



# **The PHILIPPINE COUNCIL FOR AGRICULTURE AND FISHERIES CITIZEN'S CHARTER HANDBOOK**

**2019 (Revised Edition)**





# **PHILIPPINE COUNCIL FOR AGRICULTURE AND FISHERIES**

## **CITIZEN'S CHARTER** 2019 (Revised Edition)



## **I. Mandate**

The Philippine Council for Agriculture and Fisheries (PCAF) is an attached agency of the Department of Agriculture (DA) created out of the consolidation of two councils - the National Agricultural and Fishery Council (NAFC) and Livestock Development Council (LDC) pursuant to E.O. 366, Series of 2004.

With the transfer of the functions of the NAFC and LDC to PCAF, it assumed strengthened functions related to coordination and monitoring of agricultural and fisheries modernization processes, and development of public-private partnerships as consultative bodies to the DA.

In terms of legal issuances, the mandates transferred to PCAF are essentially based on Executive Order No. 116, series of 1987 and DA Administrative Order No. 6, series of 1998 as follows:

Executive Order No. 116, Series of 1987

- a. Act as advisory body to the Department of Agriculture (DA) to ensure the success of its programs and activities; and
- b. To establish nationwide network of agricultural and fishery councils to serve as the forum for consultative and continuing discussions within agriculture and fisheries sectors.

P.D. 914, Series of 1976

- a. Formulate and establish comprehensive policy guidelines for the development of the livestock industry;
- b. Formulate long and short-range programs calculated to achieve major self-sufficiency, efficiency, and stability in food commodities of animal origin;
- c. Coordinate, integrate and supervise all policies and programs of all government agencies charged with the implementation thereof;
- d. Evaluate the activities and accomplishments of all agencies of government charged with the implementation of the different aspects of livestock development programs;
- e. Assist, coordinate and integrate private sector activities with that of the government sector with the purpose of involving the private sector in the food development programs of animal origin and allied industries;



- f. Call on any department, bureau, office, agency and other instrumentalities of the government in the form of personnel, facilities and other resources as the need arises in the performance of its functions; and
- g. Perform such other functions as may be necessary to attain the objectives of the livestock development programs.

#### Executive Order 116, Series of 1987

- a. Formulate and establish comprehensive policy guidelines for the livestock industry;
- b. Prepare plans and programs; and
- c. Evaluate livestock programs/projects.

#### Administrative Order No. 142, Series of 1989

The DA through the NAFC (now PCAF) implements livelihood programs as stipulated in DA Memorandum Order No. 11 dated October 19, 1989, pursuant to the DA's responsibility as one of the identified agencies under Administrative Order No. 142 dated October 9, 1989 (Policy and Implementing Guidelines Governing Livelihood Programs and Projects).

#### DA Administrative Order No. 6, Series of 1998

PCAF acts as Secretariat to the NAF Council which is mandated to:

- a. Assist the DA in the broad-based monitoring and coordination of the agriculture and fisheries modernization process; and
- b. Serve as integrative and consultative structure for inter-agency and inter-sectoral collaboration in agriculture and fisheries modernization.

The legal bases cited in the 1987 Constitution of the Republic of the Philippines under Article XIII and RA 8435 or the Agricultural and Fisheries Modernization Act (AFMA) are the following:



Article XIII, Section 15 of the Constitution states that“... the state shall respect the role of independent people’s organizations to enable the people to pursue and protect, within the democratic framework, their legitimate and collective interests and aspirations through peaceful and lawful means....”

Article XIII, Section 16 of the Constitution states that “...the right of the people and their organization to effective and reasonable participation at all levels of social, political and economic decision making shall not be abridged. The state shall by law facilitate the establishment of adequate consultation mechanism....”

Section 2 of RA 8435 provides that “It is the policy of the state to enable those who belong to the agriculture and fisheries sectors to participate and share in the fruits of development and growth in a manner that utilizes the nation’s resources.”

