



AGRICULTURAL CREDIT POLICY COUNCIL

CITIZEN'S CHARTER

2024 (6th 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.

List of Services

Central/ Head Office

External Services

1. Processing of Application as Partner Lending Conduit (PLC)	6
2. Processing of Credit Fund Request of PLCs (Less than 50M)	9
3. Processing of Credit Fund Request of PLCs (50M and above)	13
4. Provision of Capacity Building Support for Potential Farmers and Fisherfolk Organizations (FFOs)	17
5. Provision of Capacity Building Support Activities for Partner Lending Conduits to become Training Partners	20
6. Processing of Training Fund Request of Training Partner Lending Conduits (TPLCs)	22
7. Provision of Requested Previously Generated Data/Reports to External Clients	24
8. Provision of Requested New Data/Reports to External Clients	26
9. Request for Technical Support for Information Systems Use	28

Internal Services

1. Provision of Requested Previously Generated Data/Reports to Internal Clients	31
2. Provision of Requested New Data/Reports to Internal Clients	32
3. Uploading/Updating of ACPC Website Content	33
4. Request for Simple ICT Equipment and Infrastructure Repair and Maintenance	34
5. Request for Highly Technical ICT Equipment and Infrastructure Repair and Maintenance	36
6. Request for System Development and Maintenance	37
7. Processing of Request for Personnel	39
8. Processing of Request for Personnel Movement (Transfer/Promotion)	42
9. Processing of Application for Leave	44
10. Processing of Request for Training	45
11. Issuance of HR-related Documents (HRMS)	47
12. Payment of Petty Cash	48
13. Facilitation/approval of Loan applications in GSIS	51
14. Facilitation/approval of Loan applications in Landbank	52
15. Issuance of Supplies/Equipment	53
16. Processing of Purchase Requests (PR)	54
17. Provision of Vehicle Service	55
18. Provision of Delivery and Mailing Services	57
19. Provision of Maintenance of Office Equipment	58
20. Processing of Disposal of Property and Equipment	60
21. Issuance of Property Pass out Slip	62
22. Processing of Cash Advance (Supplemental Budget)	64
23. Processing of Cash Advance (GAA)	68
24. Processing of Disbursement Voucher for Credit Fund Transfer/Release, Reimbursement and Payable	72

VI. Feedback and Complaints 80

VII. List of Offices 82

Central Office

External Services

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

The process ensures an efficient and transparent process of managing applications from potential partners, in accordance with the Agricultural Credit Policy Council (ACPC) Guidelines. The Program Development Division (PDD) assists the applicants in the submission of required documents, conducts thorough evaluation, and validation and recommends approval of credit funds.

Office or Division	Program Development Division (PDD)		
Classification:	Highly Technical		
Type of Transaction:	G2B - Government to Business, G2G - Government to Government		
Who may avail:	Associations, Cooperatives, Banks (Rural Banks and Cooperative Banks) and Non-Government Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. 1 original/digital copy of 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 Program Development Division	
2. 1 original/digital copy of Endorsement from DA Regional Field Office/Attached Agencies/Bureaus		DA - RFO/ Attached Agencies/Bureaus	
3. 1 photocopy/digital copy of 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. 1 photocopy/digital copy of 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. 1 original/digital copy of Secretary's Certificate for Incumbent Officers together with the Certificate of Filing with the SEC/Certificate of Approval by CDA (one original)		Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks)	
		Templates c/o ACPC Program Development Division	
6. 1 photocopy/digital copy of 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		Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks)	

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				
7. 1 original/digital copy of Certificate of Good Credit Standing from LBP/DBP/SBC including amount of line and status, if any 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		Land Bank of the Philippines (LBP), Development Bank of the Philippines (DBP), Small Business Corporation (SBC) Bangko Sentral ng Pilipinas (BSP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Lending Conduit's Request for Fund Allocation (Requirement #1 - For submission to the ACPC Head Office or through ACPC Focal Person in the respective area)	1.1 Review the Request for Fund Allocation from the PLC	None	9 working days	Area Head, Program Development Division (Area Team: SPMO/ PMO/Focal Person)
	1.2 On-site validation	None		
	- Program Briefing			
	- Credit and Background Investigation			
	- Preparation of Validation Report	None		
	1.3 Review of completeness, consistency and correctness of documentary requirements			
	1.4 Evaluation and approval of potential lending conduit and credit fund allocation	None	11 working days (Note: Day 1 will commence after the completion of Application Requirement)	
	1.5 Drafting and review of Lending Conduit Evaluation Report (LCER)	None		
	1.5.1 Evaluate the organizational, management and			

	financial capability of the lending conduit			
	1.5.2 Review and recommend approval of LCER			<i>Director, Program Development Division</i>
	1.6 Approval of LCER	None		<i>Executive Director, Office of the Executive Director</i>
	TOTAL:	None	20 working days	

2. Processing of Credit Fund Request of PLCs (Less than 50 M)

The process ensures smooth processing of credit fund requests from partner lending conduits subsequent to the approval of credit fund evaluation. The PDD facilitates the submission and compliance of additional documents and processing and release of credit funds.

Office or Division	Program Development Division (PDD)
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business, G2G - Government to Government
Who may avail:	Associations, Cooperatives, Rural Banks, Cooperative Banks, NGOs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 original/digital copy of Letter request for fund release	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks)
2. 1 original/digital copy of Disclosure of other related business, if any	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks) Templates c/o ACPC Program Development Division
3. 1 original/digital copy of 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 (# of copies needed per type of copy - original/photocopy)	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks) Templates c/o ACPC Program Development Division
4. 5 original copies of Executed and notarized Memorandum of Agreement (MOA)	Templates c/o ACPC Program Development Division
5. 5 original copies of Notice of Credit Fund Approval (NCFA)	Templates c/o ACPC Program Development Division
6. 1 photocopy/digital copy of 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 Financial and Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Drafting and review of legal documents (MOA, NCFA) Signature and transmittal (to PLC) of NCFA	None	7 working days	<p>Area Head, Program Development Division</p> <p>(Area Team: SPMO/ PMO)</p> <p>Director, Program Development Division</p> <p>Executive Director, Office of the Executive Director</p>
1. Submission of Lending Conduit's Request for Fund Release	1.2 Acceptance of Fund Release Requirements	None	5 working days (Note: Transmittal period of Fund Release Requirements is not included in the processing time.)	Area Head, Program Development Division
	1.2.1 Review of completeness, consistency and correctness of documentary requirements	None		(Area Team: SPMO/ PMO)
	1.2.2 Signature and notarization of MOA	None		<p>Director, Program Development Division</p> <p>Executive Director, Office of the Executive Director Division Chief, Program Development Division</p> <p>(Area Team: SPMO/ PMO)</p>
	1.2.3 Furnish copy of legal documents to	None		Area Head, Program Development

