



**PHILIPPINE COUNCIL FOR
AGRICULTURE AND FISHERIES
(PCAF)
CITIZEN'S CHARTER HANDBOOK**

2022 (1st Edition)



**THE
PHILIPPINE COUNCIL FOR
AGRICULTURE AND FISHERIES
(PCAF)**

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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 an advisory body to the Department of Agriculture (DA) to ensure the success of its programs and activities, and
- b. Establish a 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 an 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 an 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 the small, medium, and large firms;
- 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 the 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 sector representatives.

V. Quality Policy

The Philippine Council for Agriculture and Fisheries (PCAF) commits to

1. Provide quality policy services that ensure inclusive and multi-sectoral engagement of A/F stakeholders in policy development and coordination processes, and participatory planning, monitoring, and tracking services; and
2. Inspire a results-based organizational development, implement employee welfare programs; and ensure continual improvement of the agency quality management system.



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PCAF

External Services



1. Facilitate requests for consultation services on current and emerging agri-fishery related issues

PCAF serves as the consultation arm of the Department of Agriculture on agri-fishery related issues. It links key industry players and government agencies through policy services by conducting industry consultations and identifying policy and program recommendations to address issues confronting the agri-fishery sector.

Division/Section:	Policy Development and Coordination Division (PDCD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ASB Industry Value Chain Players			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter or any form of request (one original copy)			Applicant/Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate the request for consultation on specific/emerging issues or concerns to PCAF	1. Coordinate with concerned agency/ resource focal the agenda and schedule of the consultation as reference for action	-	3 days	Development Management Officer II, PDCD
	2. Coordinate the participation of relevant resource speakers, industry stakeholders, AFCs, concerned DA bureaus/ attached agencies/ units, other NGAs as well as concerned PCAF officials and staff	-	3 days	Development Management Officer II, PDCD
	3. Finalize the consultation agenda and schedule, list of participants, and prepare the consultation materials/ reference	-	4 hours	Development Management Officer II, PDCD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Send an official invitation together with all relevant meeting materials to all participants and resource persons through email	-	4 hours	Development Management Officer II, PDCD
2. Participate in the consultation session	5. Facilitate and document the consultation session and present the summary/matrix of issues and concerns raised, agreements, and actions to be taken for approval of the body	-	1 day	Development Management Officers, PDCD and Partnership Development Division
3. Coordinate with PCAF any inputs/ corrections to the summary of issues/ concerns and agreements	6. Prepare matrix of issues/concerns raised, agreements, and actions to be taken to all participants and Send the approved summary of issues through email and other relevant social media platforms	-	1 days	Development Management Officer II, PDCD, and Information Officer II, PMKMD
	7. Prepare the salient points of the consultation activity thru infographics to be posted on PCAF's official social media platform	-	3 days	Development Management Officer II, PDCD
	8. Prepare and disseminate the highlights of the consultation to all participants and concerned officials through email	-	3 days	Development Management Officer II, PDCD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9. Prepare the policy resolutions passed and the endorsement documents (memoranda/ ordinances) for referral of the Executive Director/ RED to concerned officials	-	3 days	Development Management Officer II, PDCD
TOTAL:		-	20 days	