Section 3 of RA 8435 provides that “The State shall promote people empowerment by enabling all citizens through direct participation or through their elected, or chosen representatives the opportunity to participate in policy formulation and decision making by establishing the appropriate mechanisms by giving them access to information. . . ”

R.A. 10601 or the Agricultural and Fisheries Mechanization (AFMech) Law, Series of 2013

PCAF acts as secretariat to the Agriculture and Fishery Mechanization Committee (AFMeC) which is mandated to:

- a. Promulgate the national policies and guidelines on testing and evaluation of agricultural and fisheries machinery and equipment;
- b. Encourage and assist in the organization of a privately-led classification and accreditation system to develop and promulgate its operational guidelines and procedures;
- c. Provide necessary technical support to the privately-led classification and accreditation system to classify and accredit local agricultural and fisheries machinery manufacturers, importers and suppliers, distributors and dealers into small, medium and large firm;
- d. Act as an advisory body of the DA by providing policy recommendations to ensure the success of the implementation of DA programs and activities concerning agricultural and fisheries mechanization;



- e. Formulate a results-based monitoring and evaluation system for the implementation of the AFMech Law, including the NAFMP and serve as an external monitoring body to the Bureau of Agricultural and Fisheries Engineering (BAFE);
- f. Monitor and coordinate the activities of the local AFMeCs; and
- g. Provide funding assistance on the organization and operationalization of the AFMeC at the national, regional, provincial/HUCs/ICCs and city/municipal levels.

## **II. Vision**

An apex policy-making body with strong, vibrant and visible private sector partners responsible for the attainment of a conducive policy environment towards a globally competitive and sustainable agriculture and fisheries sector.

## **III. Mission**

In partnership with our consultative bodies and other stakeholders, we will zealously promote and strengthen capacities in participatory and collaborative governance.

Working together, we will uphold multi-stakeholder engagement, transparency and accountability in policy and program development processes for the agriculture and fisheries sector.

Together, we will work with others to create a better and brighter future for the agricultural and fishery communities.



#### **IV. Service Pledge**

We, the officials and employees of the Philippine Council for Agriculture and Fisheries commit to:

- P** Provide effective and efficient participatory mechanisms and processes to come up with sound agricultural and fishery policy and program recommendations.
- C** Conduct broad-based multi-stakeholder consultations on agricultural and fishery concerns.
- A** Actively engage in shaping national and local agricultural and fishery development agenda.
- F** Foster active participation of private and government sectors representatives.



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# **PCAF**

## **External Services**



## 1. Facilitate requests for endorsement of issues, concerns and recommendations gathered from AFC consultations to concerned agencies

PCAF serves as the link between the Agricultural and Fishery Councils (AFCs) and different government agencies by endorsing AFC identified local agriculture and fisheries issues and concerns with recommended policy actions.

<b>Division/Section:</b>	Partnership Development Division (PDD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	AFC Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter or any form of request (1 Copy, Original)		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter or any form of request for endorsement with copy of resolution to PCAF through  a. mail or hand-carried; or  b. email*	1. Receive, record, and forward letter of request for endorsement with copy of resolution to the Office of the Executive Director	None	4 hours	a. Documented Information Controller, Office of the GSS b. Development Management Officer (DMO) II, Office of the PDD c. DMO III, Office of the PDD
None	2. Forward letter or	None	4 hours	Documented



	any form of request for endorsement with copy of resolution to PDD			Information Custodian, Office of the ED
None	3. Evaluate resolution to determine appropriate agency to endorse to	None	8 hours	DMO V, Office of the PDD
None	4. Conduct research on the issue/concern	None	2 days	DMO II/ DMO III/ DMO IV/ DMO V, Office of the PDD
None	5. Prepare and facilitate approval of briefer and endorsement letter/marching order	None	2 days	DMO II / DMO III Office of the PDD
None	6. Prepare and facilitate signing of letter informing the requesting party of the action taken by PCAF	None	4 hours	DMO II/ DMO III/ DMO IV/ DMO V, Office of the PDD  Executive Director, Office of the ED
2. Receive the information on the action taken	7. Record and schedule for release the letter informing the requesting party on the actions taken by PCAF	None	4 hours	Documented Information Controller, Office of the GSS
<b>TOTAL:</b>		None	7 days	

\*All emailed requests shall be forwarded by the concerned PDD personnel to the General Services Section to follow subsequent agency actions



## 2. Facilitate provision of request for orientations and trainings for Advisory Special Bodies (ASBs)

PCAF ensures that councils are oriented on the AFC Manual of Operations and DA and PCAF mandates, programs and activities through conduct of on-demand orientations. Likewise, requests for capacity building activities are also facilitated.