	ACPC Commission on Audit (COA)			Division (Area Team: SPMO/ PMO) ACPC Commission on Audit
	1.3 Processing of fund release (Less than P50 Million)	None	2 working days	Area Head, Program Development Division (Area Team: SPMO/ PMO)
	1.3.1 Preparation of Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS) & Disbursement Voucher (DV)	None		Area Head, Program Development Division (Area Team: SPMO/ PMO)
	1.3.2 Memo request for processing of disbursement voucher and certificate of completeness of requirements	None		Area Head, Program Development Division Director, Program Development Division
	1.3.3 Approval of fund release documents	None		Chief Administrative Officer, Financial and Management Division Director, Financial and Management Division Executive Director, Office of the Executive Director

	1.4 Transfer of Funds	None	1 working day	Director, Program Development Division
	1.4.1 Preparation of Letter to Bank re Fund Transfer	None		Executive Director, Office of the Executive Director
	TOTAL:	None	15 working days	

3. Processing of Credit Fund Request of PLCs (50 M and above)

The process ensures smooth processing of credit fund requests from partner lending conduits subsequent to the approval of credit fund by the Secretary of the Department of Agriculture. The PDD facilitates the submission and compliance of additional requirements, and processing and release of credit funds.

Office or Division	Program Development Division (PDD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business, G2G - Government to Government			
Who may avail:	Associations, Cooperatives, Rural Banks, Cooperative Banks, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One original/digital copy of Letter request for fund release		Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks)		
2. One original/digital copy of Disclosure of other related business, if any		Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks, Thrift Banks) Templates c/o ACPC Program Development Division		
3. One original/digital copy of 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) Templates c/o ACPC Program Development Division		
4. Five original copies of Executed and notarized Memorandum of Agreement (MOA)		Templates c/o ACPC Program Development Division		
5. Five original copies of Notice of Credit Fund Approval (NCFA)		Templates c/o ACPC Program Development Division		
6. One photocopy/digital copy of 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 Financial and Management Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Drafting and review of legal documents (MOA, NCFA) Signature and transmittal (to PLC) of NCFA	None	7 working days	Area Head, Program Development Division (Area Team: SPMO/ PMO)

				<p><i>Director, Program Development Division</i></p> <p><i>Executive Director, Office of the Executive Director</i></p>
1. Submission of Lending Conduit's Request for Fund Release	1.2 Acceptance of Fund Release Requirements	None	5 working days (Note: Transmittal period of Fund Release Requirements is not included in the processing time.)	Area Head, Program Development Division
	1.2.1 Review of completeness, consistency and correctness of documentary requirements	None		(Area Team: SPMO/ PMO)
	1.2.2 Signature and notarization of MOA	None		<p>Director, Program Development Division</p> <p>Executive Director, Office of the Executive Director Division Chief, Program Development Division (Area Team: SPMO/ PMO)</p>
	1.2.3 Furnish copy of legal documents to ACPC Commission on Audit (COA)	None		<p>Area Head, Program Development Division (Area Team: SPMO/ PMO)</p> <p>ACPC Commission on Audit</p>

	1.3 Processing of fund release (Less than P50 Million)	None		Area Head, Program Development Division (Area Team: SPMO/ PMO)
	1.3.1 Preparation of Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS) & Disbursement Voucher (DV)	None		Area Head, Program Development Division (Area Team: SPMO/ PMO)
	1.3.2 Memo request for processing of disbursement voucher and certificate of completeness of requirements	None	2 working days	Area Head, Program Development Division Director, Program Development Division
	1.3.3 Approval of fund release documents	None		Chief Administrative Officer, Financial and Management Division Director, Financial and Management Division Executive Director, Office of the Executive Director

				Secretary, Department of Agriculture
	1.4 Preparation of request to the Bureau of the Treasury	None	5 working days	Chief Administrative Officer, Financial Management Division
				Director, Financial Management Division
	1.4 Transfer of Funds	None		Director, Program Development Division
	1.4.1 Preparation of Letter to Bank re Fund Transfer	None	1 working day	Executive Director, Office of the Executive Director
	TOTAL:	None	20 working days	

4. 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	Advocacy Division			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Associations, Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Certified True Copy of CDA/SEC Registration with of Articles of Cooperation/Cooperation and by-laws		Cooperative Development Authority		
2. 1 copy of Audited Financial Statements for the past three years (if available)		Auditing firm hired by the cooperative/association		
3. 1 copy of Original Notarized Board Resolution on the participation of the organization to the program		Associations, Cooperatives		
4. 1 copy of Business license and mayor's permit to conduct business activities		Local Government Unit		
5. 1 copy Certification from CDA that the officers have undergone the mandatory trainings		Cooperative Development Authority		
6. 1 copy of any proof that institution has an existing business office whether rented, leased or owned		Landlord Certification/ Lease Agreement/Title of Land		
7. 1 copy of Certificate of Compliance		Cooperative Development Authority		
8. 1 copy of Picture of Business Office (whether leased, rented or owned)		Associations, Cooperatives		
9. 1 copy of Certified List of Members		Associations, Cooperatives		
10. 1 copy of Accomplished Organizational Profile		Associations, Cooperatives		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge calls/emails of Advocacy Division	1.1 Advocacy Division to acknowledge the endorsement letter of Program Development	None	1 Day	Division Chief, Advocacy Division

	Division on the list of Farmer and Fisherfolk Organizations to undergo Institutional Capacity Building support			
	1.2 Communicate (via phone calls or email) with concerned FFOs for the scheduling of ICB Program orientation	None	2 hours	Division Chief, Advocacy Division; ICB-FFO Team Member
2. Attend the Institutional Capacity Building Orientation cum action plan preparation	2. Conduct ICB Program Orientation cum action plan preparation (on-site or online)	None	3 hours	Division Chief, Advocacy Division; 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)	3. Conduct of Training Needs Assessment workshop (Onsite) and secure required documents	None	5 hours	Division Chief, Advocacy Division; ICB-FFO Team
4. Complete and submit the required documents (Letter of intent and board resolution requesting ICB support)	4.1 Follow-up submission of lacking documents, if any.	None	1 day	Division Chief, Advocacy Division; ICB-FFO Team
	4.2 Preparation and submission of training proposal for the FFO	None	1 Day	Chief, Advocacy Division; ICB-FFO Team
	4.3 Review and approval of ICB proposal with corresponding budget	None	2 days	Division Chief, Advocacy Division Deputy Executive Director, Office of the Deputy Executive Director Executive Director, Office of the Executive Director
	4.4 Prepare/draft Memorandum of Agreement for concerned FFO	None	1 Day	Division Chief, Advocacy Division; ICB-FFO Team

5. Review, print out, sign and send back the Memorandum of Agreement to ACPC-ICB Team	5.1 Send a copy of the draft MOA to concerned FFO for review/signature Acknowledge receipt of signed MOA from FFO	None	one week	Division Chief, Advocacy Division; ICB-FFO Team
	5.2 Facilitate notarization of the MOA	None	1 day	Division Chief, Advocacy Division; ICB-FFO Team
6. FFO officers to attend training and co-prepare relevant action plan per training topic	6. ICB Team to conduct series of training and facilitate preparation of action plan Note: Training duration varies from one training to another ranging from 1 to 3 days.	none	2 days	Division Chief, Advocacy Division; ICB-FFO Team
7. Execute the action plans and submit monthly status report to ACPC	7.1 Conduct of on-site visit/monitoring on the execution of the action plan.	None	monthly	Division Chief, Advocacy Division; ICB-FFO Team
	7.2 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	Division Chief, Advocacy Division; ICB-FFO Team
8. Acknowledge the letter of ACPC	8. Officially inform the FFO on the above-mentioned endorsement letter of the ICB Division to PDD.	None	1 day	Division Chief, Advocacy Division; ICB-FFO Team
TOTAL:		None	15 Working Days	

5. 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.

