



Department of Agriculture

CITIZEN'S CHARTER
2020 (2nd EDITION)

I. Mandate

The Department is the government agency responsible for the promotion of agricultural development by providing the policy framework, public investments, and support services needed for domestic and export-oriented business enterprises. The DA envisions a food-secured and resilient Philippines with empowered and prosperous farmers and fishers. As such, it shall collectively empower them and the private sector to increase agricultural productivity and profitability, taking into account sustainable, competitive, and resilient technologies and practices. Hence, its battle cry is simply: **“Masaganang Ani at Mataas na Kita!”**

II. Mission

To collectively empower farmers and fisher folk and the private sector to increase agricultural productivity and profitability, taking into account sustainability and resilience.

III. Vision

A food secured and resilient Philippines with empowered and prosperous farmers and fisher folk.

IV. Service Pledge

Transforming Philippine Agriculture

One DA Reform Agenda: 18 Pillars and Key Strategies

- **Bayanihan Agri-Clusters (BACs)**

Farm clustering and consolidation, which will be known as “Bayanihan Agri Clusters” (BAC), involves the integration of government interventions—such as provision of loans, farm mechanization, free seeds and fertilizers, and market support—to organized farmer/fisher groups. It aims to empower stakeholders to reduce production costs, gain more benefits from the agriculture value chain, and direct interventions to achieve economies of scale.

- **Collective Action/Cooperative Development**

Collective action involves organizing farmers/fishers into cooperatives or business entities to become viable blocks or units of production enjoying higher efficiencies in operations and improved profits.

Linkages between organized farmers/fishers and major players in the food industry must be established to gain a steady market for their produce. The “big brother-small brother” arrangement between major agribusiness firms and organized agriculture smallholders will also facilitate transfer of technologies.

- **Province-Led Agriculture and Fisheries Extension System (PAFES)**

To strengthen the collaboration between DA, local government units, academe, and private sector, the Provincial Agricultural and Fisheries Extension Systems (PAFES) will be institutionalized to bring extension services to the grassroots level amid the challenges of devolution.

With PAFES, the province serves as an extension hub that synchronizes agricultural plans and programs as well as orchestrate the activities of the various stakeholders. DA will co-plan, co-invest, co-implement, and co-monitor priority projects in the provinces, particularly as they embark on commodity specializations to maximize comparative advantage.

- **Mobilization and Empowerment of Partners**

The DA will pursue a policy of active participation and partnership with the private sector in establishing more agri-based industries in the countryside and developing markets for agriculture products.

In particular, the DA will continuously court partnerships with local government units and individual provinces.

- **Diversification**

Farmers, particularly those involved in the production of rice, corn, and coconut, will be encouraged and supported to diversify into other commodities such as vegetables and other high-value seasonal crops to boost their incomes.

- **Credit Support**

DA's agricultural credit policy framework will now focus on promoting active participation of the banking sector and government financial institutions in the rural financial system.

- **Technology and Innovation including Digital Agriculture**

Digital technology and innovations, such as e-Kadiwa and the use of data analytics, will be leveraged throughout the food value chain and logistics, starting with the efficient distribution of inputs to farmers enrolled in the Registry System for Basic Sectors in Agriculture (RSBSA). The automated system will improve farm productivity and cut waste by using analytics to facilitate data-driven farming practices for small farmers.

Crop production will be monitored using digital databases to strengthen the digitization of farming and agribusiness activities in the country and pave the way for "Agriculture 4.0".

- **Farm Mechanization and Infrastructure Investments**

Vital rural infrastructure such as farm-to-market roads, irrigation systems, postharvest facilities, storage, tolling, processing, and marketing facilities, in partnership with the private sector and concerned agencies and LGUs will be aligned and planned out according to their impact on supply, markets, and climate change.

The private sector and LGUs will also be engaged in the creation of food hubs and establishment of efficient transport and logistics systems.

- **Climate Change Adaptation and Mitigation Measures**

The DA will aggressively pursue and institutionalize regional and provincial climate risk and vulnerability assessments to inform proactive measures during typhoon season and other natural disasters.

Regional Field Offices (RFOs) will be deployed and strengthened for early warning advisories and disaster risk management activities.

- **Food Safety and Regulations**

The DA will focus funding and activities in mitigating the effects of plant and animal diseases by improving laboratory and research facilities, building up traceability systems, and unifying sanitary and phytosanitary control measures against plant and animal epidemics.

- **Agri-industrial Business Corridors (ABCs)**

The DA will pursue the establishment of Agri Industrial Business Corridors (ABCs) with Fisheries Management Areas and trading posts to provide smallholder farmers and fisherfolk access to resources, including state-of-the-art production technology, hatcheries and nurseries, capital, and value-adding facilities.

- **Global Trade, Export Development & Promotion**

To strengthen the competitiveness of provinces and regions in the production of specific crops, the value chain will be the center of program and project rollouts. From mechanizing farm practices, developing processing facilities, and incubating export-oriented businesses in agri-industrial business corridors, smallholders will be given the chance to hold up their end of the value chain as suppliers of raw material to be processed into export products.

The DA will rally provinces and regions into championing their own high-value crops with vast export potential. More than ever, the DA will safeguard existing international cooperation to open up avenues for global trade expansion.

- **Post-Harvest, Processing, Logistics and Marketing Support**

DA will harmonize local production schedules and supply chain activities in its supervision of supply, importation, and price stability of key agricultural goods

Kadiwa and e-Kadiwa will level up through increased partnerships with LGUs and intensified procurement and marketing of farmers' produce.

An improved national agriculture logistics system will be developed to speed up and reduce transport and distribution costs from production to consumption areas, including export destinations.

- **Agriculture Career System**

As Higher Education Institutions (HEIs) and agricultural state colleges and universities (SUCs) are challenged to produce the next generation of farmers and agripreneurs, the DA will actively form partnerships and linkages for internships and promote agriculture as a viable formative and professional track, especially in rural areas.

The DA will play an advisory role in strengthening curricula in the agricultural sciences and integrating these in the dynamism of university systems and the project of nation-building. It will enhance the capacity of the sector to absorb agriculture and agribusiness graduates through a merit and incentive system. It will stabilize its own manpower capacity to attract the brightest and most talented agriculture graduates through competitive compensation packages and upward career mobility.

- **Education and Training: Agribusiness Management**

Education and trainings will be conducted with focus on helping farmers learn and improve their knowledge and skills in entrepreneurship and farm business management.

Coupled with agri-industrialization, agripreneurship will serve as core strategy to modernize the country's agriculture sector, create employment and income opportunities and uplift millions of smallholder farmers.

A system for certifying agribusiness managers will be instituted to formalize leadership roles in various farmers' organizations.

- **Youth and Women Engagement**

Information dissemination on long-term agricultural programs, practices, and learning platforms will target the engagement of youth and women.