2. Facilitate Classification and Accreditation of A&F Equipment and Machinery Suppliers

Division/Section:	PDCD-AFMISS			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Local Agricultural and Fisheries Machinery Suppliers of DA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. NAMDAC FORMs 1-4 2. DTI/SEC/CDA Registration 3. Articles of Incorporation/Partnership 4. Authority to sign and transact 5. Latest Audited Financial Statement (w/ Breakdown of Sales-NAMDAC Form 7 and proof of sales) 6. Income Tax Returns for the last 3 years 7. Certificate of Distributorship/Dealership 8. Certificate of Acceptance of Completed Agri-fisheries contracts/projects for the last 3 years 9. Current Year Business Permit 10. Pictures 11. ABE Consultant/Employee (w/ accomplished NAMDAC Form 3, Valid PRC license and Proof of consultancy) If importer, 12. Latest Volume of Importation 13. BOC Registration 		PCAF Website for NAMDAC forms only (pcaf.da.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit NAMDAC Forms and Complete Requirements to PCAF through <ol style="list-style-type: none"> a. Mail or hand-carried b. electronic mail 	<ol style="list-style-type: none"> 1. Screening of the application from suppliers <ul style="list-style-type: none"> - Receive and record documentary requirements submitted in the database - Check completeness of the documentary requirements submitted 	-	1 day	Engineer II , AFMISS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. If incomplete, submit the lacking requirements (proceed to Client Step #1)	2. Validation of the submitted documentary requirements: <ul style="list-style-type: none"> - Review of the veracity of documentary requirements submitted - Coordinate with the applicant-supplier the list of lacking, if any, otherwise send confirmation of complete application. 	-	3 days	Engineer II, AFMISS
3. Provide clarifications and answer to the pre-evaluation questions	3. Initial Rating and Size Classification of applicant-supplier <ul style="list-style-type: none"> - Technical review and consolidate all documents submitted by applicant-supplier for evaluation - Evaluate the operational capacity and strength of the applicant-suppliers based on identified parameters to determine their initial rating and size classification - Conduct an interview and seek clarification and answers to standard pre-evaluation questions from applicant-suppliers. 	-	5 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Pre-consultation activities: <ul style="list-style-type: none"> - Confirm Board availability and schedule the NAMDAC Board Meeting upon receipt of three (3) completed applications - Prepare Notice of Meeting and finalize meeting agenda - Prepare presentation materials and other pertinent documents to be submitted to the NAMDAC Board prior to the consultation 	-	5 days	Engineer II , AFMISS
	5. Conduct of Consultation with the NAMDAC Board for final evaluation of the completed applications received	-	1 day	
4. Provide supporting documents and clarifications on the concerns raised regarding their application <i>(only for Applicant-suppliers, with accreditation held in abeyance)</i>	6. Finalize rating and size classification. <ul style="list-style-type: none"> - Coordinate with the applicant-suppliers the results of final Board evaluation. - Coordinate with the applicant-suppliers, with accreditation held in abeyance, the clarifications and concerns raised by the Board during their final evaluation. 	-	1 day	
	7. Issue NAMDAC CoA to approved applications: <ul style="list-style-type: none"> - Prepare NAMDAC Certificate of Accreditation (CoA) - Prepare Board Resolution for endorsement to PCAF Executive Director - Endorse to the PCAF ED for approval - Update the list of NAMDAC-accredited machinery suppliers in the PCAF website 	-	3 days	Engineer II, AFMISS



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive the CoA and provide feedback (CSS)	8. Approve and sign NAMDAC Certificate of Accreditation (COA). Conduct CSS.	-	1 day	OED, AFMISS
TOTAL:		-	20 days	

3. Facilitate Constructor Performance Evaluation System

Division/Section:	PDCD-AFMISS		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Any government office who are implementing DA-funded infrastructure projects		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Request 2. Contract documents: approved contract agreement, contract drawing, general and special/local provisions including plans and specifications, method of construction, safety and health measures 3. Approved constructor's construction program: CPM work schedule or bar chart, materials/manpower schedule, equipment schedule, organizational chart, a financial chart such as S-curve or cash flow 4. Constructor's statistical reports: physical progress/status, equipment, and manpower schedules based on the latest approved PERT/CPM 5. Materials testing procedures, records of tests and results, materials quality control program 6. Constructor's operational set-up: general layout of facilities, project office and quarters, warehouse, shops for repair/maintenance/carpentry/rebar 7. List of subcontractors or suppliers		From D.A. implementing offices/D.A. (RFOs)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request a. Mail or hand-carried b. electronic mail	1. Facilitate the approval of the Executive Director on the request	-	1 day	Engineer II, AFMISS
	2. Coordinate with the client and prepare a response letter for the submission of project documents	-	1 day	Engineer II, AFMISS
2. Submit Project Documentary Requirements	3. Review the project schedule using the S-curve or PERT/CPM to determine the most appropriate date of evaluation and prepare a response letter to the requesting party	-	2 days	Engineer II, AFMISS
	4. Coordinate with the available Constructors' Performance Evaluators (CPEs) on the set date of evaluation and prepare a memorandum for the Heads of the Agency of the selected CPEs	-	3 days	Engineer II, AFMISS
	5. Conduct of Pre-evaluation of the performance of the constructors: - Review the submitted project documents - Coordinate lacking project documents (if any) - Identify the CPES checklist and forms to be used during the evaluation - Facilitate briefing/orientation of the CPE team	-	5 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Participate in the Conduct of Evaluation	6. Conduct of evaluation of the performance of the constructors: <ul style="list-style-type: none"> - Facilitate the Exit and Entry Conferences - Pre-identification of spots - Rate the performance of the constructors - Computation of ratings - Presentation of results/findings and ratings - Issuance of Corrective Action Requests (CARs) 	-	5 days	CPE Team/Engineer II, AFMISS
4. Provide feedback (CSS)	7. Finalize the CPES Evaluation Report: <ul style="list-style-type: none"> - Review the CPES Evaluation Report - Endorsement of the CPES Evaluation Report - Conduct CSS 	-	3 days	Engineer II, AFMISS
TOTAL:		-	20 days	