Office or Division	Advocacy Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original and Signed Letter of Intent to apply as Training Partner with Notarized Board Resolution		Templates c/o ACPC Advocacy Division		
2. 1 Original Training Proposal with Work and Financial Plan		Templates c/o ACPC Advocacy Division		
3. 1 copy of 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. 1 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. 1 copy of Notice of Fund Approval with ACPC		ACPC Program Development Division		
6. 1 copy of Profile of Participants/Trainers		Templates c/o ACPC Advocacy Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Complete Documents	1.1 Review the completeness of the submitted documents; and	None	5 days	Division Chief, Advocacy Division

	prepare an evaluation report and Notice of Approval			
	1.2 Approval of Evaluation Report and Notice of Approval	None	2 days	Chief, Advocacy Division
2. Review the Memorandum of Agreement	2. Preparation and review of Memorandum of Agreement	None	2 days	Chief, Advocacy Division
3.1 Attend and accomplish the Pre and Post Evaluation Form	3. Implementation of the Training Activities	None	1 day	Executive Director, Office of the Executive Director
3.2 Pay in advance the training expenses				
	TOTAL:	None	10 working days	

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

This activity is the capacity Building Support for Program Borrowers thru Training Partner Lending Conduits (TPLCs) which aims to help program borrowers to build their financial assets; manage their financial resources; enhance their creditworthiness; and become regular PLC members to sustain access to credit and other services. In order to proceed with such capacity building activities, the assigned division in partnership with the partner lending conduits share the expenses of the capacity building interventions. The said expenses should be within the approved budget allocation per TPLC, and shall be transferred on a reimbursement basis.

Office or Division	Advocacy Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Associations, Cooperatives, Banks (Rural Banks, Cooperative Banks)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Letter Request of Reimbursement		Templates c/o ACPC Advocacy Division		
2. 1 Duly Accomplished Original Attendance Sheet		Templates c/o ACPC Advocacy Division		
3. 1 copy of Training Schedule and Program		Templates c/o ACPC Advocacy Division		
4. 1 Scanned Copy of Accomplished Post Evaluation Form per participant		Templates c/o ACPC Advocacy Division		
5. Original Official Receipts and Invoices for reimbursement		Supplier		
6. 1 copy of Training Report		Templates c/o ACPC Advocacy Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Complete Documents	1.1 Review the completeness of submitted documents	None	1 day	Division Chief, Advocacy Division
	1.2 Verify with the approved budget and prepare voucher	None		
	1.3 Processing of fund release (Less than P50 Million)	None		Director, Advocacy Division

	1.3.1 Preparation of Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS) & Disbursement Voucher (DV)	None		Chief Administrative Officer, Financial and Management Division (FMD)
	1.3.2 Memo request for processing of disbursement voucher and certificate of completeness of requirements	None		Chief Administrative Officer, Financial and Management Division (FMD)
	1.3.3 Approval of fund release documents	None	2 days	Director, Financial and Management Division Executive Director, Office of the Executive Director
2. Acknowledge receipt of the fund released	2. Transfer of Funds	None	1 day	Division Chief, Advocacy Division
	TOTAL:	None	4 working days	

7. Provision of Requested Previously Generated Data/Reports to External Clients

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

Office or Division	Monitoring Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business, G2C -Government to Citizen			
Who may avail:	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. 1 original/digital copy of the signed 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 ACTION	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 1.1 (For first time users) Sign-up in the monitoring helpdesk system 1.2 (For registered users) Log-in in the monitoring helpdesk system	1.1 Acknowledgment by ACPC-Monitoring Division	None	1 day	Project Evaluation Officer III, Monitoring Division
	1.2 Preparation of the data requested	None	1 day	Project Evaluation Officer III, Monitoring Division Division Chief, Monitoring Division
	1.3 Drafting and approval of transmittal letter	None	1 day	Division Chief, Monitoring Division Director, Monitoring Division
	1.4 For approval and signature of the Executive Director	None	1 day	Executive Director, Office of the Executive Director

	1.5 Submission of reports and/or data to the requesting party	None	1 day	Project Evaluation Officer III, Monitoring Division
	TOTAL:	None	5 working days	

8. Provision of Requested New Data/Reports to External Clients

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

Office or Division	Monitoring Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business, G2C -Government to Citizen			
Who may avail:	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. 1 original/digital copy of the signed 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 ACTION	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 1.1 (For first time users) Sign-up in the monitoring helpdesk system 1.2 (For registered	1.1 Acknowledgment by ACPC-Monitoring Division	None	1 day	Project Evaluation Officer III, Monitoring Division
	1.2 Preparation of the data requested	None	7 days	Project Evaluation Officer III, Monitoring Division Division Chief, Monitoring Division
	1.3 Drafting and approval of transmittal letter	None	1 day	Division Chief, Monitoring Division

users) Log-in in the monitoring helpdesk system				Director, Monitoring Division
	1.4 For approval and signature of the Executive Director	None	1 day	Executive Director, Office of the Executive Director
	1.5 Submission of reports and/or data to the requesting party	None	1 day	Project Evaluation Officer III, Monitoring Division
	TOTAL:	None	11 working days	

9. Request for Technical Support for Information Systems Use

A Platform designed for streamlined communication between users and the Information Systems Management Division. Simplifying the process of seeking assistance and ensuring prompt resolution of technical issues related to information systems.