As the active population of farmers and fishers enter senior citizenship, the DA will aid in the transition of the largest and most competitive agri-enterprises into the management of a younger crop of leaders, scientists, and researchers.

- **Ease of Doing Business and Transparent Procurement**

The DA will continue to pursue "internal cleansing," and strengthen and synchronize efforts to institute a more transparent, technology-driven procurement system.

DA will also aid agripreneurs, especially medium and small Micro, small and medium enterprises (MSMEs), in reducing the cost and effort of complying with the regulatory burdens of doing business.

- **Strategic Communications**

The DA will pursue comprehensive and proactive communications strategies for the agri-fishery sector and to strengthen awareness among stakeholders, partners, and the public. This will involve the integration of the Department's key information, education and communications responsibilities employing both traditional offline as well as modern online channels.

IV. LIST OF SERVICES

DA – CENTRAL OFFICE

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DA-Central Office

External Service

1. Acceptance of applicants for employment

The Department of Agriculture strictly adhere with the Civil Service Commission's rules and regulation on the selection, hiring and promotion procedures. All guidelines pertaining to appointment and various human resource actions are stipulated in Omnibus Rules on Appointment and Other Human Resource Actions (ORA OHRA).

Office / Division	Personnel Division
Classification	Simple

Type of Transaction	G2C - Government to Client G2G – Government to Government			
Who may avail?	Qualified individuals who seek employment May be from other government agencies, private firms, Local Government Units (LGUs) , State Universities and Colleges (SUC) and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Notarized/Sworn in Personal Data Sheet (CS Form 212) 2. Work Experience Sheet 3. Application letter indicating the position, item number, and Division of the position applied for 4. Diploma / Certificate of Graduation 5. Transcript of Records / Certificate of Units taken 6. CSC Eligibility / Valid Professional License / Certificate of Grades (Board Examination) 7. Certificate of completed trainings/seminars 8. Service Record / Certificate of employment 9. Latest IPCR / OPCR 10. Certified photocopy of Special Order for designations in managerial & supervisory positions 		<p>May be downloaded from the Civil Service Commission (CSC) official website</p> <p>Care of applicants</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan and compile the documentary requirements then have the hard copies checked by the assigned Personnel Division staff	Check the completeness of an applicant's documentary requirements	N/A	10 minutes per set of application documents	Assigned Personnel Division staff

2. Register in the Online Recruitment Tool	Check the correctness of the applicant's registration and completeness of the uploaded set of scanned documents	N/A	15 minutes per registration	Assigned Personnel Division staff
3. Submit the hard copies of the documents to the assigned Personnel Division staff	Evaluate the applicant's credentials vis-à-vis CSC prescribed Qualification Standards before acceptance / endorsement for entrance examination	N/A	10 minutes per position applied for	Assigned Personnel Division staff
4. (If applicant is a qualified non-DA Central Office applicant) Entrance Examination	Administer entrance examination	N/A	10 minutes orientation 2 hours examination proper	Assigned Personnel Division staff
END OF TRANSACTION				

2. Availment of Government Internship Program (SGIP)

Governing Law: Proclamation No. 387 dated 17 March 1989 "Proclaiming the Launching of the President's 1989 Summer Youth Program (PSYP). The DA has thirty (30) slots including five (5) students with disability. Students with disability shall not undergo examination and will be accepted outright.

Office/ Division	Personnel Division
Classification	Simple
Type of	

Transaction	G2C			
Who may avail?	Out of School Youth, Undergraduate students. Priority is given to those who belong to low income families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet (CSC Form 212 with recent photo)		Personnel Division or may be downloaded at the Civil Service Commission (CSC) official website at www.csc.gov.ph		
2. PSA issued birth certificate		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Wait for the posting of memorandum containing the following information: <ul style="list-style-type: none"> • Date and time of securing application form • Date and time of interview • Date and time of exam 2. Once the memorandum was posted, submit the required documents as follows: <ul style="list-style-type: none"> • Personal Data Sheet • PSA issued birth certificate 	1. Posting of the memorandum signed by the Secretary	N/A	15 minutes	Administrative Officer IV
	2. Accepting of applicants is on first-come – first-served basis.		1 hour	
	3. Conduct of interview		15 minutes	
3. Report to DA on the scheduled	4. Conduct of examination			

examination and interview		N/A	One (1) hour	
4. Wait for the result of the examination	5. Checking of the test papers		One (1) week	
5. If included the applicants who passed the examination, report to DA for orientation	6. Prepare memorandum informing successful candidates for Summer Youth Internship Program (SYIP) Top 30 only.		One (1) day	
6. Report to DA for deployment to respective offices/units	7. Conduct orientation to successful applicants prior to deployment to respective offices		One (1) day	
END OF TRANSACTION				

3. Acceptance of students for on-the job training (OJT)

DA ensures that the students will be assigned at the office/division where the actual duties/tasks are relevant with their courses.

Office or Division	Personnel Division
Classification	Simple
Type of Transaction	G2C G2G
Who may avail?	Undergraduate college/ high school students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Endorsement letter signed by College Dean or School Principal		From their respective colleges/school		
2. School ID		From students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement letter signed by School Dean/Principal	1. Check the endorsement letter submitted	N/A	15 minutes	Administrative Officer IV
2. Wait for the response of the concerned division (approval)	2. Evaluate what office of deployment depending on the course of the students		30 minutes	
3. If approved by the Office, the student may start reporting to DA	3. Forwarding memorandum to concerned offices seeking clearance and approval for the conduct of training for students		30 minutes	
	4. Once approved, the students may start reporting to office under DA		15 minutes	
END OF TRANSACTION				

4. Assistance and provision of data/information for students for the conduct of their research studies/thesis

The DA assists students who are requesting for assistance in the conduct of their research as one of the requirements in their thesis subject. In case DA Central Office cannot provide the needed data/information, students are referred to other Bureaus, Attached Agencies/Corporation under the DA where they can get exact information for their survey.