4. Facilitate membership of accredited CSOs and value chain players to the AFCs

PCAF continuously expands its membership by recruiting private sector stakeholders for a more vibrant representation during decision-making processes and effective partnerships. Agri and fishery value chain players are invited to apply and become members of the AFCs. Applications of interested parties are evaluated to ensure AFCs' effective membership.

Division/Section:	Partnership Development Division - Volunteer Management Section (PDD-VMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Accredited CSOs and Industry Value Chain Players/Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished ASB Membership Information (one original copy) with supporting documents: <ol style="list-style-type: none"> 1. Annex 1 - List of Member Organizations of Cooperative, Associations, and Partnership 2. Annex 2 - List of Officers and Members 3. Annex 3 - Authorization Letter for the Representative 4. Certified True Copy of Business Registration 		PDD-VMS/PCAF-Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application form and submit required documents to Volunteer management Section (VMS)	1. Evaluate the application and check the completeness of the required documents submitted.	-	2 hours	Development Management Officer I and II, VMS
2. Wait for the status of the request	2. Validate the information indicated in the submitted form and documents.	-	2 hours	Development Management Officer I and II, VMS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the information and Membership Agreement	3. Inform the client of the results of the validation conducted. If they meet the criteria, send the Membership Agreement (MA) for signature.	-	4 working hours	Development Management Officer I and II, VMS
4. Submit the signed Membership Agreement to VMS, and provide feedback (CSS).	4. Conduct orientation and update the Membership Dashboard. Conduct CSS * Clients will be provided with a signed copy of the Membership Agreement and Omnibus Guidelines on the Engagement of AFC (OGEAFC).	-	2 days	Development Management Officer I and II, VMS
TOTAL:		-	3 days	



5. Facilitate CSOs partnership agreement

As part of its effort to strengthen its network, PCAF builds strategic alliances with potential partners (CSOs) through collaborative activities and projects. It aims to identify, develop, and support CSOs to contribute to PCAF's work.

Division/Section:	Partnership Development Division/ Volunteer Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Civil Society Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of Intent 2. Activity proposal with budgetary requirement 3. Inception Report 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Intent with the proposal to the Volunteer Management Section (VMS)	1. Evaluate the proposal and prepare a memorandum for the approval of the Executive Director.	-	3 days	Development Management Officer I & II, VMS
	2. Prepare a letter informing the concerned CSO on the status of the proposal after receipt of the signed Memorandum. If approved: VMS to prepare Partnership Agreement (PA) attached in the letter.	-	3 days	Development Management Officer I & II, VMS
2. Submit Partnership Agreement (PA) signed by the concerned CSO Officials.	3. Facilitate the signing of the partnership agreement: - Budget section - Accounting Section - Office of the Executive Director	-	3 days	Development Management Officer I & II, VMS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Facilitate the notarization of the signed PA.	-	1 day	Development Management Officer I & II, VMS
3. Submit reports (Inception Report)	5. Facilitate the preparation of Obligation Request and Status (ObRs) and Disbursement Voucher (DV) after receipt of complete required documents.	-	1 day	Development Management Officer I & II, VMS
4. Wait for the claim documents to be processed and approved	6. Process/approval of financial documents	-	3 days	Administrative Officer V, BS and CS Accountant III, Executive Director
5. Receive the information and provide feedback (CSS)	7. Prepare a letter, informing the concerned CSO regarding the payment/release of funds after receiving a notice from the AFMD-Cash Section. Conduct CSS.	-	3 days	Development Management Officer I & II, VMS
Total:		-	17 days	



6. Facilitate national level DA CSO accreditation

The Department of Agriculture, through PCAF, recognizes the role of CSO in community development and acknowledges CSO capacities in the successful implementation of A&F programs and projects in the countryside. And to ensure that government programs and projects are properly, efficiently, and effectively carried out by the DA in partnership with CSOs, PCAF must promulgate guidelines for accreditation of CSOs.