Office or Division	Information Systems Management Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business, G2C -Government to Citizen			
Who may avail:	Partner Lending Conduits, Potential Borrowers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Access ACPC Helpdesk		- https://helpdesk.acpc.gov.ph/hc/en-us/requests/new		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the ACPC helpdesk at helpdesk.acpc.gov.ph and select "Submit a Request" from the menu.	1.1 Requestor and ISMD will receive a notification thru email that a service ticket has been made.	None	30 minutes	Division Chief, Information Systems Management Division
	1.2 System Tech Support			
	1.2.1 Minor Issue	None	1 day	Division Chief, Information Systems Management Division
	1.2.2 Major Issue	None	3 days	Division Chief, Information Systems Management Division
	1.3 Notify the requestor regarding the status of the request (For review and acceptance).	None	5 minutes	Division Chief, Information Systems Management Division
2. Review and accept request status	2.1 If the requestor accepts the service request, ISMD will request the closing	None	5 minutes	Division Chief, Information Systems

	of the service ticket through email to the requestor.			Management Division
	2.2 If requestor send additional comments, ISMD will update the system based on the type of request			
	2.2.1 Minor Issue	None	1 day	Division Chief, Information Systems Management Division
	2.2.2 Major Issue	None	3 days	Division Chief, Information Systems Management Division
3. Confirm closing of the service ticket	3. Close service request ticket	None	5 minutes	Division Chief, Information Systems Management Division
	TOTAL:	None	Minor Issue: 2 working days and 45 minutes Major Issue: 6 working days and 45 minutes	

Central Office

Internal Services

1. Provision of Requested Previously Generated Data/Reports to Internal Clients

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

Office or Division	Monitoring Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of the letter/email request stating the specific data needed, purpose of the data request, and period covered		Monitoring Division Helpdesk System		
CLIENT STEPS	AGENCY ACTION	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 1.1 (For first time users) Sign-up in the monitoring helpdesk system 1.2 (For registered users) Log-in in the monitoring helpdesk system	1.1 Acknowledgment by ACPC-Monitoring Division	None	1 day	Project Evaluation Officer III, Monitoring Division
	1.2 Preparation of the data requested	None	1 day	Project Evaluation Officer III, Monitoring Division Division Chief, Monitoring Division
	1.3 Submission of reports and/or data to the requesting party	None	1 day	Project Evaluation Officer III, Monitoring Division Division Chief, Monitoring Division Director, Monitoring Division
TOTAL:		None	3 working days	

2. Provision of Requested New Data/Reports to Internal Clients

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

Office or Division	Monitoring Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of the letter/email request stating the specific data needed, purpose of the data request, and period covered		Monitoring Division Helpdesk System		
CLIENT STEPS	AGENCY ACTION	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 1.1 (For first time users) Sign-up in the monitoring helpdesk system 1.2 (For registered users) Log-in in the monitoring helpdesk system	1.1 Acknowledgment by ACPC-Monitoring Division	None	1 day	Project Evaluation Officer III, Monitoring Division
	1.2 Preparation of the data requested	None	7 days	Project Evaluation Officer III, Monitoring Division Division Chief, Monitoring Division Director, Monitoring Division
	1.3 Submission of reports and/or data to the requesting party	None	1 day	Project Evaluation Officer III, Monitoring Division
	TOTAL:	None	9 working days	

3. Uploading/Updating of ACPC Website Content

Maintain and manage the official website of the ACPC.

Office or Division		Information Systems Management Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All ACPC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Use the official email when sending the request.		The official email is issued by the office through ISMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send requests to ismd@acpc.gov.ph using the official email provided by the office	1.1 The requester will receive an acknowledgment upon receipt of the request email.	None	1 hour	Division Chief, Information Systems Management Division
	1.2 Upload / update of website content and notifying the requestor for closing of service ticket.	None	3 days	Division Chief, Information Systems Management Division
2. Confirm the closing of the request.	2. Close service request	None	5 minutes	Division Chief, Information Systems Management Division
	TOTAL:	None	3 working days, 1 hour and 5 minutes	

4. Request for Simple ICT Equipment and Infrastructure Repair and Maintenance

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.

Office or Division	Information Systems Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Use the official email when sending the request.		The official email is issued by the office through ISMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the Office IT Service Request Form, accessible at https://forms.gle/DydjdFYF16h1bmdQ8 , using the official email address.	1.1 Requestor and ISMD will receive a notification thru email that a service request has been made.	None	1 hour	Division Chief, Information Systems Management Division
	1.2 Process service request (Repair and Maintenance)	None	1 hour	Division Chief, Information Systems Management Division
	1.3 Notify the requester about the status of the request and the closure of the service request.	None	5 minutes	Division Chief, Information Systems Management Division
2. Confirm closing of the service ticket	2. Close service request	None	5 minutes	Division Chief, Information Systems

				Management Division
	TOTAL:	None	2 hrs and 10 minutes	

5. Request for Highly Technical ICT Equipment and Infrastructure Repair and Maintenance

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.

Office or Division	Information Systems Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Use the official email when sending the request.		The official email is issued by the office through ISMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the Office IT Service Request Form, accessible at https://forms.gle/DydjdFYF16h1bmdQ8 , using the official email address.	1.1 Requestor and ISMD will receive a notification thru email that a service request has been made.	None	1 hour	Division Chief, Information Systems Management Division
	1.2 Process service request (Repair and Maintenance)	None	30 days	Division Chief, Information Systems Management Division
	1.3 Notify the requester about the status of the request and the closure of the service request.	None	5 minutes	Division Chief, Information Systems Management Division
	2. Close service request	None	5 minutes	Division Chief, Information Systems Management Division
2. Confirm closing of the service ticket				
	TOTAL:	None	30 days, 1 hour and 5 minutes	

6. 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.

Office or Division	Information Systems Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Use the official email when sending the request.		The official email is issued by the office through ISMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Formal Request or Proposal for an IT System Solution to be Sent to ismd@acpc.gov.ph	1.1 Review, evaluation and approval of request for Systems Development.	None	3 days	Division Chief, Information Systems Management Division
	1.1.1 System Analysis -In this phase, the ISMD works with requesting units to determine the specific requirements for the new system.	None	7 days	Division Chief, Information Systems Management Division; Requesting Unit
	1.1.2 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	30 days	Division Chief, Information Systems Management Division
	1.1.3 Programming – the code finally gets written in the programming phase.	None	30 days	Division Chief, Information Systems Management Division

	1.1.4 Testing – in the testing phase, the system developed in the previous phase is put through a series of structured tests.	None	7 days	Division Chief, Information Systems Management Division; Requesting Unit
	1.1.5 Launching – includes training the users, providing documentation, and conversion from any previous system to the new system.	None	1 day	Division Chief, Information Systems Management Division; Requesting Unit
	1.1.6 System Review and Evaluation – ISMD and End Users will evaluate the developed system and its implementation.	None	5 days	Division Chief, Information Systems Management Division; Requesting Unit
	TOTAL:	None	83 working days	

7. Processing of Request for Personnel

To provide the personnel requirement of the requesting unit

Office or Division		Administrative Division - Human Resource Management Section		
Classification:		Highly-Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Management Committee Members (Division Chiefs and Directors)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel Requisition Form (PRF) (1 original copy)		Form c/o Administrative Division - Human Resource Management Section		
2. Detailed Terms of Reference (TOR) (1 original copy)		Requesting Officer		
3. Budgetary Requirement/Justification (1 original copy)		Requesting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out the required information in the PRF	1. Provision of copy of PRF	None	1 day	Human Resource Management Officer, Administrative Division - Human Resource Management Section
1.2 Attach the detailed TOR and budgetary requirement/ justification				
1.3 Have the PRF with the attachments signed by the requesting unit head/s				
2. 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
3. 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
4. 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