Office or Division	Personnel Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement letter duly signed by College Dean or School Principal requesting for assistance in the conduct of survey 2. School ID 3. Approved concept of the thesis		Respective School/ Colleges Students Students		
4. Survey Materials/ Questionnaire - should be answerable by ticking yes or no for easy response considering the work load of employees		From the students		
5. memorandum enjoining DA offices, divisions, service to assist students in their survey		Personnel Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official letter signed by College Dean/School Principal or Administrator requesting for the assistance in the conduct of their survey	1. Evaluation of the requirement/topics/concepts/scope of the thesis or research study	N/A	5 minutes	Administrative Officer IV
2. Present to the Personnel Division the Concept of their Thesis	2. Review the survey materials/questionnaire if they are time friendly, user friendly (check system for answering)		30 minutes	
3. Submit the required questionnaire	3. Issue a memorandum seeking assistance from the concerned offices		30 minutes	

materials	where the topics/concepts can be appropriately addressed/provided			
4. Wait for the results of the survey materials/questionnaire	4. Distribution of questionnaire to various offices of DA who are possible respondents for the specified topic of the thesis/research study		Two (2) weeks	
5. Receive the information/data needed for the completion of their thesis	Collate the duly accomplished survey materials/questionnaire for turnover to the requesting students.	N/A	15 minutes	
END OF TRANSACTION				

5. Assistance on research on agriculture and fisheries information and Technologies and other related issues

Office /Division	Agriculture and Fisheries Information Division (AFID)			
Classification	Simple			
Type of Transaction	G2G G2B G2C			
Who may avail?	Students, Business owners, stakeholders, other government agencies, walk-in clients who need IEC materials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Form Slip	For walk-in clients: 1. Ask the client's need	N/A	10 minutes	Chief, AFID Information Officer Iv
	2. Provide the request IEC materials		15 minutes	Information Officer III
2. Fill up the acknowledgement receipt form and			10 minutes	Information Officer II

the client's logbook				Information Officer I
1. Fill up Request Form Slip	For Group of Students: 1. Ask the client's needed information	N/A		Administrative Assistant II
	2. Proceed with the interview			Administrative Aide I
	3. Provide IEC materials			
2. Fill up the acknowledgement receipt form and the client's logbook				
END OF TRANSACTION				

6. Assistance to the clients to track documents pertaining to their request

Office or Division	Office of the Secretary			
Classification	Simple			
Type of Transaction	G2G G2C G2B			
Who may avail?	Farmers, Fisherfolks, Stakeholders, Private companies, other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID		Clients		
Receiving copy of documents being followed up		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up the log book	1. Ask for the copy of documents being followed up	N/A	10 minutes	
	2. Assist in		30 minutes	

	tracing the location of the documents through tracking system	N/A		Executive Assistant I Administrative Assistant II
	3. Check the documents in the database of received documents		30 minutes	
	4. Once traced where the document is, refer to the concerned office for updates or for the needed requirements		30 minutes	
END OF TRANSACTION				

7. Assistance to the client to track status of documents pertinent to Request, FMRs, Post harvest facilities/equipment, agricultural Inputs, farm implements, livelihood assistance and among others

Office or Division	Field Programs Coordination and Monitoring Division (FPCMD)
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Classification	Simple			
Type of Transaction	G2G G2C G2B			
Who may avail?	Farmers, Fisherfolks, Stakeholders, Private companies, other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID		Clients		
Copy of receiving documents		Clients		
Letter request		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up the log book	1. Receive letter request/proposals from clients through the DA-Office of the Secretary and Field Operations Service Officials		5 minutes	FPCMD Chief/ Assistant Chief FPCMD Staff
	2. Encode the documents in the FPCMD tracking system for proper documentation and monitoring		2 minutes	
	3. Review letter request/proposals and identify the DA Operating Units or other NGAs that can possibly act on the request and refer to concerned staff		2 days	
	4. Draft endorsement memorandum/letter to concerned DA Operating Units or other NGAs and response letter to clients	N/A	3 days	
	5. Review and finalize the endorsement/memorandum/letter and response letter to client		3 days	
	6. FOS Director to sign the final draft of endorsement/memorandum/letter to client		2 days	

	7. Send approved endorsement memoranda/reply letter to the concerned DA Operating Units or other NGAs and client through Records Division		2 days	
END OF TRANSACTION				

8. Charging-in and out of library materials

Office / Division	Agriculture and Fisheries Information Division (AFID)			
Classification	Simple			
Type of Transaction	G2G G2C G2B			
Who may avail?	Students, employees, businessman, stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID for students Company ID for employees from other government agencies		Respective Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out researcher's log book	1. Accommodate clients	N/A	10 minutes	Librarian
2. Browse on the catalog cards for the information needed			30 minutes	
3. Fill out the researcher's slip and submit to the library staff to locate the materials needed	2. Provide the needed library materials		10 minutes	
END OF TRANSACTION				

9. Coordination and facilitation of DA official's media interviews with local, national and international media organizations

Office/ Division	Agriculture and Fisheries Information Division (AFID)			
Classification	Simple			
Type of Transaction	G2G G2C G2B			
Who may avail?	Agriculture and Fisheries Information Division (AFID)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official letter or e-mail with attached questionnaire		Respective media organizations		
Request for clearance and schedule				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request through letter or e-mail with attached questionnaire	For International Media Organization: 1. Receive the request with questionnaire	N/A	3 minutes	Chief, AFID Information Officer IV Press Relations Officer III
	2. Documentation of request		5 minutes	AVAT
	3. Endorse request to the Office of the concerned DA Official for clearance and schedule		10 minutes	
	4. Preparation of talk points		1 hour	
	5. AFID Chief to clear prepared talk points		30 minutes	
	6. Endorse talk points to concerned DA		15 minutes	

	Official			
	7. Assist media organization during the scheduled interview		Varies depending on the duration of the interview	
	For National Media Organization: 1. Receipt of request through phone	N/A	3 minutes	
	2. Documentation of request		5 minutes	
	3. Endorse request to the Office of the concerned DA Official for clearance and schedule		10 minutes	
	4. Assist media organization during the scheduled interview		Varies depending on the duration of the interview	
END OF TRANSACTION				

10. Pre-Procurement Activities

Before the conduct of Public Bidding, a Pre-Procurement Activities is done first

Office or Division	Procurement Division
Classificatio	Complex

n				
Type of Transaction	G2B			
Who may avail?	Private Firms, Business Owners, Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PhilGEPS Certificate of Registration and membership in accordance with Section 8.5.2 of the IRR of RA 9184 2. Mayor's /Business Permit 3. Audited Financial Statement 4. Omnibus Sworn Statement in accordance with Section 25.3 of this IRR (Procurement of Goods only)			Concerned Clients	
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Procurement Activities				
	1. Creation of PRAS with attachment of APP and Terms of Reference/ Technical Specifications/Scope of Work (if needed) and submission through PMS	N/A		End-user / Chief of Offices
	2. Verification, approval and number assignment of PRAS			Procurement Division – Planning Section
	3. Submission of the hard copies of PRAS together with the Annual Procurement Plan, Terms of Reference/Technical			End-user / Chief of Offices

	Specifications/Scope of Work of the requirement (if necessary) to the Procurement Division		Four (4) months prior to the intended delivery date of the requirement	
	4. Receipt, encode and confirmation of documents attached with the PRAS as enumerated in Step 3.		1 day	Procurement Division – Monitoring Section
	5 Certification that the request is included in the APP and updating the status in the PMS			Chief, Procurement Division
	6. Forwarding of PRAS to the Budget Division for earmarking of funds			Procurement Division – Monitoring Section
	7. Earmarking of Funds		1 day	Budget Division
	8. Receipt of Earmarked Funds for updating of status in the System and indorsing to the Purchasing Section.* *Please refer to page ___ for the process in case of revisions or requests for change in mode of procurement		1 day	Procurement Division – Monitoring Section
	9. Preparation of draft Bidding Documents and schedule of Procurement Activities documents	N/A		Procurement Division – Purchasing Section