<b>Division/Section:</b>	Partnership Development Division (PDD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ASB Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request (1 Copy, Original)		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request to PCAF through  a. mail or hand-carried; or  b. email*	1. Receive, record, and forward letter of request to the Office of the Executive Director	None	4 hours	a. Documented Information Controller, Office of the GSS b. DMO II, Office of the PDD c. DMO III, Office of the PDD
None	2. Forward letter of request to PDD	None	4 hours	Documented Information Custodian, Office of the ED
None	3. Evaluate request and instruct concerned PDD staff on the action to be taken	None	4 hours	DMO II/ DMO III/ DMO IV/ DMO V, Office of the



				PDD Executive Director, Office of the ED
None	4. Prepare recommendations, inputs and response on the request, as necessary, and facilitate signing of PCAF management	None	1 day	DMO II/ DMO III/ DMO IV/ DMO V, Office of the PDD  Executive Director, Office of the ED
None	5. Prepare and facilitate signing of letter informing the client if request is approved or disapproved by PCAF management	None	4 hours	DMO II, Office of the PDD
2. Receive the information on the action taken	6. Record and schedule for release the letter informing the requesting party on approval or disapproval of request by PCAF	None	4 hours Pause time	Documented Information Controller, and Administrative Officer V, Office of the GSS
None	7. If approved, carry out the request as coordinated with the requesting party	None	3 days and 4 hours	DMO II/ DMO III/ DMO IV/ DMO V, Office of the PDD
<b>TOTAL:</b>		None	7 days	

\*All emailed requests shall be forwarded by the concerned PDD personnel to the General Services Section to follow subsequent agency actions



### 3. Facilitate requests for the use of conference rooms

PCAF provides the use of Apacible Conference Rooms A, B and BAC Conference Room located at the 3rd and 4th floor of PCAF building.

<b>Division/Section:</b>	Administrative, Financial and Management Division (AFMD) <ul style="list-style-type: none"> <li>• General Services Section (GSS)</li> </ul>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	DA agencies, other government entities and stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Conference Reservation Request Form (1 Copy, Original) Order of payment, if applicable (1 Copy, Original)		PCAF Audio Visual Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished request form	1. Receive, record and review request to determine availability of conference rooms and prepare conference room bill	None	2 hours	Administrative Officer (AO) IV, Office of the GSS
None	2. Verify and approve request	None	2 hours	AO V, Office of the GSS  Chief Administrative Officer, Office of the AFMD
2. Pay corresponding fee, if applicable	3. Prepare Order of Payment and issue official receipt, if applicable	Rental Fee: Conf. Room A-P6,000 B-P3,000 BAC	2 hours	AO IV; Accountant III, Office of the Accounting Section  AO III,



		Conf. Room- P2,000		Office of the Cash Section
3. Receive information	4. Inform the client about the request	None	2 hours	AO IV, Office of the GSS
<b>TOTAL:</b>		P2,000, P3,000, or 6,000	1 day	



#### 4. Facilitate requests for the use of dormitory

PCAF provides the use of dormitory rooms located at the 4th floor of PCAF building.