5. Submit the fully signed PRF with the attachments to the HRMS	5.1 Facilitate the posting of notice of vacancy / job advertisements;	None	15 days	Officer in Charge – Administrative Division
	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			
6. Give ratings on the Essays and interview performance of the applicants	6.1 Consolidate the ratings	None	3 days	Officer in Charge – Administrative Division Division Chief/Director of requesting unit
	6.2 Prepare and route for signature the Memo re: Results of Assessment to the requesting unit (DC & Director)			
7. Select the applicant deemed most qualified for the vacant position and sign the Memo re: Results of Assessment	7.1 Conduct background investigation on the selected applicant	None	15 days	Officer in Charge – Administrative Division
	7.2 Prepare and route for signature the Memo re: Recommendation to Hire the selected applicant			
	7.3 Once approved by the Executive Director,			

	coordinate with the selected applicant the pre-contract engagement requirements			
	7.4 Facilitate the signing of contract			
	7.5 Facilitate the orientation for newly-engaged personnel			
	TOTAL:	None	36 working days	

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

To provide the personnel requirement of the requesting unit

Office or Division	Administrative Division - Human Resource Management Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Management Committee Members (Division Chiefs and Directors)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel Requisition Form (PRF) (1 original copy)		Form c/o Administrative Division - Human Resource Management Section		
2. Detailed Terms of Reference (TOR) (1 original copy)		Requesting Officer		
3. Budgetary Requirement/Justification (1 original copy)		Requesting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out the required information in the PRF	1. Provision of copy of PRF	None	1 day	Human Resource Management Officer, Administrative Division - Human Resource Management Section
1.2 Attach the detailed TOR and budgetary requirement/ justification				
1.3 Have the PRF with the attachments signed by the requesting unit head/s				
2.1 Submit the signed RPF to the HRMS for provision of records of the personnel being requested to be promoted *Step not applicable for personnel transfer	2. Provide the following records of the personnel: a) Performance based on IPCR; b) Attendance based on DTR; c) Submission of Timekeeping Requirements; d) Pending Administrative Case Status (if any)	None	3 days	Human Resource Management Officer, Administrative Division - Human Resource Management Section
2.2 Have the RPF with the attachments signed by the requesting unit Director				
3. 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

4. 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
5. Submit the signed RPF with the attachments to the Executive Director for approval	5. 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 - Human Resource Management Section
	TOTAL:	None	7 working days	

9. Processing of Application for Leave

A detailed summary of leave taken and balance report for each leave type

Office or Division	Administrative Division - Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC permanent employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Leave/Special Leave Form (1 original copy)			Form c/o Administrative Division - Human Resource Management Section	
CLIENT STEPS	AGENCY ACTION	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	Human Resource Management Officer, Administrative Division - Human Resource Management Section
	1.2. Review and Certify Leave Balances	None	5 minutes	Officer in Charge – Administrative Division
	1.3 Record and forward to Head of Office for approval/disapproval	None	5 minutes	Human Resource Management Officer, Administrative Division - Human Resource Management Section
	1.4 Signs/Approves/ Disapproves Application for Leave	None	1-2 days	Executive Director, Office of the Executive Director
2. Personnel receives the signed document requested.	2. Release of document to requesting ACPC personnel	None	5 minutes	Human Resource Management Officer, Administrative Division - Human Resource Management Section
	TOTAL:	None	3 working days	

10. Processing of Request for Training

This service provides the procedure on how to request for inhouse training to be attended by ACPC employees aside from the training identified by the HRMO in the Annual Training Plan. This process is also applicable if the requesting party is asking for assistance from the HRMS for the conduct of the training they need to facilitate for their staff and/or clients.

Office or Division	Administrative Division – Human Resource Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of Request for Training (1 original copy)		Form c/o Administrative Division - Human Resource Management Section		
CLIENT STEPS	AGENCY ACTION	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	5 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
	TOTAL:	None	20 working days	

11. Issuance of HR-related Documents

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

Office or Division		Administrative Division – Human Resource Management Section		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All ACPC employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Access Admin Helpdesk (Online Platform)		Link: https://acpc-admin.zendesk.com/hc/en-us		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes needed details regarding the request in the Admin Helpdesk	1.1 HRMS acknowledges receipt of the request and processes the retrieval and creation of document/s.	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
TOTAL:		None	3 working days	

12. Payment of Petty Cash

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

Office or Division	Administrative Division – Human Resource Management Section	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Division Chiefs/ Directors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>For Reimbursements:</p> <p>Representation Expenses (Meals during meetings)</p> <ul style="list-style-type: none"> • 1 original copy of Attendance sheet of the meeting with the original signature of the attendees, his/her office, designation, and contact information. It should include the details and signature of the non-ACPC personnel. • 1 original copy of Minutes/highlights or output/s of the meeting • 1 photocopy of Memo/Special Order if applicable • 1 original copy of Official Receipt <p>Traveling Expenses</p> <ul style="list-style-type: none"> • For reimbursement of toll receipts <ul style="list-style-type: none"> ○ 1 original copy of Toll Receipts ○ 1 original copy of Trip Tickets • For reimbursement of transportation fee <ul style="list-style-type: none"> ○ 1 original copy of Receipts ○ 1 original copy of Certificate of Appearance ○ 1 original copy of Justification ○ 1 photocopy of Invitation ○ 1 original copy of Pass Slip <p>Supplies</p> <ul style="list-style-type: none"> • For reimbursement of small value office supplies <ul style="list-style-type: none"> ○ 1 original copy of Official Receipt ○ 1 original copy of Inspection and Acceptance Report <p>For reimbursement of automotive parts</p> <ul style="list-style-type: none"> ○ 1 original copy of Official Receipt ○ 1 original copy of Purchase Request 		<ul style="list-style-type: none"> • Forms are available at ACPC Masterlist of Documents • Official Receipts are issued by Merchants/Creditors

- 1 original copy of Inspection and Acceptance Report
- 1 original copy of Request for repair/replacement

For reimbursement of other office supplies (furniture, equipment, etc.)

