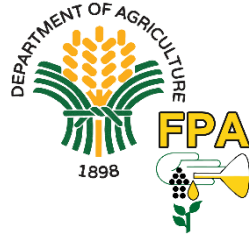




Department of Agriculture
Fertilizer and Pesticide Authority

CITIZEN'S CHARTER

2025 (1ST EDITION)



FERTILIZER AND PESTICIDE AUTHORITY

(INTERNAL SERVICES)

CITIZEN'S CHARTER HANDBOOK

2025 (FIRST EDITION)

AGENCY PROFILE

I. Vision

Improved quality of life for all Filipinos through increased farm incomes, productivity and food production using safe and appropriate fertilizer and pesticide inputs.

II. Mandate

Assuring the agricultural sector of adequate supplies of fertilizer and pesticide at reasonable prices, rationalizing the manufacture and marketing of fertilizer, protecting the public from the risks inherent in the use of pesticides, and educating the agricultural sector in the use of these inputs.

III. Strategic Thrusts

- Fertilizer and Pesticide Regulation
- Education/Product Stewardship
- Harmonizing with International Standards on Labeling
- Good Governance

IV. General Functions

1. Licensing of Handlers

Licensing is required as a condition precedent to the importation, exportation, manufacture, formulation, repacking, distribution, delivery, sale, transport, storage and use of any fertilizer, pesticide and other agricultural chemicals.

2. Import Control

Import control has been strengthened and institutionalized. From an agreement with the Bureau of Customs (BOC), shipments of pesticides will only be released by the BOC if covered by a corresponding FPA Certificate Authorizing Importation of Pesticide (CAIP). An agreement is likewise established with the Bangko Sentral ng Pilipinas which in turn issued a circular to all commercial depository banks not to issue letters of credit (L/Cs) to any pesticide importer with no appropriate CAIP issued by the FPA.

3. Product Quality and Adherence to Safety

In coordination with government product standards agencies, FPA designs and implements quality control standards for fertilizer and pesticide products. It also monitors safe handling, use, application and compliance with industrial health and safety in manufacturing and formulation plants, impose penalties and sanctions for violation of set rules and standards.

4. Institutionalizing the Product Stewardship Program

The pesticide industry and end-users, manufacturers, sellers, and buyers, are enjoined to adopt and undertake a cradle-to-grave approach to pesticide management, primarily the training of handlers and the public on the safe and judicious use of pesticide and the dissemination of information materials. The program is required for every pesticide product wherein registrants are made primarily responsible for the conduct of stewardship program for their products.

5. Fertilizer Product Registration

All Fertilizer products, organic or inorganic, raw materials and ingredients for fertilizer, which are imported or produced locally, should be registered with FPA. Registration requirements include the submission of production specification supported by chemical analysis, mode of action, product type and the result of efficacy trials conducted by an FPA accredited and independent researcher. The set of data is evaluated by a registration consultant. With the continued production of new grades, brands and type of locally produced and imported fertilizers, to take advantage of the increasing market demand, a wide range of products for selection are provided. Registration of these commercially processed fertilizers is therefore needed to give greater assurance that the quality of each brand is maintained as the specified standards (characteristics and effort) as claimed by the registrants. Fertilizer handlers such as importers, distributors, exporters, manufacturers, bulk blenders and processors should register their products with FPA.

6. Pesticide Produce Registration

This is a mechanism to generate relevant information to ensure safety, public health and environmental protection in the use of the pesticides. Data and information generated are required to support the product label statement for effective application and precaution for safe use. This includes specific instructions in case of poisoning. Registration of biorational pesticide that includes biochemical and microbial pest control agents which are naturally occurring or must be structurally identical to naturally occurring chemicals if synthesized. Exposure studies are required for new proprietary products with strong toxicological concern. Fast tracking of registration of less hazardous, less persistent, environmentally- friendly, target and Integrated Pest Management (IPM) compatible pesticide products. Harmonization of pesticide registration requirements envisioned to share expertise and pooled resources to build the necessary capabilities for such purpose.

7. Public Information

Regular conduct of trainings and accreditation programs for handlers of fertilizer and pesticide products that involve: 1) Fertilizer and pesticide dealers and distributors 2) Mango Contractors 3) Pesticide Applicators (agricultural pest exterminators and fumigators) 4) Fertilizer and pesticide researchers for the conduct of field-testing and experimentation for product registration. In

addition, FPA conducts training on the Safe and Judicious Use of Fertilizers and Pesticides nationwide. FPA also monitors fertilizer and pesticide prices and disseminates information on the proper and effective application of fertilizer and pesticide through IEC materials, media, dialogues, symposia, trainings and seminars.

8. Developmental

This includes a) fertilizer and pesticide industry coordination and support, b) promotion of safe and judicious use of fertilizers and pesticides, and c) coordination with other government agencies relative to the further development of the Philippine agriculture sector.

V. General Objectives

- Conduct information campaign regarding the safe and effective use of pesticides and fertilizers.
- Promote and coordinate all fertilizer and pesticide research to ensure scientific pest control, safety in the use and handling of pesticides, higher standards and quality of products and better application methods.
- Promulgate rules and regulations for the licensing of handlers and registration of fertilizer and pesticide products.
- Establish and impose appropriate penalties on handlers of these products for violations of any rules and regulations.
- Make continuous assessment of the fertilizer supply and demand situation, both domestic and worldwide.
- Establish and implement regulations governing the import and export of fertilizer inputs and, when necessary, import and/or export such items.
- Regulate and control quality of the different grades of fertilizer and set new grades when necessary.
- Control and regulate all aspects of fertilizer production.
- To do all such things as necessary to maintain an adequate supply of fertilizer at reasonable prices.
- Restrict or ban the use of formulation of any pesticide.

VI. Service Pledge

We, the employees of the Fertilizer and Pesticide Authority, undertake to:

- **Serve** the public without delay and reservation, with sincerity, integrity, dedication, and commitment to protect life and agricultural productivity, from 8:00 a.m. to 5:00 p.m., Mondays to Fridays;
- **Assist** the agricultural sector of adequate supply of fertilizers, pesticides, and other agricultural chemicals at reasonable costs;
- **Facilitate** the registration of fertilizers and pesticides; licensing and/or accreditation of handlers upon clients' compliance with all FPA requirements, evaluation, and approval of the same;

- **E**nforce quality control standards for both fertilizers and pesticides and other agricultural chemicals;
- **T**rain handlers on the safe and judicious use of fertilizer and pesticide inputs through accreditation programs, symposia, seminars, and other forms of information dissemination activities; and
- **Y**ou can reach our office 24 hours a day, 7 days a week, via online (<http://fpa.da.gov.ph>).

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Central Office INTERNAL SERVICES

LABORATORY SERVICES DIVISION

1. Analysis of Fertilizer Sample from Quality Control Monitoring By FPA Regional Field Unit

Fertilizer sample collected by the FPA Regional Field Unit (RFU) personnel from their quality control monitoring activities is sent to the Laboratory Services Division (LSD) for confirmatory analysis to verify whether its fertilizer material composition conforms with the declared product composition/guaranteed analysis. In case the analysis cannot be performed by LSD, the concerned division or unit may submit the sample to Laboratories with Recognition from FPA.

Office or Division:	FPA Central Office - Fertilizer Regulations Division (FRD), Laboratory Services Division (LSD) and Office of the Executive Director (OED)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Regional Field Unit (RFU)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Fertilizer Request for Analysis Form [FPA-LSD-F1] (1 original)	FPA-Fertilizer Regulations Division (FRD) or Laboratory Services Division (LSD), or download from the FPA Website: https://fpa.da.gov.ph
2. Properly sealed and labeled fertilizer sample: <i>a. Solid inorganic fertilizer (min. 250 grams); or</i> <i>b. Solid organic fertilizer (min. 500 grams); or</i> <i>c. Liquid organic/inorganic fertilizer (min. 250 mL)</i>	FPA - Regional Field Unit
3. Sample Acknowledgment Receipt [FPA-FOCU-06] (1 original or 1 photocopy)	FPA Regional Field Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Fertilizer Regulations Division (FRD), 1 st Floor	1.1. Check completeness of requirements and condition of the sample	None	1 hour	Chemist II Fertilizer Regulations Division
	1.2 Coordinate with the RFU and review the documents for the necessary parameters to be analyzed	None	5 hours	Chemist II Fertilizer Regulations Division
	1.3. Assign FRD sample code and input the details in the FRD database	None	1 hour	Chemist II Fertilizer Regulations Division
	1.4. Print a receiving document and submit the requirements to the LSD	None	1 hour	Chemist II Fertilizer Regulations Division
	1.5. Receive requirements from FRD and assign laboratory code	None	1 hour	Administrative Assistant III Laboratory Services Division
	1.6. Prepare test parameter results form of the sample	None	1 hour	Administrative Assistant III Laboratory Services Division
	1.7. Prepare the fertilizer sample for analysis	None	1 day and 3 hours	Laboratory Technician III Laboratory Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. Conduct laboratory analysis and encode test results	None	15 days	Chemist II & III, Biologist II, Laboratory Technician III Laboratory Services Division (depends on the test parameter to be analyzed)
	1.9. Review test results and prepare the laboratory test report	None	2 days	Chemist IV Laboratory Services Division
	1.10. Approve the release of laboratory test report	None	1 hour	Chemist V Laboratory Services Division
	1.11. Note the approval of the release of laboratory test report	None	1 hour	Executive Director III Office of the Executive Director
2. Receive the electronic copy of the laboratory test report	2. Release the electronic copy of laboratory test report to RFU and FRD	None	1 hour	Administrative Assistant III Laboratory Services Division
TOTAL		None	20 days	

2. Analysis of Pesticide Sample from Quality Control Monitoring by FPA Regional Field Unit

Pesticide sample collected by the FPA Regional Field Unit (RFU) personnel from their quality control monitoring activities is sent to the Laboratory Services Division (LSD) for confirmatory analysis to verify whether its active ingredient content conforms with the declared product specification. In case the analysis cannot be performed by LSD, the concerned division or unit may submit the sample to Laboratories with Recognition from FPA.

Office or Division:	FPA Central Office - Pesticide Regulations Division (PRD), Laboratory Services Division (LSD) and Office of the Executive Director (OED)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Regional Field Unit (RFU)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Pesticide Request for Analysis Form [FPA-LSD-F2] (1 original)	FPA-Pesticide Regulations Division (PRD) or Laboratory Services Division (LSD), or download from the FPA Website: https://fpa.da.gov.ph
2. Properly sealed and labeled pesticide sample: a. <i>Solid Formulated product (250 grams); or</i> b. <i>Liquid Formulated Product (250 mL)</i>	FPA - Regional Field Unit
3. Request letter from the FPA Regional or Provincial Officer or a written order from the Office of the Executive Director (1 original)	FPA Regional Field Unit
4. Sample Acknowledgment Receipt [FPA-FOCU-06] (1 original or 1 photocopy)	FPA Regional Field Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Pesticide Regulations Division (PRD), 1 st Floor	1.1. Check completeness of documents and condition of the sample.	None	30 minutes	Chemist I Pesticide Regulations Division
	1.2. Assess the requested analysis and verify the parameters. (If submission is incomplete or requires clarification, coordinate with the concerned RFU personnel.)	None	4 hours	Chemist I Pesticide Regulations Division
	1.3. Assign PRD sample codes and label the samples accordingly.	None	30 minutes	Chemist I Pesticide Regulations Division
	1.4. Record and input the pertinent details of the submission in the PRD database. & sample.	None	2 hours	Chemist I Pesticide Regulations Division
	1.5. Forward samples and documents to LSD. Accomplish tracking form for monitoring of transmittal.	None	1 hour	Chemist I Pesticide Regulations Division
	1.6. Receive requirements from PRD and assign laboratory code	None	1 hour	Administrative Assistant III Laboratory Services Division
	1.7. Prepare test parameter results form of the sample	None	1 hour	Laboratory Technician III Laboratory Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. Prepare the pesticide sample for analysis	None	1 day and 3 hours	Laboratory Technician III Laboratory Services Division
	1.9. Conduct laboratory analysis and encode test results	None	15 days	Chemist II & III Laboratory Services Division (depends on the test parameter to be analyzed)
	1.10. Review test results and prepare the laboratory test report	None	2 days	Chemist IV Laboratory Services Division
	1.11. Approve the release of laboratory test report	None	1 hour	Chemist V Laboratory Services Division
	1.12. Note the approval of the release of laboratory test report	None	1 hour	Executive Director III Office of the Executive Director
2. Receive the electronic copy of the laboratory test report	2. Release the electronic copy of laboratory test report to RFU and PRD	None	1 hour	Administrative Assistant III Laboratory Services Division
TOTAL		None	20 days	

OFFICE OF THE EXECUTIVE DIRECTOR

1. Request for Legal Opinion

This provides for the process on requests for Legal Opinion on the interpretation and applicability of PD 1144, its IRR, and other issuances of FPA received from all FPA Employees from the Central Office and Regional Field Units.