Division/Section:	Partnership Development Division (PDD) Policy Development and Coordination Division (PDCD)	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Civil Society Organizations (CSO)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Notarized accomplished data sheet (application form) with organizational set-up	PCAF - CSO Focal (secure a templated form)	
2. Certification of good standing from LCE or head of the agency of a local religious organization		
3. Valid mayor's permit and BIR registration		
4. Certificate of registration from SEC/CDA/DOLE-BRW (Certificate of compliance from CDA)		
5. Certificate of good standing from government agencies or certification of the chairperson that they did not receive any interventions/ projects and programs from any government agency		
6. Notarized Omnibus sworn statement	PCAF - CSO Focal (secure a templated form)	
7. Copy of bio-data of Chairperson and Article of Incorporation/Cooperation latest amend by-laws, showing the original incorporators/organizers and notarized Secretary's certificate for incumbent officers		



<p>8. CSO that have been in operation for the past three years need to submit an Audited Financial Report while CSO with less than three years in operation may submit a report of any accomplishment or any equivalent proof certified by its President and Secretary that it has previously implemented similar projects in addition to the audited FS that they have been in operation</p> <p>9. Notarized disclosure of the CSO Directors and Trustees of other related businesses, if any, the extent of ownership therein</p> <p>10. Notarized affidavit of the CSO secretary that none of its incorporators, organizers, directors, or official, is an agent of, or related by consanguinity or affinity up to the fourth civil degree to the officials of the implementing agency who are authorized to process accreditation application.</p>	<p>PCAF - CSO Focal (secure a templated form)</p> <p>PCAF - CSO Focal (secure a templated form)</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a duly accomplished application and requirements in triplicate. Received the status of the application.</p>	<p>1. Check the application form as well as the completeness and validity of submitted documentary requirements by the CSO and inform them of the result</p>	<p>-</p>	<p>1 day</p>	<p>CSO National Technical Secretariat</p>
<p>2. Cooperate in the conduct of the verification of submitted documents/ocular inspection</p>	<p>2. If the CSO applicant will comply with all the documentary requirements, post the following information on the PCAF website</p> <ul style="list-style-type: none"> a. Registered CSO name b. Incorporators c. Officers d. Address e. Nature of Service 	<p>-</p>	<p>2 days</p>	<p>CSO National Technical Secretariat</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Posting of advisory in the CSO's principal place of business	-	10 days	CSO National Technical Secretariat
	4. Conduct background investigation, verification, and ocular inspection of the CSOs place of operation upon submission of complete and correct documentary requirements and	-	2 days	CSO National Technical Secretariat
	5. Prepare a notice of meeting and materials	-	2 days	CSO National Technical Secretariat
	6. Conduct of NTC Meeting for deliberation and recommend to the DA Secretary qualified CSO for issuance of Certificate of Accreditation (Scheduled every 2nd Wednesday of the month)	-	1 day	CSO National Technical Secretariat and National Technical Committee
	7. Preparation of certificates of accreditation and other post-meeting documents.	-	1 day	CSO National Technical Secretariat
3. Receive Certificate of Accreditation, and provide feedback (CSS)	8. Send out e-copies of the certificates of accreditation to accredited CSO upon receipt from the Office of the Secretary.	-	1 day	CSO National Technical Secretariat
TOTAL:		-	20 days	



7. Facilitate request for re-orientation of AFCs

PCAF ensures that councils are oriented on the *Guidelines on the Engagement of AFCs* and DA & PCAF mandates, programs, and activities through the conduct of on-demand orientations.