- Three (3) original copies of quotations for 1k above
- 1 original copy of Official Receipt
- 1 original copy of Inspection and Acceptance Report
- 1 original copy of Request for repair if applicable
- 1 original copy of Inventory Custodian Slip (ICS)

Postage and Courier

- 1 original copy of Official Receipts (Original and Photocopy)
- 1 photocopy of Transmittal Report/ Copy of Document (First page)
- 1 original copy of Summary of Expenses

Other Professional Services (Notarial Fees)

- 1 original copy of Official Receipts
- 1 photocopy of page with notary stamp/signature

If the supplier cannot issue an official receipt, a Reimbursement Expense Report (RER) shall be submitted for P 1000.00 and below transactions.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Personnel (DC, if not DC, authorized staff thru SO) shall fill up a petty cash voucher form duly signed by his/her supervisor, attached with the supporting documents and submit it to the Petty Cash Custodian.	<p>1.1 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> <p>1.2 PCC releases the cash to the requester.</p>	None	2 days	Petty Cash Custodian, Administrative Division



2. For Cash Advance, personnel shall submit liquidation within 3 days.	2. Clear the requesting personnel of his/her cash advance	None	1 day	
	TOTAL:	None	3 working days	

13. Facilitation/approval of Loan applications in GSIS

Process of facilitating loan application of qualified ACPC permanent personnel.

Office or Division	Administrative Division – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC permanent employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Loan application via kiosk/ Access online application (Online Platform)		GSIS GW@PS kiosk/ GSIS Touch App		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The qualified staff will file a loan through GSIS gwaps kiosks/GSIS Touch Application and inform the Agency Authorized Officer (AAO) about his/her application.	1.1 The Agency Authorized Officer (AAO) will approve/disapprove the loan	None	1 day	Agency Authorized Officer (AAO), Administrative Division
	TOTAL:	None	1 day	

14. Facilitation/approval of Loan applications in Landbank

Process of facilitating loan application of qualified ACPC permanent personnel.

Office or Division	Administrative Division – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC permanent employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Access Admin Helpdesk (Online Platform)		Link: https://acpc-admin.zendesk.com/hc/en-us		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Employee accomplishes needed details regarding the request in the Admin Helpdesk	1. The HR will send BC list to Landbank	None	2 days	Administrative Officer III, Admin Division – Human Resource Management Section
1.2 The employee will file loan application thru Landbank mobile app upon receipt of the loan application number sent by landbank thru SMS		None	3 days	Administrative Officer III Admin Division – Human Resource Management Section
	TOTAL:	None	3 working days	

15. Issuance of Supplies/Equipment

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

Office or Division	Administrative Division – General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS) (1 original copy)		Form c/o Administrative Division - General Services Section		
Equipment Accountability Form (EAF) (1 original copy)		Form c/o Administrative Division - General Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Requisition Issue Slip (RIS) for supplies or Equipment Accountability Form (EAF)	1.1. Receive and review the approved RIS/EAF	None	15 Minutes	Supplies Officer, Administrative Division - General Services Section
	1.2. Inform the requester of the common-use supplies and equipment if available or unavailable.	None	10 minutes	Supplies Officer, Administrative Division - General Services Section
	1.3. Prepare the available common-use supplies and equipment for issuance	None	15 minutes	Supplies Officer, Administrative Division - General Services Section
	1.4. Release to end-user/s	None	10 minutes	Supplies Officer, Administrative Division - General Services Section
2. Receive the common-use supplies and equipment and sign the RIS or EAF, if any.	2. Record and Log the released common-use supplies and equipment	None	20 minutes	Supplies Officer, Administrative Division - General Services Section
TOTAL:		None	1 hour and 10 minutes	

16. Processing of Purchase Requests (PR)

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

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

17. Provision of Vehicle Service

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

Office or Division	General Services Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Vehicle (1 original copy)		Form c/o Administrative Division - General Services Section		
Trip ticket duly by Division Chief concerned, Motorpool Supervisor and Director (1 original copy)		Motorpool Division - General Services Section		
Travel Order (1 photocopy)		Form c/o Administrative Division - General Services Section		
Daily Trip Record (1 original copy)		Motorpool Division - General Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for Vehicle Form	1. Receives accomplished Request for Vehicle	None	15 minutes	Motorpool Supervisor, Administrative Division - General Services Section
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	None	1 day	Motorpool Supervisor, Administrative Division - General Services Section
	2.2 Advise driver of his trip			
	2.3. Motorpool Supervisor prepares Trip ticket for trips within Metro Manila and out of town trips.			
	2.4. Logs daily trip record and confirms scheduled trips	None	1 hour and 30 minutes	Motorpool Supervisor, Administrative Division -

				General Services Section
	2.5 Informs the requesting party on the availability of vehicle and driver	None	30 minutes	Motorpool Supervisor, Administrative Division - General Services Section
	TOTAL	None	1 day, 2 hour and 15 minutes	

18. Provision of Delivery and Mailing Services

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

Office or Division	General Services Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ACPC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt Form (1 original copy)		Form c/o Administrative Division - General Services Section		
Request for Mailing Form (1 original copy)		Form c/o Administrative Division - General Services Section		
CLIENT STEPS	AGENCY ACTION	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	Receiving/Releasing Staff, Administrative Division - General Services Section
	1.2. Dispatch to the mailing services provider (or Messengerial staff for Government offices transaction)	None	1 day	Receiving/Releasing Staff, Administrative Division - General Services Section
	1.3. Return/furnish receiving copy to requesting unit	None	1 hour	Receiving/Releasing Staff, Administrative Division - General Services Section
TOTAL		None	1 day and 2 hour	

19. Provision of Maintenance of Office Equipment

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

Office or Division	General Services Section – Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business			
Who may avail:	All ACPC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Repair and Maintenance (1 original copy)		End-User/ Requesting Party; Form c/o Administrative Division - General Services Section		
Job Order Form (1 original copy)		Form c/o Administrative Division - General Services Section		
CLIENT STEPS	AGENCY ACTION	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, Administrative Division - General Services Section
	1.2 Conducts actual inspection of the equipment	None	1 hour	Property Officer, Administrative Division - General Services Section
	1.3 Call service provider involve/ Actual inspection	None	5 days	Service Provider; Property Officer, Administrative Division - General Services Section
	1.4 Prepares Job Order for the Service Provider	None	1 hour	Property Officer, Administrative Division - General Services Section
	1.5 Acts on the request (service provider)	None	3 days (may vary on the availability of the service provider/Parts and accessories)	Service Provider

2. Signs the accomplished Job Order Form	2.1 File the Job Order Form for documentation	None	1 hour	Property Officer, Administrative Division - General Services Section
	2.2 Receives/Files the Service Report from the Service Provider	None	1 hour	Property Officer, Administrative Division - General Services Section
	TOTAL	None	8 days, 4 hours and 30 minutes	

20. Processing of Disposal of Property and Equipment

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

Office or Division	General Services Section – Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business			
Who may avail:	Bidders/Private Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inventory and Inspection Report of Unserviceable property (IIRUP) (1 copy of approved report with stamp receive from COA)		Form c/o Administrative Division - General Services Section		
Notice of Bidding Opportunity (1 original copy)		Form c/o Administrative Division - General Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits bidding proposal	Posting of Bidding opportunity	None	7 days	Committee on Disposal of Equipment
	1.1 Receives & evaluates	None	1 hour	Committee on Disposal of Equipment - Secretariat
	1.2 Conducts Bidding Process	None	5 hours	Committee on Disposal of Equipment - Secretariat
	1.3 Prepares Resolution of Award for signature of the Committee on Awards Members	None	7 days	Committee on Disposal of Equipment
2. Presents to the Committee on Disposal the proof of payment made based on the Resolution	2.1. Check and Verifies documents presented	None	1 hour	Committee on Disposal of Equipment - Secretariat
	2.2 Prepares and notarized the Deed of	None	3 days	Committee on Disposal of