Office or Division:	Office of the Executive Director (OED)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	All FPA Employees from the Central Office and Regional Field Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email or letter of request for legal opinion on matters that are related to the provisions of Presidential Decree 1144 and its Implementing Rules and Regulations (IRR) (1 original copy or 1 electronic copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. FPA Personnel shall write a letter request for a legal opinion on the interpretation of FPA rules and regulations addressed to the Legal Unit or email the said request at fpa.legal@gmail.com .	1.1 The OED Legal Office shall receive the request for legal opinion	None	5 minutes	Administrative Aide VI, Legal Unit
	1.2 The OED Legal shall record the request in the logbook	None	5 minutes	Administrative Aide VI, Legal Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
<i>Note:</i> The said request must contain the following: a. name of the party requesting; b. purpose of such request; c. queries or questions that need to be addressed; and d. all necessary attachments needed.	1.3 Endorse the request for legal opinion to Attorney II for initial review of request.	None	5 minutes	Administrative Aide VI, Legal Unit
	1.4. Attorney II to review request and draft initial comments.	None	5 days	Attorney II, Office of the Executive Director
	1.5 Attorney II to forward initial comments to Attorney IV.	None	5 minutes	Attorney II, Office of the Executive Director
	1.6 Attorney IV will prepare the final legal opinion as requested.	None	10 days	Attorney IV, Office of the Executive Director
	1.7. Print the final legal opinion for signature of Attorney IV.	None	5 minutes	Administrative Aide VI, Legal Unit
	1.8. Scan copy of signed legal opinion.	None	5 minutes	Administrative Aide VI, Legal Unit
2. The FPA personnel shall receive the legal opinion from the OED Legal.	2.1 Administrative Aide VI shall forward the legal opinion via email or physical copy to the requesting FPA personnel.	None	5 minutes	Administrative Aide VI, Legal Unit
	2.2 Administrative Aide VI shall record the proof of receipt.	None	5 minutes	Administrative Aide VI, Legal Unit
TOTAL		None	15 days and 40 minutes	

PLANNING, MANAGEMENT AND INFORMATION DIVISION

1. Posting/Publication in the FPA Website

Includes all postings whether new or updates on the previously posted information.

Office or Division:	Planning, Management and Information Division (PMID)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All FPA Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request form by the Executive Director [FPA-PMID-06] (1 original copy)	ICT Unit, Planning, Management and Information Division (PMID), 3rd Floor, FPA Bldg.
2. Document/s to be posted (1 electronic copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and documents directly to ICT section, PMID and email the document/s to be posted at pmid.fpa@gmail.com	1.1 Receive request together with the copy of the document(s) to be posted	None	5 minutes	Information Systems Analyst II (ISA II), Planning, Management and Information Division (PMID)
	1.2 Review documents and assign personnel to post	None	10 minutes	Information Technology Officer I (ITO I), Planning, Management and Information Division (PMID)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
2. Check the website if already posted	2. Upload the file/document and inform requester	None	15 minutes	Information Systems Analyst II (ISA II)/ Information Technology Officer I (ITO I), Planning, Management and Information Division (PMID)
TOTAL		None	30 minutes	

2. Provision of IT Assistance

The information and communication Unit (ICT) of PMID is in-charge of all IT related concerns of the Agency. The scope of the ICT unit's responsibility extends to all issues and aspects related to Information Technology. This includes hardware, software, networks, cybersecurity, data management, communication systems, and other technology-related aspects.

Office or Division:	Planning, Management and Information Division (PMID)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All FPA Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form (1 electronic copy)	https://forms.office.com/r/yMFAvMu934

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form through online at https://forms.office.com/r/yMFAvMu934	1.1 Receive the request form	None	5 minutes	Information Technology Officer I/ Information System Analyst II, Planning, Management and Information Division (PMID)
	1.2 Review the request and assign personnel to assist	None	10 minutes	Information Technology Officer I, Planning, Management and Information Division (PMID)
	1.3 Conduct troubleshooting process	None	7 hours & 30 minutes	Information Technology Officer I/ Information System Analyst II, Planning, Management and Information Division (PMID)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the findings/ recommendation or the equipment.	2. Complete the request form and inform the requestor on the findings and recommendations	None	15 minutes	Information Technology Officer I/ Information System Analyst II, Planning, Management and Information Division (PMID)
TOTAL		None	1 day	

3. Provision of Communications-Related Technical Assistance

This request pertains to communications-related technical assistance (TA) that requires multi-level processing and pre/post production such as preparation of audio-video presentations (AVPs), and the design and production of various IEC materials (manuals, training/information kits, briefers, brochures, flyers, scripts, etc.).

Office or Division:	Planning, Management and Information Division (PMID)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All FPA Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request Form (1 original copy or 1 electronic copy)	Online request form https://forms.office.com/r/CXcWHyyZ5w or at Information Section, Planning, Management and Information Division (PMID), 3rd Floor, FPA Bldg.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form directly to the Information Section or fill out the online request form through this link: https://forms.office.com/r/CXcWHyyZ5w	1.1. Receive the Technical Assistance (TA) request	None	30 minutes	Administrative Officer II/ Information Officer II, Planning, Management and Information Division (PMID)
	1.2. Evaluate and clarify the TA request	None	2 hours	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Approve the TA request	None	30 minutes	Information Officer III, Planning, Management and Information Division (PMID)
	1.4. Prepare the TA request	None	5 days and 4 hours	Information Officer II, Planning, Management and Information Division (PMID)
	1.5. Approve the finalized version of the request	None	1 day	Information Officer III, Planning, Management and Information Division (PMID)
2. Receive the IEC materials	2. Release the TA request	None	1 hour	Administrative Officer II/ Information Officer II, Planning, Management and Information Division (PMID)
TOTAL		None	7 days	

4. Revision and Posting of Contents for Social Media

This service involves the review, editing and publishing of contents prepared and submitted by the other operating units and Regional Field Units (RFUs) intended for social media posting and uploading.

Office or Division:	Planning, Management and Information Division (PMID)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All FPA Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form containing the details and photos for social media posting (1 electronic copy)	https://forms.gle/xYVmAJACHezbsGyr9

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the google form at https://forms.gle/xYVmAJACHezbsGyr9 and submit the necessary data/information requested	1.1. Receive the content.	None	30 minutes	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
	1.2. Evaluate and clarify the content.	None	1 day and 6 hours	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Edit/Rewrite the content	None	1 day	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
	1.4. Publish the content	None	1 hour	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
2. Check content posting.	2. Inform the client of content posting.	None	30 minutes	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
TOTAL		None	3 days	

5. Revision and Posting of Press Releases and Related-Articles

This service involves the review, editing and publishing of press releases and related-articles prepared and submitted by the other operating units and Regional Field Units (RFUs) intended for website posting.

Office or Division:	Planning, Management and Information Division (PMID)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All FPA Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Draft press release/article (1 electronic copy)	Client
2. Photos (1 electronic copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Email draft article and photos at info.dafpa@gmail.com	1.1. Receive the content.	None	30 minutes	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
	1.2. Evaluate and clarify the content.	None	1 day and 6 hours	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Edit/Rewrite the content	None	1 day	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
	1.4. Publish the content	None	1 hour	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
2. Check press release/ article posting.	2. Inform the client of content posting.	None	30 minutes	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
TOTAL		None	3 days	

6. Provision of IEC Materials

FPA stakeholders may request information, education and communication (IEC) materials from the FPA-PMID for their reference and distribution to their community or group. This will help FPA in educating the public on the safe and judicious use of fertilizers and pesticides.

Office or Division:	Planning, Management and Information Division (PMID)
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens, G2G - Government to Government, and G2B - Government to Business
Who may avail:	All FPA Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For online request</i> <ul style="list-style-type: none"> Email info.dafpa.gov.ph indicating request and the number of copies needed (1 electronic copy) 	https://forms.gle/ykdyvkf7cxSAMmFh8
<i>For walk-in request</i> <ul style="list-style-type: none"> Filled-out request form (1 original copy) 	Planning, Management and Information Division (PMID), 3rd Floor FPA Bldg.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form directly to the Information Section or fill out the online request form through this link: https://forms.gle/ykdyvkf7cxSAMmFh8	1.1. Receive the content.	None	30 minutes	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
	1.2. Evaluate and clarify the content.	None	30 minutes	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Approve the request	None	30 minutes	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
	1.4 Locate the IEC materials	None	30 minutes	Administrative Officer II/ Information Officer II/ Information Officer III, Planning, Management and Information Division (PMID)
	1.5 Collect the IEC materials	None	2 hours	Administrative Officer II/ Information Officer II Planning, Management and Information Division (PMID)
	1.6 Package the IEC materials	None	3 hours	Administrative Officer II/ Information Officer II Planning, Management and Information Division (PMID)
2. Check press release/ article posting.	2. Inform the client of content posting.	None	1 hour	Administrative Officer II/ Information Officer II Planning, Management and Information Division (PMID)
TOTAL		None	1 day	

FINANCE AND ADMINISTRATIVE DIVISION

1. Processing of Claims

This process includes payment of obligations to FPA officials and employees, suppliers, agencies and other individuals and entities who have valid claims from the agency.

Office or Division:	Finance and Administrative Division (FAD) - Budget Section, Accounting Section and Cashier Unit, Office of the Executive Director (OED)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government
Who may avail:	All FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements for All Types of Disbursement	
1. Disbursement Voucher (DV) with duly signed Box A certifying the legality of transaction and conformity with laws, rules or regulations of the authorized representative supervising the concerned requesting party, if applicable (2 original copies)	Requesting Party
2. Obligation Request and Status (ORS) with Duly Signed Box A Certifying the Legality of transaction and conformity with laws, rules or regulations of the Authorized Representative supervising the concerned Requesting Party (2 Original Copies)	Requesting Party
1.0 CASH ADVANCES	
1.1 Granting of Cash Advances	
Specific Documentary Requirements Common to All Cash Advances Except for Travels	
1. Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) (1 original copy)	Office of the Executive Director

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books (1 original copy)	Accounting Section
3. Approved application for bond and/or Fidelity bond for the year for cash accountability of P5,001 or more (1 original copy)	Human Resources Section
1.1.1 Petty Cash Fund (PCF)	
Additional Documentary Requirements for Initial Cash Advances	
1. Approved estimates of petty expenses for one month (1 original copy)	
1.1.2 Field/Activity Current Operating Expenses (COE)	
Additional Documentary Requirement	
1. Office Order/ Travel Order approved in accordance with Section 3 of EO No. 298 (1 original copy)	Office of the Executive Director
2. Duly approved itinerary of travel (1 original copy)	Requesting Party
3. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (1 original copy)	Accounting Section
4. Post travel report (1 original copy)	Requesting Party
1.1.3 Travelling Allowances	
1.1.3.1 Local Travel	
Specific Documentary Requirements	
1. Office Order/ Travel Order approved in accordance with Section 3 of EO No. 298 (1 original copy)	Office of the Executive Director
2. Duly approved itinerary of travel (1 original copy)	Requesting Party
3. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (1 original copy)	Accounting Section
4. Post travel report	Requesting Party
1.1.3.2 Foreign Travel	
Specific Documentary Requirements	
1. Office Order/Travel Order approved in accordance with the provisions of Sections 1 and 2 of EO No. 459 dated September 1, 2005 (1 original copy)	Office of the Executive Director