	10 Conduct of Pre-Procurement Conference			Procurement Division – Purchasing Section, BAC, TWG and End-user
	<p>11. Result of Preliminary Conference:</p> <p>-If no clarifications or queries were raised, prepare the final version Bidding Documents and proceed to next step.</p> <p>-If there are queries that need to be addressed and clarified, the PRAS and supporting documents will be returned to End-User for compliance.</p>	N/A	6 days	<p>BAC through the BAC Secretariat/Procurement Division – Purchasing Section</p>
	<p>12. Routing of Bidding Documents for approval of the BAC Chairperson (review and initial)</p> <p>NOTE: <i>This presumes that all the queries or clarifications raised during the preliminary conference were all clarified by the end-user prior to routing and approval of the bidding document.</i></p>			BAC Chairperson and Procurement Division – Monitoring Section
	13. Receipt of			

	Approved Bidding Document and updating of status in the PMS			Procurement Division – Monitoring Section
END OF TRANSACTION				

11. Conduct of Public bidding

Governed by Republic Act 9184

Office or Division	Procurement Division			
Classification	Complex			
Type of Transaction	G2B			
Who may avail?	Private Firms, Business Owners, Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilGEPS Certificate of Registration and membership in accordance with Section 8.5.2 of the IRR of RA 9184 2. Mayor's /Business Permit 3. Audited Financial Statement 4. Omnibus Sworn Statement in accordance with Section 25.3 of this IRR (Procurement of Goods only)		Concerned Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Procurement Activities				
	1. Posting of requirements on Phil-GEPS, DA website and in conspicuous place (DA-OSEC Bulletin Board)		7 days	Procurement Division – Purchasing Section
	2. Conduct of Pre-Bid Conference			Procurement Division – Purchasing Section,

		N/A		BAC, TWG, End-user and Prospective Suppliers
	<p>3. Clarifications or concerns raised by the Bidder/s during the Pre-bid Conference:</p> <p>-If the end-user/s and prospective bidder/s agreed on the Terms and Conditions of the requirements, proceed with the next step.</p> <p>-If there are queries or clarifications raised by the Bidders, the end-user must respond to the same by revising the Terms of Reference or Technical Specifications, as the case may be.</p>		<p>Within 3 days including the day of the Pre-Bid Conference</p> <p>(12 days prior to the Opening of Bids)</p>	End-user
	4. Preparation of Bid Bulletin/s			Procurement Division – Purchasing Section
	5 Bid Bulletin for approval by the BAC Chairperson		1 day	Procurement Division – Monitoring Section and BAC Chairperson
	6. Posting period of Bid Bulletin on PhilGEPS, DA website and in		<p>1 day for posting</p> <p>7 days prior</p>	Procurement Division – Purchasing Section

	conspicuous place (DA-OSEC Bulletin Board)		to the opening of bids	
	7. Opening of Bids (Technical and Financial Proposals) and Qualification under the "Pass/Fail Stage"	N/A	1 day	BAC through the assistance of Procurement Division – Purchasing Section/BAC Secretariat, TWG, Concerned Provisional Member End-user and Bidders, COA representative and observers
	8. Preparation of Minutes ¹ of the BAC meeting, Abstract of Bids and Memo for endorsement of bids opened to the TWG for evaluation <small>*Please refer to page ____ for the process in case of revisions or requests for change in mode of procurement</small>			Procurement Division – Purchasing Section
	9. Endorsement of Technical and Financial proposals to the TWG for evaluation and updating the status of the requirement in the PMS			Procurement Division – Monitoring Section
	10 Evaluation of Technical and Financial Proposal and Review of the TWG Evaluation			TWG and BAC through the assistance of the Procurement Division – Purchasing Section

¹ Pursuant to R.A. 9184, the Minutes of the Meeting must be available five (5) days after each meeting

	Report by the BAC Receipt of TWG Evaluation Report for updating of status in the PMS and referring the said report to Purchasing Section		7 days	Procurement Division – Monitoring Section
	11. Preparation of Notice of Post-Qualification addressed to the Lowest Calculated Bidder (LCB) for submission of the Post Qualification Requirements clarified, the PRAS and supporting documents will be returned to End-User for compliance.	N/A	1 day	Procurement Division – Purchasing Section
	12. Approval of the Notice of Post-Qualification and receipt of the Procurement Division from the BAC Chairperson		1 day	BAC Chairperson and Procurement Division – Monitoring Section
	13. Sending of Notice of Post-Qualification to the Lowest Calculated Bidder requesting for the submission of the Post Qualification Requirements		(12-13)	Procurement Division – Monitoring Section
	14. Submission of the Post Qualification Requirements by			Lowest Calculated Bidder

	the Lowest Calculated Bidder to the Procurement Division		within 5 days upon receipt of notice	
	15. Receipt of Post Qualification requirements submitted by the Lowest Calculated Bidder ,indorsement of the same to the Purchasing Section and updating of status in the PMS.			Procurement Division – Monitoring Section
	16. Referral of the Post Qualification Requirements submitted by the Lowest Calculated Bidder to the TWG for Post Qualification evaluation.		1 day	Procurement Division – Purchasing Section
	17. Evaluation of the submitted Post Qualification Requirements of the Lowest Calculated Bidder and preparation of evaluation report		5-15 days	TWG
	18.Submission of Evaluation Report to the BAC vis-à-vis the Post Qualification Result		1 day	TWG
	19. Receipt of TWG Post Qualification Evaluation Report, indorse the said			Procurement Division – Monitoring Section

	report to the BAC and updating status in the PMS			
	20. Action by the BAC on the TWG Post Qualification report (approval or return to TWG for further action, as the case may be)		3 days	BAC with the assistance of Procurement Division – Purchasing Section/BAC Secretariat
	21. Preparation of the BAC Resolution and Notice of Award Preparation of Contract and Notice to Proceed (NTP)		5 days	Procurement Division – Purchasing Section Procurement Division – Contract Management Section
	22. Numbering of BAC Resolution, its routing to the concerned offices and BAC Members and updating status in the PMS			Procurement Division – Monitoring Section
	23. Approval of the BAC Resolution and Notice of Award by the HoPE or his designated approving authority		9 days	HoPE or his designated approving authority
	24. Receipt of the Procurement Division of the approved BAC Resolution and Notice of Award and updating of status in the PMS		1 day	Procurement Division – Monitoring Section
	25. Sending the Notice of Award to			Procurement Division – Contract Management

	the winning and bidder and the posting of the performance bond ²			Review Section
	26.Receipt of the conformed Notice of Award and the posted performance bond		10 days	Procurement Division – Contract Management Review Section
	27.Routing of the prepared Contract and Notice to Proceed to the Legal Service for legal review		3 days	Procurement Division – Monitoring Section/Legal Service
	28.Receipt of the legal review and updating the status in the PMS			Procurement Division – Monitoring
	29.Routing of the contract and Notice to Proceed to Accounting Division for the issuance of CAF		2 days	Procurement Division – Monitoring/Accounting Division
	30.Receipt of the contract and Notice to Proceed from the Accounting Division and updating in PMS			Procurement Division – Monitoring
	31.Sending of contract to the winning bidder for review and signing		5 days	Procurement Division – Contract Management Review Section
	32.Receipt of the signed contract from the winning bidder, updating of status in PMS and routing of the same			Procurement Division – Contract Management Review Section/ Procurement Division – Monitoring