Division/Section:		Partnership Development Division/ Volunteer Management Section		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Agricultural and Fishery Council (AFC) Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1. Facilitate the request, and Preparatory activities	-	4 days	Development Management Officer I & II, VMS
2. Attend the activity, and provide feedback through the Client Satisfaction Survey (CSS) Form	2. Facilitate the conduct of re-orientation and Conduct CSS	-	1 day	Development Management Officer I & II, VMS
Total:		-	5 days	



8. Facilitate capability enrichment of AFCs

PCAF orients Councils on the *Guidelines on the Engagement of AFCs* as well as the mandates, programs, and activities of DA and PCAF. The orientations aim to make AFCs more responsive to the needs of DA as a forum for consultation, dialogue, and decision-making on issues affecting the agri-fishery sector. Likewise, PCAF facilitates requests for capacity-building activities.

Division/Section:		Partnership Development Division/Capacity Development Section		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Agricultural and Fishery Council (AFC) Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1. Coordinate with the requesting party, prepare a reply letter and facilitate the request. Prepare training design and conduct TNA survey to fit training program with the clients' needs.	-	10 days	Development Management Officer I & II, CDS
2. Attend the activity, and provide feedback through the Client Satisfaction Survey (CSS) Form	2. Facilitate the conduct of training and conduct CSS.	-	5 days	Development Management Officer I & II, CDS
Total:		-	15 days	



PCAF

Internal and External Services



9. Facilitate request 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.

Division/Section:	Administrative, Financial and Management Division - General Services Section (AFMD-GSS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	PCAF employees, DA agencies, other government entities, and stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Conference Reservation Request Form (one original copy)		PCAF Audio Visual Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form	1. Receive, record, and review requests to determine availability of conference rooms	-	2 hours	Administrative Officer IV (AO IV), GSS
2. Receive the status of the request. Provide feedback	2. Inform the client of the result of the request. Conduct CSS	-	1 hour	AO V, GSS
TOTAL:		-	3 hours	



10. Facilitate requests for the use of dormitory

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

Division/Section:	Administrative, Financial and Management Division (AFMD) General Services Section (GSS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dormitory Reservation Request Form (one original copy)		Office of the GSS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form	1. Receive, record, and review request to determine availability of dormitory rooms	-	2 hours	AO IV, GSS
2. Receive the status of the request and provide feedback	2. Inform the client of the result of the request. Conduct CSS	-	1 hour	
TOTAL:		-	3 hours	



11. Facilitate payment of financial claims

PCAF provides settlement of all obligations due to clients (internal and external) in accordance with government laws, rules and regulations.

Division/Section:	AFMD, Budget Section, Accounting Section, Cash Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees and other claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) (four original copies) 2. Disbursement Vouchers (DV)/Payroll (four original copies) 3. Other Supporting Documents (OSD) as prescribed under COA Circular 2012-001 dated June 14, 2012		Prescribed forms: COA Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claim documents	1. Receive, verify completeness of the documents, availability of allotment, assign a control number on the ORS/BURS and record the amount obligated	-	4 hours	Admin. Officer. (AO) III, Budget Section (BS)
	2. Review and sign the ORS/BURS	-	1 hour	AO V, BS
	3. Check completeness of supporting documents, and journalize accounting entry	-	4 hours	AO IV, Acctg. Sec.
	4. Certify completeness of supporting documents, the amount claimed proper, cash availability, and subject to authority to debit account (when applicable)	-	1 hour	Accountant III
	5. Approved for payment upon receipt of the claim documents	-	4 hours	Executive Director or authorized Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Prepare and sign LDDAP/ADA or Check/Advice of Checks issued and canceled (ACIC)	-	6 hours	Accountant III, AO V, Cash Sec. Chief, AO, AFMD Executive Director, or authorized Officer
2. Receive information and provide feedback	7. Submit to the servicing bank the LDDAP/ADA or Checks advice of check issued/advice to debit, inform the concerned claimant and conduct CSS	-	4 hours	AO III, CS
TOTAL:		-	3 days	



12. Facilitate release of accounting records

PCAF provides accounting records and/or copies of accounting documents and other accounting concerns to claimants, current or former officials, and employees who shall state the purpose of their request.

Division/Section:		Administrative, Financial and Management Division - Accounting Section (AFMD-AS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Current or former employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accounting Records Request Form		Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Accounting Records Request Form	1. Receive and record request	-	1 hour	Admin. Asst. III AS
	2. Approve request	-	1 hour	Accountant III
	3. Check the record on file, prepare and print and/or photocopy the documents requested	-	2 days	AA III, AS
	4. Review and sign the documents requested	-	5 hours	Accountant III
2. Receive requested document/s and provide feedback	5. Issue requested document/s. Conduct CSS	-	1 hour	AA III, AS
TOTAL:		-	3 days	



13. Facilitate release 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, and it shall state the purpose of their request.