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Note: as approved by the respective heads of agencies in the case of other government officials and employees regardless of the length of travel: National agencies -Department Secretaries or their equivalents	
2. Duly approved itinerary of travel (1 original copy)	Requesting Party
3. Letter of invitation of host/sponsoring country/agency/ organization (1 original/electronic copy)	Requesting Party
4. For plane fare, quotations of three travel agencies or its equivalent (1 original copy)	Requesting Party
5. Flight itinerary issued by the airline/ticketing office/travel agency (1 electronic copy)	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 (1 electronic copy)	https://www.undp.org/
7. Document to show the dollar to peso exchange rate at the date of grant of cash advance (1 electronic copy)	Requesting Party
8. Where applicable, authority from the OP to claim representation expenses (1 original copy)	Office of the President
9. In case of seminars/trainings: 9.1. Invitation addressed to the agency inviting participants - issued by the foreign country (1 original or 1 electronic copy) 9.2 Acceptance of the nominees as participants - issued by the foreign country (1 original copy) 9.3 Programme Agenda and Logistics Information (1 original or 1 electronic copy)	Requesting Party
10. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (1 original copy)	Accounting Section
1.2 Liquidation of Cash Advances	
1.2.1 Petty Cash Fund	
1. Summary of Petty Cash Vouchers (1 original copy)	Requesting Party
2. Report of Disbursements (1 original copy)	Requesting Party
3. Petty Cash Replenishment Report (1 original copy)	Requesting Party
4. Approved purchase request with certificate of Emergency Purchase, if necessary (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Bills, receipts, sales invoices (1 original copy)	Requesting Party
6. Certificate of inspection and acceptance (1 original copy)	Requesting Party
7. Report of Waste Materials in case of replacement/repair (1 original copy)	Requesting Party
8. Approved trip ticket, for gasoline expenses (1 original copy)	Requesting Party
9. Canvass from at least three suppliers for purchases involving P 1,000 and above, except for purchases made while on official travel (1 original copy)	Requesting Party
10. Summary/Abstract of Canvass (1 original copy)	Requesting Party
11. Petty Cash Vouchers duly accomplished and signed (1 original copy)	Requesting Party
12. OR in case of refund (1 original copy)	Requesting Party
13. For reimbursement of toll receipts (1 original copy) a. Toll Receipts b. Trip Tickets	Requesting Party
14. Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses	Requesting Party
1.2.2 Field/Activity Current Operating Expenses	
1. Cash Disbursement Record (1 original copy)	Requesting Party
2. Report of Disbursements (1 original copy)	Requesting Party
3. Cash Disbursement Register (1 original copy)	Requesting Party
4. Approved purchase request with certificate of Emergency Purchase, if necessary (1 original copy)	Requesting Party
5. Bills, receipts, sales invoices (1 original copy)	Requesting Party
6. Certificate of inspection and acceptance (1 original copy)	Requesting Party
7. Report of Waste Materials in case of replacement/repair (1 original copy)	Requesting Party
8. Approved trip ticket, for gasoline expenses (1 original copy)	Requesting Party
9. Canvass from at least three suppliers for purchases involving P 1,000 and above, except for purchases made while on official travel (1 original copy)	Requesting Party
10. Summary/Abstract of Canvass (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. OR in case of refund (1 original copy)	Cashier
12. For reimbursement of toll receipts (1 original copy) a. Toll Receipts b. Trip tickets	Requesting Party
1.2.2 Traveling Expenses	
1.1.3.1 Local Travel	
1. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original copy)	Requesting Party
2. Certificate of appearance/attendance (1 original copy)	Requesting Party
3. Copy of previously approved itinerary of travel (1 photocopy)	Requesting Party
4. Revised Itinerary of Travel, if the previous approved itinerary was not followed or supplemental Order or any proof supporting the change of schedule (1 original copy)	Requesting Party
5. Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) (1 original copy)	Office of the Executive Director
6. Liquidation Report (1 original copy)	Requesting Party
7. Reimbursement Expense Receipt (RER) (1 original copy)	Requesting Party
8. Certification of Expenses Not Requiring Receipts (CENRR) (1 original copy)	Requesting Party
9. OR in case of refund of excess cash advance (1 original copy)	Requesting Party
10. Certificate of Travel Completed	Requesting Party
11. Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city or municipality covered by the Metro Manila Area, or the city or municipality where their permanent official station is located in the case of those outside the Metro Manila Area, if the travel allowances being claimed include the hotel room/lodging rate (1 original copy)	Requesting Party
1.1.3.1 Foreign Travel	
1. Paper/electronic plane tickets, boarding pass, boat or bus ticket (1 original copy)	Requesting Party
2. Certificate of appearance/attendance for training/seminar / participation (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Bills/receipts for non-commutable representation expenses approved by the President under Section 13 of EO No. 248 (1 original copy)	Requesting Party
4. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298): 4.1 Approval by the President (1 original copy) 4.2 Certification from the Head of Agency that it is absolutely necessary (1 original copy) 4.3 Hotel room bills with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel lodging bills and receipts) (1 original copy)	Office of the President Office of the Executive Director Requesting Party
5. Revised Itinerary of Travel, if applicable (1 original copy)	Requesting Party
6. Narrative report on trip undertaken/Report on Participation (1 original copy)	Requesting Party
7. OR in case of refund of excess cash advance (1 original copy)	Requesting Party
8. Certificate of Travel Completed (1 original copy)	Requesting Party
9. Liquidation Report (1 original copy)	Requesting Party
2.0 FUND TRANSFERS	
2.1 Transfer of Funds to Implementing Agencies	
Specific Documentary Requirements (Source Agency)	
1. Copy of MOA/Trust Agreement (1 original copy)	Requesting Party
2. Copy of Approved Program of Work (for infrastructure project) (1 original copy)	Requesting Party
3. Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for other projects) (1 original copy)	Requesting Party
4. Certification by the Accountant that funds previously transferred to the Implementing Agency (IA) has been liquidated, post audited and accounted for in the books (1 original copy)	Requesting Party
5. Copy of the OR issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post-audit activities) (1 original copy)	Requesting Party
2.1 Liquidation	
Implementing Agency	
1. Necessary supporting documents depending on the nature of transactions (1 original copy)	Requesting Party
2. Copy of MOA/Trust Agreement (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Copy of OR upon receipt of funds transferred (1 original copy)	Requesting Party
4. Copy of OR issued by the Source Agency evidencing refund of unexpended/unutilized balance of fund transfer (1 original copy)	Requesting Party
Source Agency	
1. Report of Checks Issued and Report of Disbursements certified correct by the Accountant, approved by the Head of the IA, and duly audited by the Auditor of the IA (1 original copy)	Administrative Officer I (Cashier)
2. Copy of Credit Notice issued by the Auditor of the IA (1 photocopy)	Commission on Audit
3. Copy of OR issued for the refund of unexpended/unutilized balance of fund transferred (1 photocopy)	Administrative Officer I (Cashier)
3.0 SALARY AND PERSONAL ECONOMIC RELIEF ALLOWANCE	
3.1 Individual Claims	
3.1.1 First Salary and PERA	
Specific Documentary Requirements	
1. Duly approved Appointment (1 certified true copy)	Human Resources Section
2. Assignment Order, if applicable (1 certified true copy)	Human Resources Section
3. Certified true copy of Oath of Office (1 certified true copy)	Human Resources Section
4. Certificate of Assumption (1 certified true copy)	Human Resources Section
5. Statement of Assets , Liabilities and Net Worth (1 photocopy)	Requesting Party
6. Approved DTR (1 original copy)	Human Resources Section
7. Bureau of Internal Revenue (BIR) withholding certificates (Forms 1902 and 2306) (1 photocopy copy)	Requesting Party and Withholding Agent
8. Payroll Information on New Employee (PINE) (for agencies with computerized payroll systems) (1 original copy)	Requesting Party
9. Authority from the claimant and identification documents, if claimed by person other than the payee (1 original copy)	Requesting Party
Additional Requirements for Transferees (from one government office to another)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance from money, property and legal accountabilities from the previous office (1 certified true copy)	Requesting Party
2. Pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat (1 certified true copy)	Requesting Party
3. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) (1 photocopy)	Previous Employer
4. Certificate of Available Leave Credits (1 original copy)	Requesting Party
5. Service Record (1 certified true copy)	Requesting Party
3.1.2 Salary and PERA (if deleted from the payroll)	
Specific Documentary Requirements	
1. Approved DTR (1 original copy)	Requesting Party
2. Notice of Assumption (1 certified true copy)	Human Resources Section
3. Approved Application for Leave, Clearances, and Medical Certificate, if on sick leave for five days or more (1 certified true copy)	Requesting Party
3.1.3 Salary Differentials due to Promotion and/or Step Increment	
Specific Documentary Requirements	
1. Approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase (1 certified true copy)	Human Resources Section
2. Certificate of Assumption (1 certified true copy)	Human Resources Section
3. Approved DTR or certification that the employee has not incurred leave without pay (1 original copy)	Human Resources Section
3.1.4 Last Salary and PERA	
Specific Documentary Requirements	
1. Clearance from money, property and legal accountabilities (1 certified true copy)	Requesting Party
2. Approved DTR (1 original copy)	Requesting Party
3.1.5 Salary and PERA due to heirs of deceased employee	
Specific Documentary Requirements	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance from money, property and legal accountabilities (1 certified true copy)	Requesting Party
2. Approved DTR (1 original copy)	Requesting Party
3. Additional Requirements: 3.1 Death Certificate authenticated by Philippine Statistics Authority (PSA) (1 original copy) 3.2 Marriage Contract authenticated by PSA, if applicable (1 original copy) 3.3 Birth Certificates of surviving legal heirs authenticated by PSA (1 original copy) 3.4 Designation of next-of-kin (1 original copy) 3.5 Waiver of right of children 18 years old and above (1 original copy)	Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority Human Resources Section Requesting Party
3.1.6 Maternity Leave	
Specific Documentary Requirements	
1. Certified true copy of approved application for leave (1 certified true copy)	Human Resources Section
2. Maternity leave clearance (1 certified true copy)	Human Resources Section
3. Medical certificate for maternity leave (1 original copy)	Requesting Party
Additional Requirements for Unused Maternity Leave (upon assumption before the expiration of the 60-day maternity leave)	
1. Medical certificate that the employee is physically fit to work (1 original copy)	Requesting Party
2. Certificate of assumption (1 certified true copy)	Human Resources Section
3. Approved DTR (1 original copy)	Requesting Party
3.2 General Claims through the Automated Teller Machine (ATM)	
Specific Documentary Requirements	
1. Salary Payroll (1 original copy)	Human Resources Section
2. Payroll Register (hard and soft copy) (1 original copy)	Human Resources Section
3. Letter to the Bank to credit employees' account of their salaries or other claims (1 original copy)	Cashier Section
4. Validated deposit slips (1 original copy)	Cashier Section
4.0 ALLOWANCES, HONORARIA AND OTHER FORMS OF COMPENSATION	
4.1 Representation and Transportation Allowance (RATA)	
Specific Documentary Requirements	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For Individual Claims</i>	
1. Office Order/Appointment (1st payment) (1 certified true copy)	Human Resources Section
2. Certificate of Assumption (1st payment) (1 certified true copy)	Human Resources Section
3. Certification that the official/employee did not use government vehicle and is not assigned any government vehicle (1 original copy)	General Services Section
4. Certificate or evidence of service rendered or approved DTR (1 original copy)	Requesting Party
<i>For General Claims</i>	
1. RATA Payroll (1 original copy)	Human Resources Section
2. Payroll Register (hard and soft copy) (1 original copy)	Human Resources Section
3. Letter to the Bank to credit employees' account of their RATA claims, if applicable (1 original copy)	Human Resources Section
4. Validated deposit slip, if applicable (1 original copy)	Cash Section
4.2 Clothing/ Uniform Allowance	
Specific Documentary Requirements (or newly hired personnel)	
<i>For Individual Claims</i>	
1. Approved appointment of new employees (1 certified true copy)	Human Resources Section
2. Certificate of Assumption of new employees (1 certified true copy)	Human Resources Section
3. Certificate of non-payment from previous agency, for transferees (1 original copy)	Requesting Party
<i>For General Claims</i>	
1. Clothing/Uniform Allowance Payroll (1 original copy)	Human Resources Section
2. Payroll Register (hard and soft copy) (1 original copy)	Human Resources Section
3. Letter to the Bank to credit employees' account of their salaries or other claims (1 original copy)	Human Resources Section
4. Validated deposit slips (1 original copy)	Cash Section
4.3 Subsistence, Laundry and Quarters Allowances	
Specific Documentary Requirements	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payroll of personnel entitled to claim subsistence, laundry and quarters allowance (1 original copy)	Human Resources Section
2. Approved DTR (1 original copy)	Requesting Party
3. Authority to collect (for initial claim) (1 original copy)	Requesting Party
4.4 Productivity Incentive Allowance (PIB)	
Specific Documentary Requirements	
<i>For Individual Claims</i>	
1. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory (1 original copy)	Human Resources Section
2. Certification from the Legal Office that the employee has no administrative charge (1 original copy)	Human Resources Section
<i>For General Claims</i>	
1. PIB Payroll (1 original copy)	Human Resources Section
2. List of personnel who were suspended either preventively or as a penalty as a result of an administrative charge within the year for which PIB is paid, regardless of the duration (except if the penalty meted out is only a reprimand) (1 original copy)	Human Resources Section
3. List of personnel dismissed within the year (1 original copy)	Human Resources Section
4. List of personnel on Absent Without Official Leave (AWOL) (1 original copy)	Human Resources Section
5. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory (1 original copy)	Human Resources Section
6. Payroll Register (hard and soft copy) (1 original copy)	Human Resources Section
7. Letter to the Bank to credit employees' account of their PIB claims (1 original copy)	Human Resources Section
8. Validated deposit slips (1 original copy)	Human Resources Section