² Failure of the Lowest Calculated and Responsive Bidder (LCRB) to post Performance Bond within the 10-day period will require the BAC to conduct a post-qualification to the 2nd LCRB. Thus, the process will return to the period for the conduct of post-qualification.

	together with the Notice to Proceed to the HoPE or his designated approving authority for his approval		1 day	
	33.Receipt of the approved contract and Notice to Proceed from the Hope or his designated approving authority		1 day	Procurement Division – Contract Management Review Section/ Procurement Division – Monitoring
	34.Sending of the copies of the approved contract and Notice to Proceed to the winning bidder for conforme			Procurement Division – Monitoring
	35.Receipt of the conformed Notice to Proceed from the winning bidder and forwarding the same together with the pertinent documents to the following offices: end-user/implementing unit, GSD, Records Division and COA		3 days	Procurement Division – Contract Management Review Section/ Procurement Division – Monitoring
	<u>36..NOTE: End of the procurement process on Step 35.</u> <u>REASON: End-Users must be reminded that preparation and facilitation of ORS</u>			Procurement Division – Monitoring

	<u>is their responsibility.</u> End-user/Implementing unit will prepare the ORS for obligation for purposes of payment Note: the Procurement Division will only monitor the preparation of the ORS to ensure the obligation of the perfected contract			
	Total no. of days	Minimum of 91 days Maximum of 101 days		
END OF TRANSACTION				

12. Conduct of alternative mode of procurement (small value procurement and shopping)

Office/Division	Procurement Division
Classification	Complex
Type of Transaction	G2B
Who may	Business Owners, Suppliers

avail?				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilGEPS Certificate of Registration and membership in accordance with Section 8.5.2 of the IRR of RA 9184 2. Mayor's /Business Permit 3. Audited Financial Statement 4. Omnibus Sworn Statement in accordance with Section 25.3 of this IRR (Procurement of Goods only)		PhilGeps Concerned Bidders		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Creation of PRAS with attachment of APP and Terms of Reference/ Technical Specifications/Scope of Work (if needed) and submission through PMS	N/A	1 day	End-user / Chief of Offices
	2.Verification, approval and number assignment of PRAS			Procurement Division – Planning Section
	3.Submission of the hard copies of PRAS together with the Annual Procurement Plan, Terms of Reference/Technical Specifications/Scope of Work of the requirement (if necessary) to the Procurement Division			End-user / Chief of Offices
	4.Receipt, encode and confirmation of documents attached with the PRAS as			Procurement Division – Monitoring Section

	enumerated in Step 3			
	5.Certification that the request is included in the APP and updating the status in the PMS			Chief, Procurement Division
	6.Forwarding of PRAS to the Budget Division for earmarking of funds			Procurement Division – Monitoring Section
	7.Earmarking of Funds		1 day	Budget Division
	8.Receipt of Earmarked Funds for updating of status in the System and indorsing to the Purchasing Section.* *Please refer to page ____ for the process in case of revisions or requests for change in mode of procurement		1 day	Procurement Division – Monitoring Section
	9.Preparation of Request for Quotation (RFQ) A. If the ABC is PhP50,000.00 and below proceed to Step 11 If the ABC is more than PhP50,000.00 proceed to Step 10.		1 day	Procurement Division – Purchasing Section
	10.Posting on the PhilGEPS, with an ABC of more than PhP50,000.00 up to 1,000,000.00		3 days	Procurement Division – Purchasing Section
Submission of proposals/bids	11. Submission of proposals (canvasses from the			End-user or prospective bidder

	Procurement Coordinator or from prospective bidder) to the Procurement Division Office on or before the deadline Receipt of sealed proposals			Procurement Division – Purchasing Section
	12.Opening of sealed proposals and Preparation of Abstract of Bids Preparation, updating status in the PMS and endorsement of Memo to the TWG for evaluation of proposals		1 day	Procurement Division – Purchasing and Monitoring sections
	13.Preparation, updating status in the PMS and endorsement of Memo to the TWG for evaluation of proposals		3 days	TWG/Provincial Member Procurement Division-Monitoring Section
	14.Evaluation of proposals and Preparation of Evaluation report on the submitted proposal with identified Lowest Calculated and Responsive Bid Submission of TWG Evaluation Report and referral of the said report to the BAC		1 day (including amendments)	BAC and Procurement Division – Purchasing, and Contract Management

	15. Review of TWG Evaluation report and Preparation and Numbering of BAC Resolution, Notice of Award and PO		3 days	Procurement Division – Monitoring Section
	16. Updating of status in the PMS, and routing of resolution recommending an award for signature of the BAC			Procurement Division – Monitoring Section
	17. Forwarding signed Resolution and NOA to the HOPE for approval		2 days	HOPE
	18. Approval of BAC Resolution recommending an award of contract to the winning bidder through Shopping and approval of the NOA		1 day	Procurement Division – Monitoring Section and Winning Bidder
	19. Forwarding documents to Contract Management Review Section for preparation of Work Order/Purchase Order		1 day	Procurement Division – CMR Section
	20. Indorsement to Budget Division for earmarking of funds, Accounting Division for issuance of Certification of Availability of Fund (CAF) thru the WO/PO and updating of status in the PMS		1 day	Procurement Division – Monitoring Section
	21. Earmarking of			Budget Division

	funds and Issuance of Certification of Availability of Fund (CAF) thru the PO and		2 days	Accounting Division
	22. Indorsement to the HOPE for approval of PO		1 day	HOPE
	23. Receipt of approved PO, updating of status in the PMS and issuance of PO to winning bidder for Conformance		1 day	Procurement Division – Monitoring Section/Winning Bidder
	24. Posting of conformed PO in PhilGEPS, DA Website and Conspicuous Place, indorsement to CMR for preparation of indorsement letter		1 day	Procurement Division – Contract Management Review Section
	25. Preparation of indorsement letter to GSD and duplication of documents for filling.		1 day	Procurement Division – Monitoring Section
	26. Endorses all the pertinent document to GSD NOTE: End of Procurement Process.		1 day	Procurement Division – Monitoring Section
	27. Endorse copies of documents (contract and supporting documents) to COA within 5 days upon approval of the contract			GSD
	28. Contract implementation and			End-User

	preparation of disbursement of voucher for payment			
		Total No. of Days		27 days
END OF TRANSACTION				