Division/Section:	Administrative, Financial and Management Division - Human Resource Development Section (AFMD-HRDS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Current or former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Personnel Document Request Form (one original copy)		Office of the Human Resource Development Section (HRDS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Official Personnel Document Request Form	1. Receive and record request	-	1 hour	AA II HRDS
	2. Approve request	-	1 hour	AO V, HRDS
	3. Check the record on file, prepare and print and/or photocopy the documents requested	-	1 day	AA II, HRDS
	4. Review and sign the documents requested	-	1 hour	AO V, HRDS
2. Receive requested document/s and provide feedback	5. Issue requested document/s. Conduct CSS	-	1 hour	AA II, HRDS
TOTAL:		-	1 day and 4 hours	



PCAF

Internal Services



14. Facilitate 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.

Division/Section:	Administrative, Financial, and Management Division (AFMD) Human Resource Development Section (HRDS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application for Leave (CSC Form No. 6, Revised 2020) 2. Clearance Form (CS Form No. 7, Revised 2018) - if leave is more than 30 calendar days 3. Medical Certificate - if sick leave is more than 5 days 4. Solo Parent Identification Card - if to avail Parental Leave for Solo Parent 5. Letter and relevant reports - for Rehabilitation Leave 6. Approved Contract between PCAF and employee - for Study Leave 		CSC website or Office of the Human Resource Development Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Accomplish and submit Application for Leave *for vacation leave/special privilege leave/:filing should be at least 5 calendar days, whenever possible before actual leave. *for emergency sick leave: filing should be done the day after *for maternity leave: filing should be at least 30 calendar days in advance 	<ol style="list-style-type: none"> 1. Receive and process Application for Leave as to the availability of leave credits, and review supporting documents based on the type of leave 	-	4 hours	AA II, HRDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Review completeness of documentary requirements and certify the availability of leave credits	-	2 hours	AO V, HRDS
	3. Recommend approval or disapproval of the Application for Leave (for more than 5 days)	-	4 hours	Chief, Concerned Division
	4. Decide whether the recommendation is approved or disapproved and sign the leave form Not exceeding 5 days Not exceeding 30 days More than 30 days	-	1 day	Chief of concerned division Executive Director ED/Deputy Executive Director (DED) PCAF Chairperson-Coordinator
2. Receive information on the status of the request and provide feedback	5. Record, file and inform the concerned employee on the status of Application for Leave. Conduct CSS	-	2 hours	AA II, HRDS
TOTAL:		-	2 days and 4 hours	



VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send 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>If preferred online, click the link provided by the concerned OU, accomplish the form, and submit.</p> <p>For inquiries and follow-ups, the clients may contact the following number: 89288751 local 2621</p>
How is feedback processed?	<p>Every Friday, the Management Section opens the dropbox or the online customer survey matrix, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned divisions/operating units using the Request for Action (RFA) form and they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the division is then relayed to the citizen.</p> <p>For inquiries and follow-ups, the clients may contact the following number: 89288741 local 2621</p>
How to file complaints	<p>Prepare a letter 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/email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, the clients may email or contact the following: pcafofficial@pcaf.da.gov.ph; 89288751 to 65 local 2601 to 2614.</p>



<p>How are complaints processed?</p>	<p>The Secretariat of the Grievance Committee opens the complaints dropbox/email 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 the investigation and shall submit it to the Executive Director for appropriate action.</p> <p>For inquiries and follow-ups, the clients may contact the following number: 89288751 to 65 locals 2601 to 2614.</p>
<p>Contact information of PCAF, ARTA, Presidential Complaint Center (PCC), Contact Center ng Bayan (CCB)</p>	<p>PCAF: pcafofficial@pcaf.da.gov.ph ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565</p>

VIII. List of Offices

Office	Address	Contact Information
Head Office	Elliptical Rd., Department of Agriculture Compound, Apacible Hall, Diliman, Quezon City	89288751 to 65 locals 2601 to 2614
Regional Office	None	None
Provincial Office	None	None
Bureau	None	None
Field Office	None	None