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.5 Special Counsel Allowance	
Specific Documentary Requirements	
1. Office Order/Designation/Letter of the OSG deputizing the claimant to appear in court as special counsel (1 certified true copy)	Office of the Executive Director
2. Certificate of Appearance issued by the Office of the Clerk of Court (1 original copy)	Office of the Clerk of Court
3. Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented (1 original copy)	Office of the Executive Director
4. Certification issued by the concerned lawyer and the Agency Accountant that the amount being claimed is still within the limitation under the GAA of P4,000 per month (1 original copy)	Requesting Party
4.6 Honoraria	
4.6.1 Government Personnel involved in Government Procurement	
Specific Documentary Requirements	
1. Office Order creating and designating the BAC composition and authorizing the members to collect honoraria (1 certified true copy)	Office of the Executive Director
2. Minutes of BAC Meeting (1 original copy)	Bids and Awards Committee
3. Notice of award to the winning bidder of procurement activity being claimed (1 certified true copy)	Bids and Awards Committee
4. Certification that the procurement involves competitive bidding (1 original copy)	Bids and Awards Committee
5. Attendance Sheet listing names of attendees to the BAC meeting (1 original copy)	Bids and Awards Committee
4.6.2 Governing Boards of Collegial Bodies	
Specific Documentary Requirements	
1. Appointment / designation as member of the Board (1 certified true copy)	Board Secretary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Certification that the claimant is not an appointee to a regular position in the governing board of the collegial body who receives salaries, regular allowances and other benefits (1 original copy)	Board Secretary
3. Minutes of meeting and Attendance Sheet as certified by the Board Secretary (1 original copy)	Board Secretary
4.6.3 Lecturer/Coordinator	
Specific Documentary Requirements	
1. Office Order (1 certified true copy)	Office of the Executive Director
2. Coordinator's report on lecturer's schedule (1 original copy)	Requesting Party
3. Course Syllabus/Program of Lectures (1 photocopy copy)	Requesting Party
4. Duly approved DTR in case of claims by the coordinator and facilitators (1 original copy)	Requesting Party
4.6.4 Special Projects	
Specific Documentary Requirements	
1. Performance evaluation plan formulated by project management used as basis for rating the performance of members (1 original copy)	Requesting Party
2. Office Order designating members of the special project (1 certified true copy)	Office of the Executive Director
3. Terms of Reference (1 original copy)	Requesting Party
4. Certificate of completion of project deliverables (1 original copy)	Requesting Party
5. Special Project Plan (1 certified true copy)	Requesting Party
6. Authority to collect honoraria (1 original copy)	Office of the Executive Director
7. Certificate of acceptance by the agency head of the deliverables per project component (1 original copy)	Office of the Executive Director

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.7 Hazard Duty Pay	
Specific Documentary Requirements	
1. Certification by the Secretary of the Department of Science and Technology (DOST)/Department of Health (DOH)/Department of National Defense (DND)/Director of the Philippine Institute of Volcanology and Seismology that the place of assignment/travel is a strife-tom/embattled/disease infested/distresses or isolated areas/stations, or areas declared under state of calamity or emergency, or with volcanic activity and/or eruption (1 original copy)	Requesting Party
2. Duly accomplished time record of employees or travel report (1 original copy)	Requesting Party
3. Copy of special order from the agency/department head covering the assignment to hazardous/difficult areas (1 certified true copy)	Office of the Executive Director
4. Daily job description/ actual duties that describes that the personnel is performing hazardous duties and enduring physical hardships in the course of performance of duties; and (1 original copy)	Requesting Party
5. Certification by the Division Chief, Laboratory Division attesting to the reported duration of actual exposure to hazardous environment by the concerned personnel. (1 original copy)	Division Chief, Laboratory Services Division
6. Approved DTR/Service Report (1 original copy)	Requesting Party
4.8 Longevity Pay	
Specific Documentary Requirements	
1. Service Record (1 original copy)	Human Resources Section
2. Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay (1 original copy)	Human Resources Section

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.9 Overtime Pay	
Specific Documentary Requirements	
1. Overtime authority stating the necessity and urgency of the work to be done, and the duration of overtime work (1 original copy)	Requesting Party
2. Overtime work program (1 original copy)	Requesting Party
3. Quantified Overtime accomplishment duly signed by the employee and supervisor (1 original copy)	Requesting Party
4. Certificate of service or duly approved DTR (1 original copy)	Requesting Party
4.10 Year-End Bonus (YEB) and Cash Gift (CG)	
Specific Documentary Requirements	
<i>For Individual Claims</i>	
1. Clearance from money, property and legal accountabilities (1 certified true copy)	Requesting Party
2. Certification from head of Office that the employee is qualified to receive the YEB and CG benefits pursuant to DBM Budget Circular No. 2003-2 dated May 9, 2003 (1 original copy)	Office of the Executive Director
<i>For General Claims</i>	
1. YEB and CG Payroll (1 original copy)	Human Resources Section
2. Payroll Register (1 original copy and 1 electronic copy)	Human Resources Section
3. Letter to the Bank to credit employees account of their YEB and CG claims (1 original copy)	Cashier Unit
4. Deposit slips	Cashier Unit
4.11 Retirement Benefits	
Specific Documentary Requirements under RA No. 1616	
1. Updated Service record indicating the number of days on leave without pay and/or certification issued by the Human Resource Office (HRO) that the retiree did not incur any leave of absence without pay (1 original copy)	Human Resources Section
2. Retirement application (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Office clearance from money/property accountability & administrative/ criminal liability (1 certified true copy)	Requesting Party
4. Statement of assets and liabilities (1 original copy)	Requesting Party
5. Retirement Gratuity Computation (1 original copy)	Human Resources Section
6. Affidavit of Undertaking for authority to deduct accountabilities (1 original copy)	Requesting Party
7. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (Anti-Graft RA No. 3019) (1 original copy)	Legal Unit
8. Certificate from the Office of Ombudsman indicating whether or not the retiree has a pending criminal or administrative case. (1 original copy)	Requesting Party
Additional requirement in case of resignation	
1. Employee's letter of resignation duly accepted by the Agency Head (1 original copy)	Requesting Party
Additional requirement in case of death of claimant	
1. Death certificate authenticated by Philippine Statistics Authority (PSA) (1 original copy)	Philippine Statistics Authority
2. Marriage contract authenticated by PSA(1 original copy)	Philippine Statistics Authority
3. Birth certificates of all surviving legal authenticated by PSA (1 original copy)	Philippine Statistics Authority
4. Designation of next-of-kin (1 original copy)	Requesting Party
5. Waiver of rights of children 18 years old and above (1 original copy)	Requesting Party
6. Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage (1 original copy)	Requesting Party
4.12 Terminal Leave Benefits	
Specific Documentary Requirements under RA No. 1616	
1. Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment (1 original copy)	Requesting Party
2. Certified photocopy of employees leave card as at last date of service duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/ Human Resource Management Office (HRMO) (1 certified true copy)	Human Resources Section
3. Approved leave application (2 original copy)	Requesting Party
4. Complete service record (1 original/certified true copy)	Human Resources Section

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Statement of Assets, Liabilities and Net Worth (SALN) (1 original copy)	Requesting Party
6. Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest.(1 certified true copy)	Human Resources Section
7. Computation of terminal leave benefits duly signed/certified by the accountant (1 original copy)	Accounting Section
8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU (1 original copy)	Requesting Party
9. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019) (1 original copy)	Requesting Party
10. In case of resignation, employee's letter of resignation duly accepted by the, Head of the Agency (1 original copy)	Requesting Party
Additional requirement in case of death of claimant	
1. Death certificate authenticated by PSA (1 original copy)	Philippine Statistics Authority
2. Marriage contract authenticated by PSA (1 original copy)	Philippine Statistics Authority
3. Birth certificates of all surviving legal heirs authenticated by PSA (1 original copy)	Philippine Statistics Authority
4. Designation of next-of-kin (1 original copy)	Requesting Party
5. Waiver of rights of children 18 years old and above (1 original copy)	Requesting Party
4.13 Monetization	
Specific Documentary Requirements	
1. Approved leave application (ten days) with leave credit balance certified by the Human Resource Office (1 original copy)	Human Resources Section
2. Request for leave covering more than ten days duly approved by the Head of Agency (1 original copy)	Requesting Party
3. For monetization of 50 percent or more: 3.1 Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs (1 original copy) 3.2 Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. (1 original copy)	Requesting Party Barangay Hall

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.14 Loyalty Cash Award/ Incentive	
Specific Documentary Requirements	
<i>For Individual Claims</i>	
1. Service Record (1 original copy)	Human Resources Section
2. Certificate of non-payment from previous office (for transferee) (1 original copy)	Requesting Party
3. Certification from the HRO that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10-year period or aggregate of more than 25 days authorized vacation leave without pay within the 5-year period, as the case may be (1 original copy)	Human Resources Section
<i>For General Claims</i>	
1. Loyalty Cash Award/Incentive Payroll (1 original copy)	Human Resources Section
2. Payroll Register (hard and soft copy) (1 original copy)	Human Resources Section
3. Letter to the Bank to credit employees' account of their salaries or other claims (1 original copy)	Cashier Unit
4. Deposit slips	Cash Unit
4.15 Collective Negotiation Agreement (CNA) Incentive	
Specific Documentary Requirements	
1. Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive (1 original copy)	FPA Employee Association
2. Comparative statement of DBM approved level of operating expenses and actual operating expenses (1 original copy)	Budget Section
3. Copy of CNA (1 original copy)	FPA Employee Association
4. Certificate issued by the Head of the Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement (1 original copy)	Office of the Executive Director
5. Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year (1 original copy)	Planning Section

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.16 Medical Allowance	
Specific Documentary Requirements	
4.16.1 In the form of HMO-type product coverage	
1. (i) certified copy of the HMO agreement or identification card issued by the HMO provider, (ii) certification of membership issued by the HMO provider, or (iii) official receipt for the payment of membership fee for the HMO product acquired.	HMO Provider
4.16.2 In cash form for those who will (i) avail their own or (ii) pay/renew their existing HMO-type benefit	
1. (i) certified copy of the HMO agreement or identification card issued by the HMO provider, (ii) certification of membership issued by the HMO provider, or (iii) official receipt for the payment of membership fee for the HMO product acquired.	HMO Provider
4.16.3 In cash form for those who paid their medical expenses	
1. Receipts of the medical services or Medical certificate.	Requesting Party
5.0 OTHER EXPENDITURES	
5.1 Utility Expenses	
Specific Documentary Requirements	
1. Statement of Account/Bill (for pre-audit purposes) (1 original copy)	Requesting Party
2. Invoice/Official Receipt or machine validated statement of account/bill (for post-audit purposes) (1 original copy)	Requesting Party
5.2 Telephone/Communication Services	
Specific Documentary Requirements	
1. Statement of Account/Bill (1 original copy)	Requesting Party
2. Invoice/Official Receipt or machine validated statement of account (for post audit activities) (1 original copy)	Requesting Party
3. Certification by Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls (1 original copy)	Office of the Executive Director

