:</p> <p>(a) For fund release P5M and below under Box D;</p> <p>(b) For more than P5M to P50M under Box D; and</p> <p>(c) For above P50M under Box D</p>		<b>Upon receipt, 30 minutes</b>	<p>Executive Director</p> <p>Executive Director</p> <p>Executive Director</p> <p>DA Secretary</p>
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>		<b>Upon receipt of voucher, 30 minutes</b>	Cashier

	<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>			
	<p>2.2 In case of claims charged against other funds (BURS-DV):</p> <p>2.2.1 Preparation of Checks with 3 duplicates</p> <p>2.2.2 In case of Payroll, Prepares FINDES</p>		<b>Upon receipt, 30 minutes</b>	Cashier
	2.3 Circulation of advice/check for signing		2 hours	Cashier
		<b>Sub-Total</b>	<b>5 hours</b>	
	<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>	Cashier
		<b>TOTAL</b>	<b>1 day and 6 hours</b>	



## VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedbacks and complaints	Email your feedbacks/ complaints to the Agricultural Credit Policy Council's (ACPC) official public assistance desk through <a href="mailto:helpdesk.acpc.gov.ph">helpdesk.acpc.gov.ph</a> or chat bot AVA (ACPC Virtual Assistant)
How feedbacks and complaints are processed	<p>Feedback requiring answers are forwarded to the relevant divisions and they are required to answer within three (3) days (for simple transactions), within seven (7) days (for complex) and within twenty-one (21) days (for highly technical) from 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-up, clients may contact the following telephone numbers: (632) 634-3320 to 21; (632) 634-3326 email: <a href="mailto:info@acpc.gov.ph">info@acpc.gov.ph</a></p>

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

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

Signature:   
Emmalyn Guinto (Mar 30, 2023 18:12 GMT+8)

Email: [ejguinto@acpc.gov.ph](mailto:ejguinto@acpc.gov.ph)

Signature:   
NORMAN WILLIAM KRAFT (Mar 30, 2023 20:43 GMT+8)

Email: [nwkraft@acpc.gov.ph](mailto:nwkraft@acpc.gov.ph)