12. Disseminate, DA issuances (internal and external)

Office/ Division	Records Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	All DA-CO operating units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved DA Official Documents/Issuances/Orders/memorandum		DA Operating Units		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide the complete copy of the official documents including attachments to be disseminated	1. Receive issuances	N/A	15 minutes	Supervising Administrative Officer
	2. Analyzed the official documents and assign number		30 minutes	Administrative Officer V
	3. Provide photocopies to concerned offices - Eighty (80) Operating Units		Within 1 day	Administrative Officer III
	Dissemination			Administrative Officer
Administrative Aide II (4)				
END OF TRANSACTION				

13. issuance of bid documents for public bidding

Office/Division	Procurement Division			
Classification	Simple			
Type of Transaction	G2B			
Who may avail?	Bidders, Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Accounting Division		
Official Receipt		Cashier Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Order of Payment Form from the Accounting Division	1. Instruct the bidder to secure Order of Payment Form at the Accounting Division	N/A	15 minutes	Procurement Division Staff
	2. Proceed to Cashier Section for payment		15 minutes	
Present official receipt to Procurement Division	3. Furnish the Procurement Division of the Official Receipt		15 minutes	
	Issuance of Bid Document		15 mintues	
END OF TRANSACTION				

14. Issuance of Request for Quotation (RFQ); Mechanical act of receiving RFQs

Offic/ Division	Procurement Division			
Classification	Simple			
Type of Transaction	G2B			
Who may avail?	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1. Wait for posting of RFQ	1. Posting of RFQ at PhilGeps	N/A	15 minutes	Procurement Staff
2. Submit proposal	2. Stamp received submission of RFQs		10 minutes	
END OF TRANSACTION				

16. Preparation of replies to inquiries concerning the conduct of bidding

Office or Division		Procurement Division		
Classification		Simple		
Type of Transaction		G2B		
Who may avail?		Bidders, Suppliers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter stating inquiries			Concerned Supplier/Bidder	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit official communication regarding inquiry/clarifications	Reply through official communication or Bid Bulletin	N/A	30 minutes	Procurement Staff
END OF TRANSACTION				

18. Provision of brief on guidelines/procedures on inquiries Re-availment of DA funding assistance

Office /Division		Office of the Secretary		
Classification		Simple		
Type of Transaction		G2G G2C G2B		
Who may avail?		Farmers, Fisherfolks, Stakeholders, Private companies, other government agencies		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ID	1. Assist the client and ask for the letter request	N/A	15 minutes	OSEC Staff
2. Fill up log book	2. Evaluate the request		30 minutes	
3. Letter request for the purpose	3. Ask for			

	documentary requirements like business permit, land title (for small farmers and fisherfolks), proof of existing livelihood programs		1 hour	
4. Submission of required documents	4. If passed the evaluation, refer to the Financial and Management Service		30 minutes	
END OF TRANSACTION				

19. Provision of information (directory of buyers and producers, trade data, investment opportunities and other related agribusiness and market information)

Office or Division	Agribusiness and Marketing Assistance Service			
Classification	Simple			
Type of Transaction	G2C G2B G2G			
Who may avail?	Stakeholders, Business owners, other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Accommodation of walk-in clients		30 minutes	
	2. Provide Client			

	Inquiry Form (CIF) and Client Satisfaction Form (CSF) to be filled up by client	N/A	15 minutes	
	3. Refer client to concerned staff in Market Development Division (MDD) or to other AMAS Divisions depending on nature of inquiry		30 minutes	
	4. Assesses/ evaluates client's inquiry and provides information requested by the client		30 minutes	
	5. Request the client to fill up CSS Form	N/A	15 minutes	
	6. Records/notes action taken, date and time in the CIF and submits the forms for MDD file		15 minutes	
	7. Retain the CIF and CSS on MDD file.		10 minutes	
END OF TRANSACTION				

20. Provision of information/assistance to students/researchers relative to DA programs and projects

Office/Division	Personnel Division
Classification	Simple
Type of	

Transaction	G2C			
Who may avail?	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Students		
Endorsement Letter relative to the request		Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up log book	1. Receive letter request	N/A	5 minutes	Administrative Officer IV
Submit Letter request	2. Evaluate the request indicated in the letter		30 minutes	
	3. Forward to the appropriate offices/division who can provide the needed information		30 minutes	
	4. Assist the students to the concerned office/division		15 minutes	
END OF TRANSACTION				

21. Provision of information/assistance related to on-going Foreign Assisted Projects (FAPs) and Locally Funded Programs (LFPs) Provision of project briefs Directory/List of FAPs/LFPs

Office/Division	Special Projects Coordination and Management Assistance Division (SPCMAD)			
Classification	Simple			
Type of Transaction				
Who may avail?				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE

		BE PAID		
	1. Request letter will be received by Admin Section and will be forwarded to Division Chief for instructions	N/A	5 minutes	
	2. Letter request with instruction will be forwarded to the Assistant Chief/Section Head for the delegation on the compliance	N/A	10 minutes	
	3. Letter request with instructions will be forwarded by the Section Head to the concerned staff for proper action	N/A	10 minutes	
	4. Concerned staff to provide the data/information as requested on the letter and checked/commented by the Section Head	N/A	1-2 days	
	5. Approved data/information with covering letter/memo with initials of Section Head/Assistant Chief will be forwarded to the Division Chief for signature	N/A	15 minutes	
	6. Data/information with signed communication letter/memo will be forwarded to the Admin Section for	N/A	5 minutes	

	encoding and delivery to the requesting client			
	7. Delivery of requested data/information with signed communication letter/memo to the client	N/A	10 minutes to 4 hours	
END OF TRANSACTION				

22. Receiving of documents addressed to +B2:B290 the Secretary of Agriculture

Encoding to database with corresponding barcode

Routing of documents to concerned officials

Offic/ Division	Office of the Secretary			
Classification	Simple			
Type of Transaction	G2G G2C G2B			
Who may avail?	Farmers, Fisherfolks, Stakeholders, Private companies, other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID		Clients		
Receiving copy of documents to be received		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retain receiving copy of the official documents for receiving	1. Stamp receive the documents		10 minutea	

	2. Scan and barcode	N/A	15 minutes	Executive Assistant I
	3. Encode in the tracking system for monitoring purposes		30 minutes	Administrative Assistant II
	4. Furnish the concerned offices who can address the requirements stipulated in the documents for their appropriate action		30 minutes	
END OF TRANSACTION				

23. Releasing of acted documents of different programs/ projects of DA Farm to Market Road (FMR), Agricultural Credit Enhancement Fund, Rice Program, Corn Program, HVCD, Program, PRDP, Fisheries Program, Livestock program, NOAB, NOAP, PAMANA

The subject documents received and for dissemination/releasing shall be complete in itself upon submission to the Records Division. (complete attachments for the exact number of offices /operating units to be furnished)

As regards DA issuances (Administrative Order, Memorandum Circular, etc). with publication requirements the same shall be disseminated after it becomes effective fifteen days from its publication in a newspaper of general circulation and filing with the National Administrative Register UP Law Center as per Section 18 Chapter 5 Book I of EO 292.