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6.0 EXTRAORDINARY AND MISCELLANEOUS EXPENSES	
Situational Documentary Requirements	
1. Receipts and/or other documents evidencing disbursement, if there are available, or in lieu thereof, certification executed by the official concerned that the expense sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of the GAA in relation to or by reasons of his position, in case of NGAs (1 Original); or	Requesting Party
2. Certification stating that the amount has been incurred in accordance with Section 50 of the General Appropriation Act which are official in nature. (1 original copy)	Requesting Party
7.0 PROCUREMENT	
7.1 Procurement through Public Bidding	
Basic Requirements for all types of procurement through public bidding	
1. One Authenticated photocopy of the approved Annual Procurement Plan (APP) and any amendment thereto (1 original copy)	BAC Bids and Awards Committee
2. Approved contract supported by the following documents which are required under COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No . 2005-027 dated February 28, 2005 to be submitted to the Auditor 's Office within five days from the execution of the contract: (1 original copy) 2.1 Invitation to Apply for Eligibility to Bid (1 original copy) 2.2 Letter of Intent (1 original copy) 2.3 Results of Eligibility Check/Screening (1 original copy) 2.4 Bidding Documents enumerated under Section 17.1of the Revised IRR of RA No. 9184 which includes a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete technical description of equipment, aircraft and accessories, scope of works, if applicable, for goods, and rental and repair contracts, and Terms of Reference (TOR) for consultancy services (1 original copy) 2.5 Minutes of Pre-Bid Conference, [Approved Budget for Contract (ABC) P1.0 million and above] (1 original copy)	BAC Bids and Awards Committee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2.6 Agenda and/or Supplemental Bulletins, if any (1 original copy)</p> <p>2.7 Bidders Technical and Financial Proposals (1 original copy)</p> <p>2.8 Minutes of Bid Opening (1 original copy)</p> <p>2.9 Abstract of Bids (1 original copy)</p> <p>2.10 Post-Qualification Report of Technical Working Group (1 original copy)</p> <p>2.11 BAC Resolution declaring winning bidder (1 original copy)</p> <p>2.12 Notice of Post Qualification (1 original copy)</p> <p>2.13 BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract (1 original copy)</p> <p>2.14 Notice of Award (1 original copy)</p> <p>2.15 Performance (1 original copy)</p> <p>2.16 Program of Work and Detailed Estimates (1 original copy)</p> <p>2.17 Notice to Proceed, indicating the date of receipt by the contractor (1 original copy)</p> <p>2.18 Detailed Breakdown of the ABC (1 original copy)</p> <p>2.19 Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time (1 original copy)</p> <p>2.20 Detailed Breakdown of the Contract Cost: (1 original copy)</p> <p><u>Remarks:</u> includes the detailed breakdown of estimates and/or unit cost analysis/derivation for each work item expressed in volume/area/lump sum/lot for infrastructure projects indicating the following, among others, for consultancy services:</p> <ul style="list-style-type: none"> • Schedule of basic rates certified by the consultant with a sworn statement • Derivation of the billing factor/multiplier certified by the consultant with a sworn statement • Detailed breakdown of reimbursable costs based on agreed fixed rates and actual costs/security/maintenance services indicating the monthly lease payment and period of lease for lease contracts - indicating costs and dates of acquisition of the equipment, quantities and cost of materials, spare parts, and supplies furnished by the contractor for janitorial/ security/ maintenance services - indicating the monthly lease payment and period of lease for lease contracts 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Copy of Advertisement of Invitation to Bid/Request for expression of interest (1 original copy)</p> <p>3.1 Newspaper clippings of advertisement (ABC P5.0 million and above for infrastructure, P2.0 million and - above for goods, and P1.0 million or four months duration and above for consulting services) (1 original copy)</p> <p>3.2 Printout copy of advertisement posted in PhilGEPS (1 original copy)</p> <p>3.3 Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places (1 original copy)</p> <p>3.4 Printout copies of advertisement posted in agency website, if any (1 original copy)</p>	BAC Bids and Awards Committee
<p>4. Documentary requirements under Sections 23.1 and 25.2.b for infrastructure projects, 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services, of the Revised IRR of RA No. 9184 (1 original copy)</p>	Requesting Party
<p>5. Minutes of Pre-procurement Conference for projects costing above P5.0 million for infrastructure, P2.0 million ' and above for goods, and 1.0 million and above for consulting services (1 original copy)</p>	BAC Bids and Awards Committee
<p>6. Bid Evaluation Report (1 original copy)</p>	BAC Bids and Awards Committee
<p>7. Ranking of shortlisted bidders for consulting services (1 original copy)</p>	BAC Bids and Awards Committee
<p>8. Post Qualification Evaluation Report (1 original copy)</p>	BAC Bids and Awards Committee
<p>9. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS (1 original copy)</p>	BAC Bids and Awards Committee
<p>10. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No . 9184 (1 original copy)</p>	BAC Bids and Awards Committee
<p>11. Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities (1 original copy)</p>	BAC Bids and Awards Committee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7.1.1 Infrastructure	
Additional documentary requirements common to all infrastructure transactions	
1. Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money (1 original copy)	Requesting Party
2. Common to progress/final payments (1 original copy) 2.1 Statement of Work Accomplished/Progress Billing (1 original copy) 2.2 Inspection Report by the Agency's Authorized Engineer (1 original copy) 2.3 Results of Test Analysis, if applicable (1 original copy) 2.4 Statement of Time Elapsed (1 original copy) 2.5 Monthly Certificate of Payment (1 original copy) 2.6 Contractor's Affidavit on payment of laborers and materials (1 original copy) 2.7 Pictures, before, during and after construction of items of work especially the embedded items (1 original copy) 2.8 Photocopy of vouchers of all previous payments (1 original copy) 2.9 Certificate of completion (1 original copy)	Requesting Party
7.1.1.1 Advance Payment	
Additional documentary requirements	
1. Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee (1 original copy)	Requesting Party
2. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original copy)	Requesting Party
7.1.1.2 Variation Order /Change Order /Extra Work Order	
Additional documentary requirements enumerated under Annex B of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Office of the Auditor for the review/evaluation of the changes in the contract	
1. Copy of Approved Change Order (CO)/Extra Work Order (EWO) (1 original copy)	Requesting Party
2. Copy of the approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications, if applicable , indicating the changes made which shall be color coded (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Copy necessity/justification(s) for the need of such CO and/or EWO which shall include: (a) the computation as to the quantities of the additional works involved per item indicating the specific stations where such works are needed; (b) the date of inspection conducted and the results of such inspection; (c) a detailed estimate of the unit cost of such items of work for new unit costs including those expressed in volume/area/lump-sum/lot (1 original copy)	Requesting Party
4. Copy of the approved/revised PERT/CPM Network Diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations for the additional/deductive time for the subject Change Order/Extra Work Order (1 original copy)	Requesting Party
5. Copy of the approved detailed breakdown of contract cost for the variation order (1 original copy)	Requesting Party
6. Copy of the COA Technical Evaluation Report for the original contract (1 original copy)	Requesting Party
7. If the Variation Order to be reviewed is not the 1st variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report for the previously approved variation orders (1 original copy)	Requesting Party
8. Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost (1 original copy)	Requesting Party
9. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original copy)	Requesting Party
7.1.1.3 Progress Payment	
Additional documentary requirements	
1. Statement of work accomplished (SWA) or progress billing and corresponding request for progress payment for work accomplished (1 original copy)	Requesting Party
7.1.1.4 Final Payment	
Additional documentary requirements	
1. As-Built plans (1 original copy)	Requesting Party
2. Warranty security (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid [DPWH Department Order (DO) No. 109 s. 1993 dated May 4, 1993 and DO No. 119 s. 1993 dated May 11, 1993] (1 original copy)	Requesting Party
4. Copy of turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency (1 original copy)	Requesting Party
7.1.1.5 Release of Retention Money	
Additional documentary requirements	
1. Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand (1 original copy)	Requesting Party
2. Certification from the end-user that the project is completed and inspected (1 original copy)	Requesting Party
7.1.2 Consulting Services	
Additional documentary requirements	
1. Additional documents under Annex D of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Auditor's Office within five days from the execution of the contract: (1 original copy) 1.1 If not in the Terms of Reference, appropriate approved documents indicating the expected outputs/deliverables (1 original copy) 1.2 Copy of the Approved Manning Schedule indicating the names and positions of the consultants and staff and the extent of their participation in the project (1 original copy) 1.3 Copy of the curriculum vitae of the consultants and staff (1 original copy)	Requesting Party
2. Letter request for payment from the consultant (1 original copy)	Requesting Party
3. Approved Consultancy Progress/ Final Reports, and/or output required under contract (1 original copy)	Requesting Party
4. Progress/Final Billing (1 original copy)	Requesting Party
5. Contract of Infrastructure Projects subject of Project Management Consultancy Services (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7.1.3 Goods	
7.1.3.1 Supplies, Materials, Equipment and Motor Vehicles	
Additional documentary requirements	
1. Additional documents required under Annexes F and S of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted within five days upon execution of the contract: (1 original copy) <ul style="list-style-type: none"> 1.1 Certificate of Exclusive Distributorship, if applicable (1 original copy) 1.2 Samples and brochures/photographs, if applicable (1 original copy) 1.3 For imported items: <ul style="list-style-type: none"> a. Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding details (1 original copy) b. Home Consumption Value of the items (1 original copy) c. Breakdown of the expenses incurred in the Importation (1 original copy) 	Requesting Party
2. Original copy of Dealers/Suppliers' Invoices showing the duly signed by the dealer or his representative, and indicating receipt by the proper agency official of items delivered." (1 original copy)	Requesting Party
3. Results of Test Analysis, if applicable (1 original copy)	Requesting Party
4. Tax receipts from the Bureau of Customs (BOC) or the Bureau of Internal Revenue (BIR) indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government [Administrative Order (AO) No. 200 dated November 21, 1990] (1 original copy)	Requesting Party
5. Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative (1 original copy)	Requesting Party
6. For equipment, Property Acknowledgment Receipt (1 original copy)	Requesting Party
7. Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies (1 original copy)	Requesting Party
8. Request for purchase of supplies, materials and equipment duly approved by proper authorities (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Garbage Collection</p> <ol style="list-style-type: none"> 1. Complete description/specifications (brand name, model, make/country of origin, hp, piston displacement, capacity) and number of units of dump trucks to be used (1 original copy) 2. Complete descriptions/specifications (age, condition, brand, etc.) and number of units of all other equipment to be rented/used (1 original copy) 3. Appropriate approved documents containing the terms and conditions, whether operated or bare rental for heavy equipment, whether per trip or package deal; and other relevant condition (1 original copy) 4. The designated dumpsite/location of dumpsite (if provided in a separate document) (1 original copy) 5. The measurement in kilometers of the total distance covered by one complete route for all the required routes to be traveled (1 original copy) 6. Estimated volume in cubic meters of garbage to be hauled from area of operation, including the basis for such estimates (1 original copy) 7. In cases where the type of contract differs from the usual per trip contract basis, sufficient justification and comparative analysis between the type of contract adopted against the basic per trip type of contract (1 original copy) <p>For forwarding/shipping/hauling contract</p> <ol style="list-style-type: none"> 1. The type/kind and technical description of the mode of transportation used (1 original copy) 2. The point of origin and destination including the estimated distance/s if transported by land (1 original copy) 3. The estimated weight and volume of cargoes involved (1 original copy) 	
2. Accomplishment Report (1 original copy)	Requesting Party
3. Request for payment (1 original copy)	Requesting Party
4. Contractor's Bill (1 original copy)	Requesting Party
5. Certificate of Acceptance (1 original copy)	Requesting Party