<b>Division/Section:</b>	Administrative, Financial and Management Division (AFMD)			
	<ul style="list-style-type: none"> <li>General Services Section (GSS)</li> </ul>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Dormitory Reservation Request Form (1 Copy, Original) Order of payment, if applicable (1 Copy, Original)			Office of the GSS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished request form	1. Receive, record and review request to determine availability of dormitory rooms and prepare dormitory bill	None	2 hours	AO IV, Office of the GSS
None	2. Verify and approve request	None	2 hours	AO V, Office of the GSS  Chief Administrative Officer, Office of the AFMD
2. Pay corresponding fee, if applicable	3. Prepare Order of Payment and issue official receipt, if applicable  a. Guest w/ official business to PCAF w/o claim. b. Guest w/ official business to PCAF w/ claim	Rental fee:  a. none  b. P200	2 hours	AO IV; Accountant III, Office of the Accounting Section  AO III, Office of the Cash Section





	c. Guest w/o official business to PCAF	c. P400		
3. Receive information	4. Inform the client about the request	none	2 hours	AO IV, Office of the GSS
<b>TOTAL:</b>		P200, P400 or none	1 day	



## 5. Issuance of official personnel documents

PCAF provides official personnel documents and/or copies of documents in their 201 File to current or former officials and employees who shall state the purpose of their request.

<b>Division/Section:</b>	Administrative, Financial and Management Division (AFMD) <ul style="list-style-type: none"> <li>Human Resource Development Section (HRDS)</li> </ul>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Current or former employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Personnel Document Request Form (1 Copy, Original)		Office of the Human Resource Development Section (HRDS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Official Personnel Document Request Form	1. Receive and record request	None	2 hours	Administrative Assistant II, Office of the HRDS
None	2. Approval of request	None	4 hours	Chief Administrative Officer, Office of the AFMD
None	3. Receive approved request	None	2 hours	Administrative Assistant II, Office of the HRDS
None	4. Check the record on file, prepare and print and/or photocopy the documents requested	None	1 day	Administrative Assistant II, Office of the HRDS
None	5. Review and sign the documents requested	None	2 hours	AO V, Office of the HRDS



2. Follow-up and receive requested document/s	6. Issue requested document/s	None	2 hours	Administrative Assistant II, Office of the HRDS
<b>TOTAL:</b>		None	2 days and 4 hours	



## 6. Facilitate requests for “On-the-Job Training”

PCAF serves as Training Host-Company to school requesting for the On-the-Job Training of its students for a specific number of hours.

<b>Division/Section:</b>	Administrative, Financial and Management Division (AFMD) ● Human Resource Development Section (HRDS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter from the School (1 Copy, Original) Resume of the Student (1 Copy, Original)		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents	1. Receive, record and endorse the required documents to OED for action	None	4 hours	Documented Information Controller, Office of the GSS
None	2. Forward to AFMD, HRDS for recommendation on the action to be taken	None	4 hours	Documented Information Custodian, Office of the ED
None	3. Coordinate concerned division on the need of OJT	None	1 day	AO IV; AO V, Office of the HRDS
None	4. Approval of the request	None	4 hours	Division Chief Concerned, Office of the Division Concerned  Executive Director, Office of the ED
2. Receive information on the action taken/	3. Inform the requesting party on the action taken	None	4 hours	AO IV; AO V, Office of the



	through email/letter			HRDS
<b>TOTAL:</b>		None	3 days	



## 7. Facilitate sale of bidding documents

As provided in Section 17.4 of the Implementing Rules and Regulation (IRR) of RA 9184, prospective bidders may be asked to pay for bidding documents to recover the cost of their preparation and development. The PCAF-Bids and Awards Committee (BAC) shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof to the AFMD-Cash Section.

<b>Division/Section:</b>	Bids and Awards Committee (BAC), Administrative, Financial and Management Division <ul style="list-style-type: none"> <li>• Accounting Section (AS)</li> <li>• Cash Section (CS)</li> </ul>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Prospective Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment form (1 Copy, Original)		Office of the Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for order of payment	1. Issue Order of Payment	None	2 hours	AO IV, Office of the Accounting Section
2. Pay the amount stated in the order of payment.	2. Receipt of payment and issue Official Receipt (OR).	Based on the amount set by BAC	2 hours	AO III, Office of the Cash Section
3. Receive the bidding document (proof: OR)	3. Issue bidding document	None	2 hours	Secretariat, Office of the BAC
<b>TOTAL:</b>		Based on the amount set by BAC	6 hours	



# **PCAF**

## **Internal Services**



## 8. Facilitate request for knowledge products and services

The Knowledge Management Section provides knowledge products and services to PCAF and non-PCAF requesting parties, in support to agency operations. The request form consists of the list of available knowledge services.