Office/ Division	Records Division
Classification	Simple

Type of Transaction	GTG			
Who may avail?	All DA-CO operating Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official documents with complete attachments		Concerned Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the official documents with complete attachments duly signed by the signing authority	1. Receive all official documents to be released make sure that it has complete attachments.	N/A	Within 24 hours in 80 DA CO	Supervising Administrative Officer
			16 Regional Field Offices	Administrative Officer V
			8 Bureaus	Administrative Officer III
			9 Attached Agencies	Administrative Officer
			9 Attached Corporations	Administrative Aide II (4)
	2. Analyzed and assigned numbers per official document according to category (Department Order, Administrative Order, Memorandum Circular, Joint Administrative Order, etc.)			
	3. Disseminate approved official documents to all concerned DA Ninety (42) Operating Units plus 80 offices in DA-CO			

END OF TRANSACTION				

24. Releasing of Approved BFAR Fisheries Lease Agreement (FLA) and BFAR Cases

Office/Division	Records Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	All DA-CO operating Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official documents with complete attachments		Concerned Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorsement by Legal Service	1. There should be an indorsement from the Legal Service prior the dissemination to BFAR	N/A	Within 24 hours in 80 offices within DA CO 16 Regional Field Offices 8 Bureaus 9 Attached Agencies	Supervising Administrative Officer Administrative Officer V Administrative Officer III Administrative Officer Administrative Aide II (4)
	Receive and release the indorsement with FLA Case Carpeta to BFAR		15 minutes	
	If by bulk, BFAR will pick up the said carpetas		30 minutes	

END OF TRANSACTION

25. Responding to inquiries on buyer's and suppliers of agri-fishery products

Office/ Division	Agribusiness and Marketing Assistance Service			
Classification	Simple			
Type of Transaction	G2C G2B G2G			
Who may avail?	Stakeholders, Business owners, other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Accommodation of walk-in clients		30 minutes	
	2. Provide Client Inquiry Form (CIF) and Client Satisfaction Form (CSF) to be filled up by client		15 minutes	
	3. Refer client to concerned staff in Market Development Division (MDD) or to other AMAS Divisions depending on nature of inquiry		30 minutes	
	4. Assesses/ evaluates client's inquiry and provides information		30 minutes	

	requested by the client			
	5. Request the client to fill up CSS Form		15 minutes	
	6. Records/notes action taken, date and time in the CIF and submits the forms for MDD file		15 minutes	
	7. Retain the CIF and CSS on MDD file.		10 minutes	
END OF TRANSACTION				

**DA-Central Office
Internal Services**

28. Issuance of Certification:

- Employment
- Last salary received
- Leave credits for transfer
- Non-payment of benefits/claims
- Service Record

Office/ Division	Personnel Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	DA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form For transferred employees, clearance, approved authority to transfer		Personnel Division Employee Welfare Benefits &		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up request form				
	1. Prepare certification as indicated in the		For simple certification- 30 minutes	

	request form	N/A	For complex certification - 1 to 2 hours	Administrative Officer II
	2. Printing of the certification		15 minutes	Administrative Assistant II
	3. Issuance of the certification to the client		10 minutes	
END OF TRANSACTION				

29. Preparation of Inventory & Inspection Report of Unserviceable Property (IIRUP)

Office/Division	General Services Division			
Classification	Simple			
Type of Transaction	G2B			
Who may avail?	Public Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved IIRUP Report, COA Technical Review Report, Waste Management Report		Property Section		
Philgeps Certificate of Registration and membership		Concerned Bidder		
Valid Mayor’s Permit				
Business Permit				
SEC Registration				
Tax Clearance				
Audited Financial Statement		Cashier Section		
Bid Security				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Through Public Bidding				
1. Submit	1. Conduct			

required documents	physical inventory on unserviceable equipment for disposal	N/A	19 days (per approved Appraisal Report by COA-TAS)	Administrative Officer III
	2.Prepare inventory and inspection report of unserviceable property (IIRUP			Administrative Officer I
	3. Review and evaluate the IIRUP report			Administrative Officer II
				Administrative Assistant III
	4. Submit the IIRUP to the Disposal Committee for the determination of appraised value			Administrative Aide I
	5. Recommend to the Secretary the Disposal Program for approval	N/A	19 days (per approved Appraisal Report by COA-TAS)	
	6. Forward the approved IIRUP to COA for technical review, inspection and final appraisal			
	7. Conduct of the Public Bidding			
END OF TRANSACTION				

5. Issuance of equipment

Office /Division	General Services Division			
Classification	Simple			
Type of Transaction	G2B			
Who may avail?	Other agencies under DA, Regional Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt		Supplier		
Sales Invoice		Supplier		
Purchase Order		Procurement Division		
Approved Contract		Procurement Division		
Work Order		Procurement Division		
Property Acknowledgement Receipt (PAR)		Property Section		
Inventory Custodian Slip (ICS)				
Inspection and Acceptance Report (iAR)				
Requisition Issue Slip (RIS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Check, inspect and acceptance of delivered equipment, supplies and materials by PS anon-PS		30 minutes	Administrative Officer IV Administrative Officer I
	2. Prepare Inspection Acceptance Report (IAR) and control		30 minutes	Administrative Aide I
	3. Prepare Property Acknowledgement Receipt (PAR)/ICS/IRS/IAR and tagging of property sticker		30 minutes	
	4. Issuance of supplies and		30 minutes	

	equipment			
END OF TRANSACTION				

6. Processing of documents of retiring officials and employees

Office /Division	Personnel Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	DA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DA Clearance 2. Approved Request for retirement 3. IPCR 4. SALN 5. Approved Leave Application Form for claim of Terminal Leave Benefits 5. GSIS Forms 6. GSIS Clearance 7. Service Record		Department of Agriculture GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File letter of retirement to the Personnel Division	Forward letter to the Secretary requesting for the approval of the retirement	N/A	15 minutes	Administrative Officer II
2. Secure DA clearance	2. Assist the officials / employees in claiming benefits from GSIS, PAGIBIG		1 hour	
3. Submit all the required documents	3. Process vouchers for payment of terminal leave benefits		1 hour	
END OF TRANSACTION				