6. Record of Attendance/Service (1 original copy)	Requesting Party
7. Proof of remittance to concerned government agency and/or GOCCs [BIR/Social Security System (SSS)/Pag-Ibig] (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original copy)	Requesting Party
7.1.3.3 Rental Contracts	
Additional documentary requirements	
<p>1. Additional documents under Annexes L, N and O of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Auditor 's Office within five days from the execution of the contract. (1 original copy)</p> <p>1.1 For privately-owned office/building</p> <p>1.1.a. Complete copy of the building floor plans indicating in shaded colors the rentable space (1 photocopy)</p> <p>1.1.b. Copy of the Certificate of Occupancy of the building or appropriate approved documents showing the date the building was constructed or age of the building (1 original copy)</p> <p>1.1.c Complete description of the building as to type, kind and class including its component parts and equipment facilities such as, but not limited to, parking areas, elevators, air-conditioning systems, firefighting equipment, etc. (1 photocopy)</p> <p>1.1.d Copy of the Master of Deed Declaration and Restrictions in case of lease/rental of office condominiums (1 certified true copy)</p> <p>1.2 For equipment rental/lease/purchase contract</p> <p>1.2.a Agency evaluation of equipment utilization (1 original copy)</p> <p>1.2.b Pertinent data of area of operation (1 original copy)</p>	Requesting Party
2. List of prevailing comparable property within vicinity (1 original copy)	Requesting Party
3. Vicinity map (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Request for payment (1 original copy)	Requesting Party
5. Bill/Invoices (1 original copy)	Requesting Party
6. Certificate of occupancy (space/building) (1 original copy)	Requesting Party
7. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Requesting Party
7.1.3.4 Repair and Maintenance of Aircraft, Equipment and Motor Vehicles	
Additional documentary requirements	
1. Additional documents under Annexes Q and R of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted to the Auditor's Office within five days from the execution of the contract. (1 original copy) 1.1.a Copy of the pre-repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work/extent of repair to be done (1 original copy) 1.1.b Copy of the latest service bulletin, in case of aircraft (1 original copy) 1.1.c Report of waste materials (1 original copy) 1.1.d Copy of document indicating the history of repair (1 original copy)	Requesting Party
2. Post-inspection reports (1 original copy)	Requesting Party
3. Warranty Certificate (1 photocopy)	Requesting Party
4. Request for payment (1 original copy)	Requesting Party
5. Bill/Invoices (1 original copy)	Requesting Party
6. Certificate of Acceptance (1 original copy)	Requesting Party
7. Pre-repair inspection reports (1 original copy)	Requesting Party
8. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original copy)	Requesting Party
7.1.3.5 Advertising Expenses	
Additional documentary requirements	
1. Bill/Statement of Account (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial (1 original copy)	Requesting Party
7.2 Procurement through Alternative Modes	
Basic Requirements Common to All Purchases under alternative mode	
<p>1. Documents to be submitted within five working days from the execution of the contract as required under COA Circular No . 2009-001 dated February 12, 2009 :</p> <p>1.1 Purchase Order/Letter Order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated, especially when the time or date of delivery is dependent on or will be counted from the date of acceptance of the purchase order/letter order/contract) (1 original copy)</p> <p>1.2 Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven calendar days in case of Shopping under Section 52.1(b), and Negotiated Procurement under Sections 53.1 (two failed bidding) and 53.9 (small value procurement) of the Revised IRR of RA No. 9184 (1 original copy)</p> <p>1.3 Performance and warranty securities, except for shopping and negotiated procurement under emergency cases, small value procurement, lease of real property and United Nation (UN) agencies (1 original copy)</p> <p>1.4 BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC</p>	Bids and Awards Committee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Resolution recommending award of contract (1 original copy)</p> <p>1.5 Proof of posting of Notice of Award in the PhilGEPs website, the website of the procuring entity concerned, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity (1 original copy)</p>	
2. Approved Procurement Plan (1 photocopy)	Bids and Awards Committee
3. Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities (1 original copy)	Requesting Party
4. Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered (1 original copy)	Requesting Party
5. Inspection and acceptance report signed "Inspected by" by the authorized agency inspector and signed "accepted by" by the authorized end-user to whom the item was delivered or the property officer if item is for stock (1 original copy)	Requesting Party
6. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC (1 original copy)	Bids and Awards Committee
7. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs (1 original copy)	Bids and Awards Committee
8. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree (1 original copy)	Bids and Awards Committee
7.2.1 Limited Source Bidding	
Additional documentary requirements	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009: 1.1 Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers /suppliers/distributors with known experience and proven capability on the requirements of the particular contract (1 original copy) 1.2 Winning bidder's offer or proposal (1 original copy) 1.3 Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding (1 original copy) 1.4 Notice of Award (1 original copy)	Requesting Party Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee
2. Documentary requirements under Sections 23.1 and 25.2(a) for goods, 23.1 and 25.2(b) for infrastructure, 25.1 and 25.2(c) for consultancy services, of the Revised IRR of RA No. 9184 (1 original copy)	Requesting Party
3. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original copy)	Requesting Party
4. Bid security (required under Section 54.4 IRR-A, RA No. 9184) (1 original copy)	Bids and Awards Committee
7.2.2 Direct Contracting	
Additional documentary requirements	
1. Specific requirements to be submitted within five (5) working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009: 1.1 Copy of letter to selected manufacturer/supplier/distributor to submit a price quotation and conditions of sale (1 original copy)	Requesting Party Bids and Awards Committee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.2 Certificate of Exclusive Distributorship issued by the principal under oath and authenticated by the embassy/consulate nearest the place of the principal, in case of foreign suppliers (1 original copy)	Bids and Awards Committee
1.3 Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government (1 original copy)	Bids and Awards Committee
1.4 Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards (1 original copy)	Bids and Awards Committee
2. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government (1 original copy)	Bids and Awards Committee
3. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof (1 original copy)	Bids and Awards Committee
7.2.3 Repeat Order	
Additional documentary requirements	
1. Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009: 1.1 Copy of the original contract used as basis for repeat order indicating that the original contract was awarded through public bidding (1 copy) 1.2 Certification from the Purchasing Department/Office that the supplier has complied with all the requirements under the original contract (1 original copy)	Requesting Party
7.2.4 Shopping	
Additional documentary requirements	
1. Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009:	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.1 Price quotations from at least three bonafide and reputable manufacturers /suppliers/distributors (1 original copy) 1.2 Abstract of canvass (1 original copy)	
7.2.5 Negotiated Procurement	
Additional documentary requirements	
1. Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009: 1.1 In cases of two failed biddings, emergency cases, take-over of contract and small value procurement Price quotation/bids/final offers from at least be three invited suppliers 1.1.a Abstract of submitted Price Quotation (1 original copy) 1.1.b BAC Resolution recommending award of contract to Lowest (1 original copy) 1.1.c Calculated Responsive Bid (LCRB) (1 original copy) 2. Additional requirements for each case: 2.1 In case of two failed biddings 2.1.a Agency's offer for negotiations with selected suppliers, contractors or consultants (1 original copy) 2.1.b Certification of BAC on the failure of competitive bidding for the second time (1 original copy) 2.1.c Evidence of invitation of observers in all stages of the negotiation (1 original copy) 2.1.d Eligibility documents in case of infrastructure projects (1 original copy)	Requesting Party Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2.2 In emergency cases 2.2.a Justification as to the necessity of purchase (1 original copy)</p>	Requesting Party
<p>2.3 In case of take-over of contracts 2.3.a Copy of terminated contract Reasons for the termination (1 original copy) 2.3.b Negotiation document with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors Approval by the Head of the Procuring Agency to negotiate contracts for projects under exceptional cases</p>	Requesting Party Bids and Awards Committee
<p>2.4 In case of small value procurement 2.4.a Letter/invitation to submit proposals (1 original copy)</p>	Bids and Awards Committee
<p>2.5 For adjacent or contiguous projects 2.5.a Original contract and any document indicating that the same resulted from competitive bidding (1 original copy) 2.5.b Scope of work which should be related or similar to the scope of work of the original contract (1 original copy) 2.5.c Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay (1 original copy)</p>	Bids and Awards Committee Requesting Party Bids and Awards Committee
7.3 For procurement through ADA or direct payment	
Basic Requirements Common to All Purchases under alternative mode	
1. Same documents required under goods, infrastructure or consulting services depending on the mode of procurement adopted and the nature of expenses (1 original copy)	Requesting Party
2. Letter request from the Head of the Agency to the Bank to pay/credit the account of the supplier (1 original copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Confirmation from the bank that the account of the supplier has already been credited (for post audit purposes) (1 original copy)	Cashier Unit
8.0 HUMAN RESOURCE DEVELOPMENT AND TRAINING PROGRAM	
Documentary Requirements	
1. Budget estimates approved by the Head of Agency (1 original copy)	Human Resources Section
2. Schedule of training approved by the Head of the Agency (1 original copy)	Human Resources Section
3. Same requirements under procurement depending on the nature of expense and the mode of procurement adopted (1 original copy)	Human Resources Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the claims with its corresponding supporting documents and complete signatures to the FAD.	1.1 Check completeness of signature and supporting documents.	None	4 hours	Administrative Assistant II (Budget Section)
	1.2 Check the computation and verification of availability of allotment per Programs, Activities, Projects (PAPs) and per Responsibility Center.	None	4 hours	Administrative Officer IV (Budget Section)
	1.3 Assigning of ORS number and recording of obligation to the Registry of Allotment, Obligations and Disbursement (RAOD) and Registry of Budget Utilization and Disbursement (RBUD).	None	4 hours	Administrative Officer IV (Budget Section)
	1.4 Certification of Obligation Request Status (ORS).	None	4 hours	Administrative Officer V (Budget Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Review of completeness of supporting documents.	None	4 hours	Administrative Officer IV (Accounting Section)
	1.6 Review of computation and verification of cash availability.	None	4 hours	Accountant I (Accounting Section)
	1.7 Recording of accounting entries in the Disbursement Voucher (DV).	None	4 hours	Accountant I (Accounting Section)
	1.8 Certification of the completeness of documents the amount claimed proper.	None	3 hours	Accountant III (Accounting Section)
	1.9 Check the signature of the approving authority from the disbursement voucher.	None	1 hour	Administrative Assistant III (Cashier Unit)
	1.10 Verify and Maintain Check and Advices to Debit Account Disbursement Record.	None	2 hours	Administrative Assistant III (Cashier Unit)
	1.11 Preparation of List of Due and Demandable Accounts Payable (LDDAP-ADA)/Advice of Checks Issued and Cancelled (ACIC)/ Checks.	None	3 hours	Administrative Assistant III (Cashier Unit)
	1.12 Recording to Report of Cheques Issued and Report of Advice to Debit Account Issued	None	2 hours	Administrative Assistant III (Cashier Unit)
	1.13 Verify and Check the Name of the Payee and the amount to be paid.	None	1 hour	Accountant III (Accounting Section)
	1.14 Review and Certify the List of Due and Demandable Accounts Payable (LDDAP-ADA)/Advice of Checks Issued	None	2 hours	Accountant III (Accounting Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	and Cancelled (ACIC)/ Checks.			
	1.15 Approve the ACIC through electronic Modified Disbursement System (eMDS) of the Landbank of the Philippines (LBP) weAccess (For eMDS payments). Payments will then be credited the next day. For manual payments, approve LDDAP-ADA.	None	5 hours	Supervising Administrative Officer (Finance and Administrative Division) / Executive Director III (Office of the Executive Director)
	1.16 Sign of advice to debit account.	None	5 hours	Executive Director (Office of the Executive Director)
	1.17 Transmit to the LBP the LDDAP-ADA and ACIC for processing.	None	4 hours	Administrative Assistant III (Cashier Unit)
TOTAL		None	7 days	