	<p>Sales</p> <p>Note: 1 copy for winning bidders 1 copy for file by the Committee on Disposal of Equipment</p>			Equipment - Secretariat
	TOTAL	None	17 days and 7 hours	

21. Issuance of Property Pass out Slip

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

Office or Division	General Services Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All ACPC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Pass Out Slip (1 original copy)		Form c/o Administrative Division - General Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for 3 copies of Property Pass out Form Note: 1 copy for End-user 1 copy for Property Officer 1 copy for Guard-on-duty)	1.1. Provides 3 copies of Property Pass out Form Note: 1 copy for End-user 1 copy for Property Officer 1 copy for Guard-on-duty)	None	20 Minutes	Property Officer, Administrative Division - General Services Section
2. Submit the filled-out 3 copies of Property Pass out Form	2.1. Checks / Verifies Content of the Property Pass out.	None	10 minutes	Property Officer, Administrative Division - General Services Section
	2.2. Initials the Property Pass-out Form	None	10 minutes	Property Officer, Administrative Division - General Services Section
	2.3 Final Approval before releasing	None	20 minutes	Officer-in-charge, Administrative Division
	2.4. Forward the approved Property Pass-out to End-user	None	5 minutes	Property Officer, Administrative Division - General Services Section
3. Present the approved Property	3. Give permission to the requesting personnel	None	10 minutes	Property Officer, Administrative



Pass-out to Guard-on-duty			Division - General Services Section
	TOTAL	None	1 hour and 15 minutes

22. Processing of Cash Advance (Supplemental Budget)

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 and Management Division		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All ACPC employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
GENERAL REQUIREMENTS			
Budget Utilization Request and Status (BURS) - 3 original copies		End-User/ Requesting Party; Forms c/o Financial and Management Division	
Disbursement Voucher (DV) - 3 original copies		End-User/ Requesting Party; Forms c/o Financial and Management Division	
1 original copy of 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)		Forms c/o Financial and Management Division	
1 original copy of Certification from the Accountant that previous cash advances have been liquidated and accounted for		Financial and Management Division	
1 original copy of Approved Purchase Request		End-User/ Requesting Party; Forms c/o Financial and Management Division	
1 original copy of BTr Confirmation Letter (Approved application for bond and/or Fidelity Bond for the year)		End-User/ Requesting Party; Forms c/o Financial and Management Division	
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 -Approved Travel Order (1 original/certified true copy) -Duly approved itinerary of travel (1 original)		End-User/ Requesting Party	
Foreign Travel -Approved Officer Order/ Travel Authority (1 original/certified true copy) -Duly approved itinerary of travel (1 original copy) - 1 photocopy of Letter of invitation of host/sponsoring country/agency/organization for		End-User/ Requesting Party	

plane fare, quotations of three travel agencies or it's equivalent

- 1 photocopy of Flight Itinerary issued by the airline/ticketing
- 1 photocopy 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
- 1 photocopy of the document to show the dollar to peso exchange rate at the date of grant of cash advance
- Where applicable, 1 original copy of the authority from the OP to claim representation expenses

In case of seminars/trainings

- 1 photocopy of Invitation addressed to the agency inviting participants
- 1 photocopy of Acceptance of the nominees as participants (issued by the foreign country)
- 1 photocopy of Program Agenda and Logistics Information

PAYROLL FUND/ OTHER SIMILAR EXPENSES

Approved Payroll of list of payees indicating their net payments (1 original copy)

End-User/ Requesting Party

Legal Basis to pay any allowances (1 photocopy)

End-User/ Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ORS/BURS and DV as certified by the concerned Head of requesting Unit/Office both under Box A, for the processing of reimbursement and payable together with the necessary attachments as listed above.	1.1 Checks the accuracy, validity and completeness of attachments; and assigns control numbers in the BURS and DVs	None	30 minutes, if attachments are accurate, valid and complete	Chief Administrative Officer, Financial and Management Division
	1.2 Inputting of accounting entry in Box C of disbursement voucher	None	10 minutes	Chief Administrative Officer, Financial and Management Division
	1.3 Verifies the availability of obligated allotment, and	None	10 minutes	Chief Administrative Officer, Financial

	encodes the allotted obligation in the system			and Management Division
	1. 4 Certifies the availability of the obligated allotment under Box B of ORS/BURS.	None	20 minutes	Chief Administrative Officer, Financial and Management Division
	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.	None	20 minutes	Director, Financial and Management Division
	1.6 Approves for payment by the ACPC Executive Director under Box D of the DV.	None	30 minutes	Executive Director, Office of the Executive Director
	1.7 Cashier to facilitate the crediting of payment to the client's account. 1.7.1 Preparation of Checks with 2 duplicates 1.7.2 In case of Payroll, Prepares FINDES	None	30 minutes	Administrative Officer V, Financial and Management Division
	1.8 Circulation of advice/check for signing	None	2 hours	Cashier



	TOTAL	None	4 hours and 30 minutes
--	--------------	------	------------------------

23. Processing of Cash Advance (GAA)

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 and Management Division	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All ACPC employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS		
Obligation Request and Status (ORS) - 3 original copies	End-User/ Requesting Party; Forms c/o Financial and Management Division	
Disbursement Voucher (DV) - 3 original copies	End-User/ Requesting Party; Forms c/o Financial and Management Division	
1 original copy of 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)	Forms c/o Financial and Management Division	
1 original copy of Certification from the Accountant that previous cash advances have been liquidated and accounted for	Financial and Management Division	
1 original copy of Approved Purchase Request	End-User/ Requesting Party; Forms c/o Financial and Management Division	
1 original copy of BTr Confirmation Letter (Approved application for bond and/or Fidelity Bond for the year)	End-User/ Requesting Party; Forms c/o Financial and Management Division	
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 -Approved Travel Order (1 original/certified true copy) -Duly approved itinerary of travel (1 original)	End-User/ Requesting Party	
Foreign Travel -Approved Officer Order/ Travel Authority (1 original/certified true copy) -Duly approved itinerary of travel (1 original copy) - 1 photocopy of Letter of invitation of host/sponsoring country/agency/organization for plane fare, quotations	End-User/ Requesting Party	

of three travel agencies or it's equivalent - 1 photocopy of Flight Itinerary issued by the airline/ticketing - 1 photocopy 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 - 1 photocopy of the document to show the dollar to peso exchange rate at the date of grant of cash advance -Where applicable, 1 original copy of the authority from the OP to claim representation expenses In case of seminars/trainings - 1 photocopy of Invitation addressed to the agency inviting participants - 1 photocopy of Acceptance of the nominees as participants (issued by the foreign country) - 1 photocopy of Program Agenda and Logistics Information	
--	--