<b>Division/Section:</b>	Planning, Monitoring and Knowledge Management Division (PMKMD) <ul style="list-style-type: none"> <li>Knowledge Management Section (KMS)</li> </ul>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Request for knowledge products – All Request for knowledge services – Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Knowledge products and services request form (1 Copy, Original)		Office of the KMS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Knowledge Product and Services Request Form (KPSRF)	1. Verify and approval of the request	None	6 hours	Information Officer I, Development Management Officer II, Planning Officer IV, Planning Officer V, Office of the PMKMD
None	2. Carrying out of request	None	3 days	Information Officer II / Computer Programmer II / Administrative Aide IV, Office of the PMKMD
None	3. Approval of draft output	None	3 days	Development Officer II, Planning Officer IV, Planning Officer





				V, Office of the PMKMD
2. Receive knowledge product and service	4. Provide knowledge product and service to the client	None	2 hours	Information Officer II / Computer Programmer II / Administrative Aide IV, Office of the PMKMD
<b>TOTAL:</b>		None	7 days	



## 9. Facilitate request for ICT repair

The ICT Maintenance Team provides troubleshooting and maintenance of Information and Communications Technology (ICT) equipment and installation and configuration of various software and hardware.

<b>Division/Section:</b>	Administrative, Financial and Management Division (AFMD) <ul style="list-style-type: none"> <li>• General Services Section (GSS)</li> </ul>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
IT Repair and Maintenance Form (1 Copy, Original)		Office of the GSS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the General Services Section	1. Receive and record request	None	2 hours	Administrative Assistant II/ AO IV, Office of the GSS
None	2. Verify and approve the request	None	2 hours	AO V, Office of the GSS
None	3. Attend to the request of the client	None	4 hours	Administrative Assistant II/ AO IV, Office of the GSS
<b>TOTAL:</b>		None	1 day	



## 10. Facilitate request for workplace repair

The General Service Section provides maintenance of conference rooms and office buildings and undertakes minor repairs of furniture and fixtures.

<b>Division/Section:</b>	Administrative, Financial and Management Division (AFMD) • General Services Section (GSS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Workplace Repair and Maintenance Form (1 Copy, Original)		Office of the GSS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the General Services Section	1. Receive and record request	None	2 hours	Administrative Assistant II/ AO IV, Office of the GSS
None	2. Verify and approve request	None	2 hours	Chief Administrative Officer, Office of the AFMD
None	3. Attend to the request of the client	None	4 hours	Administrative Assistant II/ AO IV, Office of the GSS
<b>TOTAL:</b>		None	1 day	



## 11. Processing of application for leave

All PCAF officials and employees are entitled to CSC prescribed leave benefits following the provisions of filing the application for leave of absence according to the type of leave.

<b>Division/Section:</b>	Administrative, Financial and Management Division (AFMD) <ul style="list-style-type: none"> <li>Human Resource Development Section (HRDS)</li> </ul>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application for Leave (CSC Form No. 6) (2 Copies, Original)</li> <li>Clearance Form (CS Form No. 7, series of 2017) - if leave is more than 30 calendar days (1 Copy, Original)</li> <li>Medical Certificate - if sick leave is more than 5 days (1 Copy, Original)</li> <li>Solo Parent Identification Card - if to avail Parental Leave for Solo Parent (1 Copy, Original or Photocopy)</li> <li>Letter and relevant reports - for Rehabilitation Leave (1 Copy, Original)</li> <li>Approved Contract between PCAF and employee - for Study Leave (1 Copy, Original)</li> </ul>		Office of the Human Resource Development Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and submit Application for Leave	1. Receive and process Application for Leave as to the availability of leave credits, and review supporting documents based on the type of leave	None	4 hours	Administrative Assistant II, Office of the HRDS
None	2. Review and certify availability of leave credits	None	2 hours	AO V, Office of the HRDS