2. Request for Certification, Service Records, and Other Documents

Issuance of certification (e.g. true copy of travel order, payment for mandatory contribution, etc.) to FPA Officials and Employees.

Office or Division:	Finance and Administrative Division (FAD) - Human Resources Section (HR Section)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed and properly accomplished Document Request Form (DRF) (1 Original copy)	Human Resources Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplished Document Request Form (DRF).	1. Provide DRF to the requesting personnel.	None	5 minutes	Administrative Officer IV (Human Resources Section)
2. Submit the duly accomplished DRF to Human Resources Section.	2.1 Receive the request.	None	5 minutes	Administrative Officer IV (Human Resources Section)
	2.2 Prepare the requested document based on Employee 201 File and HR Documents.	None	3 hours	Administrative Officer IV (Human Resources Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Review the requested document	None	1 hour	Administrative Officer V (Human Resources Section)
	2.4 Approve the requested document.	None	3 hours	Administrative Officer V (Human Resources Section)
	2.5 Release the requested document.	None	50 minutes	Administrative Officer IV (Human Resources Section)
TOTAL		None	1 day	

3. Application for Leave

Process the Application of leave of FPA Officials and Employees.

Office or Division:	Finance and Administrative Division (FAD) - Human Resources Section (HR Section) and Office of the Executive Director (OED)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application for Leave (CSC Form No. 6, Revised 2020) (3 Original copy) and Supporting Requirements, as applicable	Human Resources Section
Vacation Leave	
A. Thirty (30) days and above	
1. Duly approved Clearance from Money, Property and Work-Related Accountabilities (1 Original Copy)	Requesting Personnel
B. Outside the Philippines	
1. Letter request for issuance of Travel Authority stating details of travel (1 Original Copy)	Requesting Personnel
2. Endorsement by immediate supervisor allowing the employee's leave of absence (1 Original Copy)	Requesting Personnel
3. Certificate of No Administrative Case (1 Original Copy)	Requesting Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sick Leave	
A. Five (5) days or more or filed in advance	
1. Medical Certificate (Medical Abstract) of the employee or any member of the family. In case medical consultation was not availed of, an affidavit should be executed by the applicant. (1 Original Copy)	Requesting Personnel
Mandatory/Forced Leave (5 days)	
1. Approved Schedule of Mandatory Leave (1 Original Copy)	Requesting Personnel
Expanded Maternity Leave under R.A. 11210 (105 days and additional 5 days for solo parent)	
1. Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery(1 Original Copy)	Requesting Personnel
2. Duly approved Clearance from Money, Property and Work-Related Accountabilities (1 Original Copy)	Requesting Personnel
3. Parental Leave under R.A. 8972: Solo Parent Identification Card (1 Certified True Copy)	Requesting Personnel
Paternity Leave under R.A. 8187	
1. Certificate of Live Birth of the child or medical certificate from the hospital, in case of miscarriage (1 Original or Certified True Copy)	Requesting Personnel
Special Emergency Leave under CSC MC02 s. 2012 (maximum of 5 days)	
1. Calamity declaration by authorized government entity (1 Electronic Copy)	Requesting Personnel
2. Barangay Certification of calamity-stricken area (1 Original Copy)	Requesting Personnel
3. Picture of damaged property (1 photocopy/electronic copy)	Requesting Personnel
Study Leave	
1. Letter of Intent (1 Original Copy)	Requesting Personnel
2. Proof of enrolment (1 Photocopy/1 Electronic Copy)	Requesting Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Service Undertaking (1 original Copy)	Requesting Personnel
4. Duly approve Clearance from Money, Property and Work-Related Accountabilities, if thirty (30) days or more (1 Original Copy)	Requesting Personnel
Special Leave Benefits under R.A. 9710 <i>(For women who will undergo gynecological treatment)</i>	
1. Medical Certificate stating the nature of the illness and the course of treatment and Medical Abstract (1 Original Copy)	Requesting Personnel
2. Duly approved Clearance from Money, Property and Work Related Accountabilities (if thirty (30) days or more) (1 original Copy)	Requesting Personnel
Violence Against Women and their Children (VAWC) Leave under R.A. 9262 <i>(maximum of 10 Days)</i>	
1. Barangay Protection Order (BPO) obtained from the barangay; (1 Original Copy)	Requesting Personnel
2. Temporary/Permanent Protection Order (TPO/PPO) obtained from the court; (1 original Copy)	Requesting Personnel
3. If the protection order is not yet issued by the barangay or the court, a certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO, TPO or PPO has been filed with the said office shall be sufficient to support the application for the ten-day leave; or (1 Original Copy)	Requesting Personnel
4. In the absence of the BPO/TPO/PPO or the certification, a police report specifying the details of the occurrence of violence on the victim and a medical certificate may be considered, at the discretion of the immediate supervisor of the woman employee concerned.	Requesting Personnel
Rehabilitation Leave (job related injuries or accidents sustained in going to or from the office at usual route)	
1. Letter request signed by the employee or in case the employee is unable to write, his/her immediate family (1 Original Copy)	Requesting Personnel
2. Police Report (if any) (1 Original Copy)	Requesting Personnel
3. Medical Certificate stating the nature of the illness and the course of treatment and Medical Abstract (1 original Copy)	Requesting Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Duly approved Clearance from Money, Property and Work-Related Accountabilities, if thirty (30) days or more (1 Original Copy)	Requesting Personnel
Monetization of Leave Benefits	
1. Letter request stating purpose of monetization if more than thirty (30) days (1 Original Copy)	Requesting Personnel
2. Proof of purpose Terminal Leave (1 Photocopy)	Requesting Personnel
3. Acceptance Letter in case of resignation/ retirement/ separation (1 Original copy)	Requesting Personnel
4. Clearance from Money, Property and Work Related Accountabilities (if thirty (30) days or more) (1 original Copy)	Requesting Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. File the duly accomplished Application for Leave Form CSC Form No. 6 and supporting requirements.	1.1 Review the application as to the completeness of supporting requirements, details and signatures and availability of leave credits. .	None	30 minutes	Administrative Officer IV (Human Resources Section)
	1.2. Accomplish and sign Leave Credit Balances on the Application for Leave.	None	30 minutes	Administrative Officer V (Human Resources Section)
	1.3 Check the leave balance, indicate and certify available leave balances.	None	1 hour	Administrative Officer V (Human Resources Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Recommend approval or provide reason for disapproval.	None	6 hours	Chief of the Requesting Division
	1.5 Submit the CSC Form No. 6 to the Office of the Executive Director (OED).	None	2 hours	Administrative Officer IV (Human Resources Section)
	1.6 Approve or provide reason for disapproval.	None	1 day	Executive Director III (Office of the Executive Director)
	1.7 Update personnel's leave balance and provide a copy of approved/disapproved application	None	4 hours	Administrative Officer IV (Human Resources Section)
	1.8 Release the approved/disapproved Application for Leave.	None	2 hours	Administrative Officer IV (Human Resources Section)
TOTAL		None	3 days	

4. Issuance of Clearance Form and Acceptance Letter For Retirement/ Separation/ Resignation/ Transfer of Personnel

For the processing of clearance of retired/separated/resigned/transferred FPA personnel.

Office or Division:	Finance and Administrative Division (FAD) - Human Resources Section (HR Section), General Services Section (GSS) and Cashier Unit, Planning, Management and Information Division (PMID), and Office of the Executive Director (OED), Legal Services
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Letter of Intent (1 Original copy)	Requesting Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved letter of intent to the Human Resources Section.	1.1 Prepare an acceptance letter.	None	30 minutes	Administrative Officer IV (Human Resources Section)
	1.2 Issue acceptance letter, list of requirements to comply, and clearance form.	None	30 minutes	Administrative Officer IV (Human Resources Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
2. Route the Clearance Form.	2.1 Indicate status of accountabilities from the following units:			
	2.1.1 Administrative Services a. Supply and Property Procurement and Management Services b. Human Resource Welfare and Assistance c. Agency-accredited Union/Cooperative	None	2 days	Administrative Office V, (General Services Section) Administrative Officer V, (Human Resources Section) President, FPA Employee Association (FPAEA)
	2.1.2 Library a. Library Services	None	6 hours	Administrative Officer V, (Planning, Management and Information Division)
	2.1.3 Finance and Asset Management a. Financial Services b. Transaction, Processing and Billing Services Payroll and Remittance Services	None	2 days	Chief Administrative Officer, (Finance and Administrative Division) Administrative Officer II (Cashier Unit), Administrative Officer IV (Human Resources Section)
	2.1.4 Professional and Institutional Development a. Scholarship Services	None	1 day	Personnel Development Team Chair

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	2.1.5 Certification of No Pending Administrative Case: a. Internal Affairs Office/Legal Office If the employee has no accountability: tick the box under the "Cleared" column. Otherwise, tick the box under "Not "	None	1 day	Attorney IV (Legal Services)
	2.1.6 Review clearances from units.	None	30 minutes	Chief Administrative Officer (Finance and Administrative Division)
3. Submit the copy of clearance to Human Resources Section.	3. If not cleared, provide the employee a copy of uncleared accountability. If cleared, release the Approved Clearance.	None	30 minutes	Administrative Officer IV (Human Resources Section)
TOTAL		None	7 days	

5. Issuance of Clearance Form for Leave Application of More Than 30 Days and Separation Due to Death

For the processing of clearance for leave application for more than 30 days and separation due to death.

Office or Division:	Finance and Administrative Division (FAD) - Human Resources Section (HR Section), General Services Section (GSS) and Cashier Unit, Planning, Management and Information Division (PMID), and Office of the Executive Director (OED), Legal Services
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly filled-out request Form (1 Original copy)	Human Resources Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved letter of intent to the Human Resources Section.	1.1 Screen the requests as to the correctness of units/signatories authorized to issue clearance.	None	30 minutes	Administrative Officer IV (Human Resources Section)
	1.2 Issue clearance form.	None	30 minutes	Administrative Officer IV (Human Resources Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
2. Route the Clearance Form.	2.1 Indicate status of accountabilities from the following units:			
	2.1.1 Administrative Services a. Supply and Property Procurement and Management Services b. Human Resource Welfare and Assistance c. Agency-accredited Union/Cooperative	None	2 days	Administrative Office V (GSS)
	2.1.2 Library a. Library Services	None	6 hours	Administrative Officer V (Planning, Management and Information Division)
	2.1.3 Finance and Asset Management a. Financial Services b. Transaction, Processing and Billing Services c. Payroll and Remittance Services	None	2 days	Chief Administrative Officer (FAD), Administrative Officer II (Cashier Unit), Administrative Officer IV (Human Resources Section)
	2.1.4 Professional and Institutional Development a. Scholarship Services	None	1 day	Personnel Development Team Chair
	2.1.5 Certification of No Pending Administrative Case:	None	1 day	Attorney IV (Legal Services)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	<p>a. Internal Affairs Office/ Legal Office</p> <p>If the employee has no accountability: tick the box under the "Cleared" column. Otherwise, tick the box under "Not "</p>			
	2.1.6 Review clearances from units.	None	30 minutes	Chief Administrative Officer (Finance and Administrative Division)
3. Submit the copy of clearance to Human Resources Section.	3. If not cleared, provide the employee a copy of uncleared accountability. If cleared, release the Approved Clearance.	None	30 minutes	Administrative Officer IV (Human Resources Section)
TOTAL		None	7 days	

6. Learning and Development Services

Evaluation and approval of FPA Officials and Employees to attend training, workshop, seminar and the like.

Office or Division:	Finance and Administrative Division (FAD) - Human Resources Section (HR Section), Office of the Executive Director (OED), and Personnel Development Team
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Invitation letter received by Office of the Executive Director, Divisions and Regional Field Units, Directors (1 photocopy or 1 electronic copy)	Human Resources Section
2. Endorsement letter (1 original copy)	Office of the Executive Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the invitation letter and the endorsement letter from the recommending authority to Human Resources Section.	1.1 Receive the invitation letter and the endorsement letter.	None	4 hours	Admin Officer IV (Human Resources Section)
	1.2 Evaluate and prepare the list of the employees who signified interest to attend training, workshop, seminar and the like.	None	5 days	Admin Officer IV (Human Resources Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Submit shortlisted qualified personnel to the concerned Divisions/Units and to the Personnel Development Team.	None	4 hours	Admin Officer IV (Human Resources Section)
	1. 4 Convene to decide who among the nominees will be endorsed to the Executive Director.	None	1 day	Personnel Development Team
	1.5 Receive and evaluate the submitted endorsement and documentary requirements from the Personnel Development Team.	None	1 day	Executive Director (Office of the Executive Director)
	1.6 Prepare Special Order authorizing the selected nominee/s to attend training, workshop, seminar and the like.	None	4 hours	Admin Officer IV (Human Resources Section)
	1.7 Approve Special Order authorizing the selected nominee/s to attend training, workshop, seminar and the like.	None	1 day	Executive Director (Office of the Executive Director)
	1.8 Issue the approved Special Order.	None	4 hours	Admin Officer IV (Human Resources Section)
TOTAL		None	10 days	

7. Processing of Terminal Leave

Preparation of disbursement voucher for the terminal leave benefits upon receipt of Notice of Cash Allocation (NCA).

Office or Division:	Finance and Administrative Division (FAD) - Human Resources Section (HR Section)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved letter of intent to retire (1 original copy)	Requesting Party
2. Application for retirement (1 original copy)	Requesting Party
3. Signed office clearance (2 original copy)	Requesting Party
4. GSIS clearance (1 original copy)	Government Service Insurance System (GSIS)
5. Terminal leave application (2 original copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements to the Human Resources Section.	1.1 Receive and evaluate the submitted documentary requirements for the preparation of payroll or disbursement voucher.	None	3 days	Administrative Officer V (Human Resources Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Determine available leave credits, if applicable.	None	5 days	Administrative Officer V (Human Resources Section)
2. Submit to the Human Resources Section the letter of intent to retire, fill out the application for retirement and sign the clearance.	2. Receive the submitted documents and route the Clearance for signature.	None	*7 days	Administrative Officer V (Human Resources Section)
3. Submit GSIS Clearance and signed application of terminal leave benefits to Human Resources Section.	3.1 Receive and process application for terminal leave benefits.	None	2 days	Administrative Officer V (Human Resources Section)
	3.2 Submit documents to Budget Section for request for funding allocation.	None	1 day	Administrative Officer V (Human Resources Section)
	3.3 Prepare disbursement voucher for terminal leave upon receipt of the NCA.	None	1 day	Administrative Officer V (Human Resources Section)
TOTAL		None	19 days	

*per clearing unit/ division

8. Driver and Vehicle Services

Issuance of approved Vehicle Trip Ticket intended for the requested Driver and Vehicle Services.

Office or Division:	Finance and Administrative Division (FAD) - General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Vehicle Request Form (VRF) (1 Original copy)	General Services Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Vehicle Request Form (VRF) to GSS.	1.1 Receive the approved Vehicle Request Form (VRF).	None	30 minutes	Administrative Officer III, General Services Section
	1.2 Check for completeness of details and signatures.	None	30 minutes	Administrative Officer III, General Services Section
	1.3 Check availability of vehicle and driver	None	3 hours	Administrative Officer III, General Services Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepare the Vehicle Trip Ticket.	None	1 hour and 30 minutes	Administrative Officer III, General Services Section
	1.5 Approve the Vehicle Trip Ticket.	None	2 hours	Administrative Officer V, General Services Section
	1.6 Furnish a copy of the approved Vehicle Trip Ticket to the requesting party, to the assigned driver and to the guard-on-duty.	None	30 minutes	Administrative Officer III, General Services Section
TOTAL		None	1 day	

9. Inventory and Other Supply Material Services Placement of Order Request

For the processing of placement of order requests.