PAYROLL FUND/ OTHER SIMILAR EXPENSES

Approved Payroll of list of payees indicating their net payments (1 original copy)	End-User/ Requesting Party
--	----------------------------

Legal Basis to pay any allowances (1 photocopy)	End-User/ Requesting Party
---	----------------------------

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ORS/BURS and DV as certified by the concerned Head of requesting Unit/Office both under Box A, for the processing of reimbursement and payable together with the necessary attachments as listed above.	1.1 Checks the accuracy, validity and completeness of attachments; and assigns control numbers in the BURS and DVs	None	30 minutes, if attachments are accurate, valid and complete	Chief Administrative Officer, Financial and Management Division
	1.2 Inputting of accounting entry in Box C of disbursement voucher	None	10 minutes	Chief Administrative Officer, Financial and Management Division
	1.3 Verifies the availability of obligated allotment, and encodes the allotted obligation in the system	None	10 minutes	Chief Administrative Officer, Financial and

				Management Division
	1. 4 Certifies the availability of the obligated allotment under Box B of ORS/BURS.	None	20 minutes	Chief Administrative Officer, Financial and Management Division
	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.	None	20 minutes	Director, Financial and Management Division
	1.6 Approves for payment by the ACPC Executive Director under Box D of the DV.	None	30 minutes	Executive Director, Office of the Executive Director
	1.7 Cashier to facilitate the crediting of payment to the client's account. 1.7.1 In case of claims charged against GAA (ORS-DV): 1.7.1.1 Prepares the List of Due and Demandable Accounts Payable- Advice to Debit Account (LDDAP-ADA)/ Checks with 2 duplicates 1.7.1.2 Encodes in the Financial Data Entry System (FINDES) 1.7.1.3 Encodes in the Biller Data Entry System (BIDES) 1.7.1.4 Prepares the Advice of Checks Issued and Cancelled (ACIC)	None	30 minutes	Administrative Officer V, Financial and Management Division

	1.8 Circulation of advice/check for signing	None	2 hours	
	1.9 In the case of claims charged against GAA: 1.9.1 Delivery of advice to Land Bank of the Philippines (cut-off at 12:00pm) 1.9.2 Landbank clearing period	None	1 hour and 1 day	
	TOTAL	None	1 day, 5 hours and 30 minutes	

24. Processing of Disbursement Voucher for Credit Fund Transfer/Release, Reimbursement and Payable

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

Office or Division	Financial and Management Division	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All ACPC employees	
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 (1 original/photocopy)		End-User/ Requesting Party
2) Itinerary of Travel (1 original)		End-User/ Requesting Party
3) Certificate of Travel Completed (1 original)		End-User/ Requesting Party
4) Certificate of Acceptance of Full Responsibility and Liability (1 original)		End-User/ Requesting Party
5) Certificate of Not Requiring Receipts (below P300.00) (with breakdown of expenses not requiring official receipts) (1 original)		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) (1 original)		End-User/ Requesting Party
8) Plane Ticket (if via plane)		End-User/ Requesting Party
9) Boarding Pass, 1 original and 1 photocopy (if via plane)		End-User/ Requesting Party
10) Terminal Fee (if via plane)		End-User/ Requesting Party
11) ACPC Trip Ticket (if applicable) (1 original)		End-User/ Requesting Party
12) Toll fees / Photocopy of Toll fees/ Summary of Toll Fees (for ACPC drivers only) (1 original)		End-User/ Requesting Party
13) Certificate of Appearance (1 original)		End-User/ Requesting Party
14) Back to Station Report (1 original/photocopy)		End-User/ Requesting Party

15) Other Documents (as deemed necessary ie. Invitation, Program, etc.)	End-User/ Requesting Party
TRAVELS WITH VEHICLE RENTAL (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
TRAVELING EXPENSES- FOREIGN (Cash Advance)	
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
SURVEY ACTIVITIES	
In case of Cash Advance:	
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
In case of Reimbursement:	
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
REPRESENTATION EXPENSE	
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
PROCUREMENT OF GOODS/EQUIPMENT	
I. Procurement under Shopping (a) (less than P50,000.00)	
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
II. Procurement under Negotiated Procurement - Small Value Procurement/Request for Quotation (more than P50,000.00)	
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
III. Procurement through Competitive Bidding	
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
TRAININGS/ WORKSHOP/ SEMINAR/ WEBINAR	
I. HRMS Training	
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
II. ICB Trainings	
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
SALARIES, GENERAL	
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. Initial Salary 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 II. Last Salary 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
GFA REPLENISHMENT	
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
CREDIT FUND RELEASE	
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
1. Submits ORS/BURS and DV certified by the concerned Head of requesting Unit/Office in Box A FOR CREDIT FUND	1.1 Check the accuracy, validity and completeness of attachments; and assign control numbers in the ORS/BURS and DVs	None	30 minutes, if attachments are accurate, valid and complete	Senior Administrative Assistant V-Accounting Unit

<p>RELEASE: 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>	1.2 Indicate the accounting entry in Box C of disbursement voucher		15 minutes	FMD- Financial Analyst II- Accounting Unit
	1.3 Verifies the availability of obligated allotment, and encodes the allotted obligation in the system		15 minutes	Administrative Officer IV- Budget Unit
	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
	1.6 Approves for payment by the ACPC Executive Director under Box D of the DV. FOR CREDIT FUND RELEASE: Approves for payment in DV: (a) For fund release P5M and below under Box D; (b) For more than P5M to P50M under Box D; and (c) For above P50M under Box D		Upon receipt, 30 minutes	Executive Director Executive Director DA Secretary

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 3 duplicates 2.1.2 Encodes in the Financial Data Entry System (FINDES) 2.1.3 Encodes in the Biller Data Entry System (BIDES) 2.1.4 Prepares the Advice of Checks Issued and Cancelled (ACIC)		Upon receipt of voucher, 30 minutes	Cashier
	2.2 In case of claims charged against other funds (BURS-DV): 2.2.1 Preparation of Checks with 3 duplicates 2.2.2 In case of Payroll, Prepares FINDES 2.3 Circulation of advice/check for signing		Upon receipt, 30 minutes 2 hours	Cashier Cashier
		Sub-Total	5 hours	
	2.4 In the case of claims charged against GAA: 2.4.1 Delivery of advice to Land Bank of the Philippines (cut-off at 12:00pm) 2.4.2 Landbank clearing period		1 hour 1 day	Cashier
	TOTAL	None	1 day and 6 hours	

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 helpdesk.acpc.gov.ph 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: info@acpc.gov.ph</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>Anit-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>
---	--

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: info@acpc.gov.ph Website: www.acpc.gov.ph