	3. Recommend approval or disapproval of the Application for Leave	None	4 hours	Division Chief Concerned, Office of the Division Concerned
None	4. Approval or Disapproval of the Application for Leave	None	1 day	Chief Administrative Officer, Office of the AFMD  Executive Director, Deputy Executive Director, Office of the ED
2. Receive a copy of the approved or disapproved Application for Leave	5. File and provide a copy of the approved or disapproved Application for Leave to the concerned employee	None	2 hours	Administrative Assistant II, Office of the HRDS
<b>TOTAL:</b>		None	2 days and 4 hours	



## 12. Processing of Purchase Request (PR) for Non-Procurement Service Item

The PCAF-Bids and Awards Committee facilitates the purchase of goods and services that are not under the DBM-Procurement Service (PS).

<b>Division/Section:</b>	Office of the Executive Director, Administrative, Financial and Management Division (AFMD) <ul style="list-style-type: none"> <li>• (GSS)</li> <li>• Budget Section (BS)</li> <li>• Accounting Section (AS)</li> <li>• Cash Section (CS)</li> <li>• PCAF - Bids and Awards Committee (BAC)</li> </ul>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Operating units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Purchase Request (3 Copies, Original)</li> <li>• The basis on the Approved Budget for the Contract (ABC) - (1 Copy, Original, Fax or e-mail Copy)</li> <li>• Annual Procurement Plan (APP) - (1 Photocopy)</li> </ul>		Office of the General Services Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and submit PR including the basis on the ABC and APP	1. Review if the requirement is included in approved APP and assign PR no.	None	4 hours	Administrative Assistant II/ AO IV, Office of the GSS
None	2. Earmark fund	None	4 hours	AO II; AO IV, Office of the Budget Section
None	3. Review and initial the PR	None	1 day	Chief Administrative Officer, Office of the AFMD
None	4. Sign the “requested by” portion in the PR	None	2 hours	Deputy Executive



				Director, Office of the ED
None	5. Approve PR and forward to BAC for evaluation or GSS for action	None	2 hours	Executive Director, Office of the ED
<b>TOTAL:</b>		None	2 days and 4 hours	



## **VI. Feedback and Complaints**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback?	<p>Answer the customer satisfaction survey form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk.</p> <p>AFMD-Management Section Contact Info: 8-926-2254</p>
How feedback is processed?	<p>Every Friday, the Administrative Officer III, Office of the Management Section, opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned divisions and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the concerned division is then relayed to the citizen.</p> <p>For follow-ups or inquiries, the contact information is 8-926-2254</p>
How to file complaints	<p>Accomplish the complaint form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk</p> <p>Complaints can also be filed via telephone thru 8-926-2254. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Full name and contact information of the complainant</li> <li>- Incident</li> <li>- Evidence</li> <li>- Name of the person being complained</li> </ul> <p>For follow-ups or inquiries, the contact information is 8-926-2254</p>
How are complaints processed?	<p>The Secretariat of the Grievance Committee opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Grievance Committee shall start the investigation and forward the complaint to the concerned office for their explanation.</p> <p>The Grievance Committee will prepare a report after</p>





	<p>the investigation and shall submit it to the Executive Director for appropriate action.</p> <p>For follow-ups or inquiries, the contact information is 8-926-2254</p>
<p>Contact information of PCAF, ARTA, PCC, CCB</p>	<p>PCAF:  <a href="mailto:pcafofficial@pcaf.da.gov.ph">pcafofficial@pcaf.da.gov.ph</a></p> <p>ARTA:  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            1-ARTA (2782)</p> <p>PCC:  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            8888</p> <p>CCB:  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            0908-881-6565</p>



## VII. List of Offices

Office	Address	Contact Information
Philippine Council for Agriculture and Fisheries Office of the Executive Director	Apacible Hall, Department of Agriculture Compound, Elliptical Road, Diliman, Quezon City	<a href="mailto:pcafofficial@pcaf.da.gov.ph">pcafofficial@pcaf.da.gov.ph</a> 8-927-8614
Regional Office	None	None
Provincial Office	None	None
Bureau	None	None
Field Office	None	None