Office or Division:	Finance and Administrative Division (FAD) - General Services Section (GSS) and Budget Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Request (2 Original copy)	Requesting party
2. Purchase Order (2 Original copy)	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR) to the General Services Section (GSS).	1.1 Receive the approved PR and check for completeness of details and signatures.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.2 Prepare Request for Quotation (RFQ) per approved PR	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.3 Canvass for price quotation from at least three (3) suppliers	None	3 days	Administrative Officer III/ Administrative Officer V General Services Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepare the Summary of Quotation (SOQ) based on the RFQs.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.5 Approve the SOQ.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.6 Purchase the goods/service from the supplier with the lowest responsive quote.	None	1 day	Administrative Officer III/ Administrative Officer V General Services Section
Remarks: In case there is a need to issue PO/JO, actions are as follows:				
	1.7 Prepare Obligation Request and Status (ORS) and Purchase Order (PO)/Job Order (JO).	None	1 day	Administrative Officer III
	1.8 Check the PO and assign reference number	None	4 hours	Administrative Officer V, General Services Section
	1.9 Sign the Box A portion of the ORS	None	2 hours	Chief of the Requesting Division
	1.10 Forward the prepared PO with signed ORS to Finance Division.	None	2 hours	Administrative Officer V, Budget Section
TOTAL		None	7 days	

10. Inventory Issuance

Inventory issuance for the FPA Officials and Employees

Office or Division:	Finance and Administrative Division (FAD) - General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Requisition and Issuance Slip (RIS) (2 Original copy)	General Services Section (GSS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Requisition and Issuance Slip (RIS) to GSS	1.1 Receive the approved RIS and check for completeness of details and signatures.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.2 Check the availability of items requested and assign control number for the RIS.	None	6 hours	Administrative Officer III/ Administrative Officer V General Services Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Prepare Inventory Custodian Slip (ICS) / Property Acknowledgement Receipt (PAR).	None	8 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.4 Sign / Approve the ICS / PAR.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.5 Issue the items to the requesting party together with the ICS/PAR.	None	6 hours	Administrative Officer III/ Administrative Officer V General Services Section
TOTAL		None	3 days	

11. Liaison Services for Incoming Documents

Distribution of the received documents from FPA Regional Field Units to FPA Central Office/Divisions.

Office or Division:	Finance and Administrative Division (FAD) - General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document Transmittal Request Form (DTRF) (1 Original copy)	General Services Section (GSS)
2. Incoming Documents	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the intra-office documents to the FPA Central Office with the accomplished Document Transmittal Request Form (DTRF).	1.1 Receive the incoming documents through mail or personal delivery from FPA-RFU officials/ employees and clients with the DTRF.	None	30 minutes	Administrative Officer III/ Administrative Officer V General Services Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Sort the incoming documents according to divisions/ addressees.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.3 Encode details of the incoming documents into the computer database/log book.	None	4 hours and 30 minutes	Administrative Officer III/ Administrative Officer V General Services Section
	1.4 Distribute the incoming documents to the respective divisions/ addressees.	None	1 hour	Administrative Officer III/ Administrative Officer V General Services Section
TOTAL		None	1 day	

12. Liaison Services for Outgoing Documents

Distribution of inter/intra office outgoing documents to the concerned divisions, agencies, and other individuals and entities thru hand carry.

Office or Division:	Finance and Administrative Division (FAD) - General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document Transmittal Request Form (DTRF) (1 Original copy)	General Services Section (GSS)
2. Outgoing Documents	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the inter/intra office outgoing documents with the accomplished Document Transmittal Request Form (DTRF) to General Services Section (GSS).	1.1 Receive the signed DTRF and check the completeness of details and signatures together with the outgoing documents.	None	30 minutes	Administrative Officer III/ Administrative Officer V General Services Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Sort the outgoing documents according to the addressee.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.3 Encode details of the outgoing documents into the computer database/log book.	None	4 hours and 30 minutes	Administrative Officer III/ Administrative Officer V General Services Section
	1.4 Prepare the outgoing documents for delivery thru hand carry outside of the FPA.	None	1 hour	Administrative Officer III/ Administrative Officer V General Services Section
	1.5 Request for dispatch of a service vehicle from the GSS.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.6 Facilitate sending of the outgoing documents to the respective addressee.	None	6 hours	Administrative Officer III/ Administrative Officer V General Services Section
TOTAL		None	2 days	

13. Liaison Services for Outgoing Documents - Mailing

Distribution of inter/intra office outgoing documents to the concerned divisions, agencies, and other individuals and entities thru mail or other private couriers.

Office or Division:	Finance and Administrative Division (FAD) - General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees, Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document Transmittal Request Form (DTRF) (1 Original copy)	General Services Section (GSS)
2. Outgoing Documents	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the inter/intra office outgoing documents with the accomplished Document Transmittal Request Form (DTRF) to GSS.	1.1 Receive the signed DTRF and check the completeness of details and signatures together with the outgoing documents.	None	30 minutes	Administrative Officer III/ Administrative Officer V General Services Section
	1.2 Sort the outgoing documents according to the addressee.	None	3 hours	Administrative Officer III/ Administrative Officer V General Services Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Encode details of the outgoing documents into the computer database/log book	None	4 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.4 Prepare the outgoing documents for delivery thru mail or private courier	None	4 hours and 30 minutes	Administrative Officer III/ Administrative Officer V General Services Section
	1.5 Request for dispatch of a service vehicle from the GSS.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.6 Request for petty cash fund from the GSS.	None	2 hours	Administrative Officer III/ Administrative Officer V General Services Section
	1.7 Facilitate sending of the outgoing documents to the respective addressee.	None	1 day	Administrative Officer III/ Administrative Officer V General Services Section
TOTAL		None	3 days	

14. Repair and Maintenance Services

Request for the repair and maintenance services for the agency's properties.

Office or Division:	Finance and Administrative Division (FAD) - General Services Section (GSS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	FPA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Repair and Maintenance Request Form (RMRF) (1 Original copy)	General Services Section (GSS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed Repair and Maintenance Request Form (RMRF) to the assigned staff of the General Services Section (GSS).	1.1 Receive the signed Repair and Maintenance Request Form (RMRF) and check for completeness of details and signatures.	None	2 hours	Administrative Officer III, General Services Section
	1.2 Conduct ocular inspection and assessment of the reported area/item requiring repair/maintenance.	None	4 hours	Administrative Aide, General Services Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (PHP)	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Recommend necessary actions and supplies/materials requirement.	None	2 hours	Administrative Aide, General Services Section
	1.4 Approve the recommendations and supplies/materials requirement.	None	2 hours	Administrative Officer V, General Services Section
	1.5 Implement recommendations/ actions. Remarks: In case there is a need to purchase supplies / materials, refer to procedure details under Inventory and Other Supply Material Services (Procurement). Moderate repair and maintenance activities require procurement and scheduling. Complex repair and maintenance activities require procurement, scheduling and construction.	None	1 day and 6 hours	Administrative Aide, General Services Section
	TOTAL	None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p><u>For walk-ins:</u></p> <ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Feedback and/or Commendation portion of the CSR Form. 4. Drop it in the designated drop box at the main entrance beside the desk of the guard on duty. <p><u>For online:</u> Survey Form link can be access through https://forms.gle/SgowXznnsDJJtqgL6 or you may email at info.dafpa@gmail.com</p> <p>Other concerns may be coursed through the Planning, Management and Information Division (PMID)</p> <p>Email Address: pmid.fpa@gmail.com Contact Number: (02) 8920-8573</p>
How is feedback processed?	<p><u>For walk-ins:</u> The Information Officer III compiles and records all feedback submitted. For feedback requiring answers are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint.</p> <p><u>For emails/calls:</u> The Information Officer III verifies the nature of the feedback/complaint and shall endorse to the concerned personnel/office and/or the FPA Committee on Anti-Red Tape (FPA CART) via email. Upon receiving the reply from the concerned personnel/office, the client shall be informed via email or phone call.</p>
How to file complaint?	<p>To file a complaint against the Authority, provide the following details via email:</p> <ul style="list-style-type: none"> - Full name and Contact Information of the Complainant - Sex (Male or Female)

FEEDBACK AND COMPLAINTS MECHANISM	
	<ul style="list-style-type: none"> - Narrative/Details of the complaint - Evidence - Name of the person/office being complained <p>You may send all complaints against FPA to info.dafpa@gmail.com Or call us at (02) 8920-8573, (02) 8426-1572/ (02) 8371-5388</p> <p>Or you may course them through:</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908–881–6565</p>
How are complaints being processed?	<p>All complaints received against the Authority will be evaluated by the FPA Committee on Anti–Red Tape (FPA CART).</p> <p>The FPA CART reviews and evaluates the complaints received on daily basis. The FPA CART shall coordinate with the concerned Office/s to address the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the FPA CART shall submit an incident report to the Executive Director III, for appropriate action.</p> <p>The FPA CART shall give the feedback to the clients via email.</p> <p>For follow–ups or queries, the contact information are as follows: (02) 8920-8573, (02) 8426-1572/ (02) 8371-5388</p>

FEEDBACK AND COMPLAINTS MECHANISM

Contact information of CIC-Legal,
ARTA, Presidential Complaints
Center (PCC), CSC Contact
Center ng Bayan (CCB)

CIC-Legal:
cichelpdesk@creditinfo.gov.ph
(02) 8236-5900
ARTA: complaints@arta.gov.ph or
Telephone No. 1-ARTA (2782)

PCC: 8889
CCB: 0908-881-6565 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
CENTRAL OFFICE		
Fertilizer Regulations Division (FRD)	1 st Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	frsdguardians@gmail.com 8441-16-01
Pesticide Regulations Division (PRD)	1 st Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	fpa.prd2@gmail.com 8922-33-68
Laboratory Services Division (PRD)	3 rd Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	fpa.lsd@gmail.com 8920-84-49
Office of the Executive Director (OED)	2 nd Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	fpa.oed@gmail.com 8426-15-72
Planning, Management and Information Division (PMID)	3 rd Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	pmid.fpa@gmail.com 8920-85-73
Field Operations Coordinating Unit (FOCU)	2 nd Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	fpa.focu.general@gmail.com 8927-36-47
Human Resources Unit /Property Unit (HR/Property)	2 nd Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	hrsection.fpa@gmail.com (HR) fpa77property@gmail.com (Property) 8920-82-38
Cashier	1 st Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	fad.fpa@gmail.com 8426-50-58

Office	Address	Contact Information
Finance/Budget Section	2 nd Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	fpabudget2020@gmail.com/ acctgsection.fpa@gmail.com 8928-25-36
REGIONAL FIELD UNITS (RFU)		
RFU CAR	2nd Floor Caoili Bldg, Km 10 Shilan, La Trinidad, Benguet	fpa.regioncar.07218@gmail.com
RFU I	1st Floor Department of Agriculture, Aguila Road, Sevilla, San Fernando City, La Union	fparegion1@gmail.com
RFU II	DA-CVIAL Compound, BAI Bldg., RII Regional Center, Carig Sur, Tuguegarao City, Cagayan	cagayanvalley.fpa@gmail.com (078) 255 4491
RFU III	Department of Agriculture – Regulatory Division, Brgy. Sto. Nino, City of San Fernando, Pampanga	fpa_r3@yahoo.com
RFU IV	DA LARES compound, Maraouy, Lipa City, Batangas	fparegioniv@gmail.com (04) 39813048
RFU V	DA-RFO5 Compound, San Agustin, Pili, Camarines Sur	fpa.bicol5@gmail.com (05) 48819815
RFU VI	DA Field Unit VI, Parola, Iloilo City	fpa6westernvisayas@gmail.com (03) 3370611
RFU NIR	DA-NIR, APCO Satellite Office, LBP Bldg., Gatuslao St., Cottage Road, Bacolod City, Negros Occidental	fpa6aklan@gmail.com
RFU VII	Mandaue Experiment Station, DA-RFO 7 MES Complex Maguikay Mandaue City	fpa_cebu@yahoo.com
RFU VIII	2nd Floor, Rm 4 CEBU CFI Community Cooperative, Guinapondan, Palo Leyte	fparegionalofficeviii@gmail.com (053) 8884819

Office	Address	Contact Information
RFU IX	Caperig Bldg., Sabate St., Sto. Niño, Pagadian City	fpar_ix@yahoo.com
RFU X	Ajland Dev't Corp. Cugman, Cagayan De Oro City	fpa_x@yahoo.com
RFU XI	Suite No. 9 Granland Business Center, R. Castillo St. Agdao, Davao City	fpaxidavao@gmail.com (082) 2214176
RFU XII	2nd Floor, KL Lucena Realty Bldg., Alunan Ave., Koronadal City	region12.fpa@gmail.com (083) 8778661
RFU CARAGA	Door 3, SBR Apartment, Fernandez Homesite, Libertad, Butuan City	fpa13caraga@gmail.com (082) 2214176
RFU NCR	3 rd Floor, FPA Building, Bureau of Animal Industry Compound, Brgy. Vasra, Diliman, Quezon City	fpa.ncrregionaloffice@gmail.com 8927-36-47




Fertilizer and Pesticide Authority

FPA Building, Bureau of Animal Industry Compound,
Visayas Avenue, Diliman, Quezon City

 fpacentral77@gmail.com

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 fpa.da.gov.ph

 (02)8920-8573 / (02)8927-2536
(02)8927-3647