7. Processing of Leave Application

Office /Division	Personnel Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	DA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Leave Form of Application Medical Certificate for Sick Leave more than five (5) days		Personnel Division Concerned Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File approved leave application form duly signed by the immediate supervisor and the concerned Director/Usec/Asec indicating dates of leave to be incurred	1. Process application of leave and deduct accordingly from leave credits 2. Updating of leave credits	N/A	15 minutes	Supervising Administrative Officer Administrative Officer IV Administrative Assistant II
END OF TRANSACTION				

8. Processing of Payroll

- For officials and employees

Office /Division	Personnel Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	DA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record		Personnel Division Employees		
Locator Slip				
Certificate of Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit all the required	1, Encode all deductions in		30 minutes	

documents to avoid deductions from salary	payroll system	N/A		Administrative Officer II
	2. Check all salary adjustments for payments		4 hours	Administrative Assistant III
	3. Print Salary adjustment		1 hour	
	4. Review and tie up with accounting Division			
	5. If Tally, print the final payroll		2 hours	
	6. Wait for LDDAP		30 minutes	
	7. Prepare transmittal letter to Landbank for crediting of salary		15 minutes	
END OF TRANSACTION				

For contract of service personnel:

Office /Division	Personnel Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	DA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed DTRs		Personnel		
Accomplishment Report		COS Personnel		
Job Acceptance				
Locator Slip				
Travel Order				
Certificate of Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the required documents	1. Encoding of all the submitted			

	locator slips, travel order, certificate of appearance to avoid deduction from salary	N/A	Within 1 day	Administrative Officer II
	2. Computation of lates and undertime		Within 1 day	Administrative Assistant III
	3. Certification of attachments		30 minutes	
	4. Printing of Payroll		2 hours	
	5. Wait for LDDAP		30 minutes	
END OF TRANSACTION				

10. Submission of request to the owning agency

Office /Division	General Services Division (GSD)			
Classification	Simple			
Type of Transaction	G2G G2C			
Who may avail?	Public schools, LGUs & other Government institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request duly signed by the Head Officer		Clients		
For LGU- must attach Barangay Resolution		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the documentary requirements necessary to facilitate request	1.Receive the request of the owning agency			
	2. Check and verify the request		Depends on the availability of the	Administrative Officer III
	3. Prepare Invoice Receipt for Property			Administrative Officer I

	(IRP) for signature of the Undersecretary for Administration and Finance	N/A	requested equipment	Administrative Officer II
	4. Prepare gate pass			Administrative Assistant III
	5. Issuance of equipment			Administrative Aide I
END OF TRANSACTION				

11. Preparation and processing of nomination documents

Office /Division	Human Resource Development Division (HRDD)			
Classification	Complex			
Type of Transaction	G2G			
Who may avail?	DA Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE DA-HRDD, Respective Offices of Applicant		
1. Nomination Letter				
2. Endorsement from the Supervisor				
3. Nominee Assessment Summary Form/Profile				
4. Certification from Head/manager of the HR Department (Employment & No Pending Administrative Case)				
5. Personal Data Sheet				
6. Statement of Actual Duties & Responsibilities (Relevant)				
7. Medical Certificate				
8. Application Form, Photocopies of Passports				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE

		BE PAID		
1. Submit Indorsement letter of Nominees	Receive/Record Indorsement letter of nominees from DA Offices	N/A	Within 1 WHR upon receipt	Administrative Assistant II (2)
	Assess, validate, evaluate, select and prepare documents of nominees		Within 8 WHRs upon receipt	Administrative Officer IV
	Approve/Sign Nomination Letter (PDC Chairperson Signature0		Within 1 WHR upon receipt (provided no correction)	Chief Administrative Officer
	Receive Signed Official Nomination Letter, secure HRDD file copy and forward to Records Division for Dissemination		Within 2 WHRs upon receipt	Administrative Assistant II (2)
	Inform Official Nominee of Interview Schedule		Within 1 or 2 WDs prior to interview schedule	Administrative Officer IV
	Receive Acceptance/Request Letter from TESDA/CHED/Embassie s thru Records Division and other sponsoring agencies and prepare endorsement to concerned nominee		Within 8 WHRs upon receipt	Administrative Officer IV
END OF TRANSACTION				

12. Preparation and processing of Travel Authority request (degree/non degree, meeting, conference, mission, study visit)

Office /Division	Office of the Undersecretary for Policy and Planning
Classification	Simple

Type of Transaction	G2G			
Who may avail?	DA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Nomination Letter		DA-HRDD, Respective Offices of Applicant		
2. Endorsement from the Supervisor				
3. Nominee Assessment Summary Form/Profile				
4. Certification from Head/manager of the HR Department (Employment & No Pending Administrative Case)				
5. Personal Data Sheet				
6. Statement of Actual Duties & Responsibilities (Relevant)				
7. Medical Certificate				
8. Application Form, Photocopies of Passports				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. indorsement from the respective agencies signed by respective heads		15 minutes	Respective Offices
	2. Forward to respective Usec concerned for indorsement		1 day	
	3.. Draft TA for evaluation of the TWG		15 minutes	Senior Administrative Assistant III
	Evaluation of TWG		2 hours	
	4. After the evaluation forward to Chief of Staff then to the Secretary		2 days	Office of the Secretary
END OF TRANSACTION				

13. Releasing of approved/signed ASA, NCA, Travel orders and other acted communication

Office /Division	Records Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	Government employees, other national government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete copy of signed documents		Concerned clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the complete signed documents		N/A		
END OF TRANSACTION				

V. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	a. Accomplish the Client Feedback Form at the Public Assistance Complaint Desk (PACD) for walk-in clients. b. Submit the form to the Action Officer-of-the-Day
How feedbacks are processed	a,. The Officer-of-the Day compiles feedback by submitting the Clients Feedback Form to the Personnel Division as feedback registry. b. Feedback requiring answers will be endorsed to the appropriate office c. Concerned office will send response to the client and furnishes a copy of such to the Public Assistance

	<p>Complaint Desk</p> <p>d. For follow ups, client may contact the Public Assistance Complaint Desk at 8-9274076</p>
How to file a complaint	<p>a. Accomplish the Client Feedback Form from Public Assistance Complaint Desk for walk-in clients.</p> <p>b. Complaints can also be filed via the e-mail addresses: dapersonnel@yahoo.com.ph or call us at trunkline no. 8-2732474 Local 2107</p>
How complaints are processed	<p>a. The Officer-of-the-Day provides complainant with a copy of his/her complaint indicating date of the receipt of initial feedback from the concerned Action-Officer of the Day.</p> <p>b. The Officer of the Day endorses the complaint to the concerned office within one (1) working day or 24 hours from receipt.</p>
How to send feedback	<p>a. Concerned office reviews and acts on the complaints.</p> <p>b. The concerned office informs complainant in writing the status/final resolution of the complaint, copy furnished the Public Assistance Complaint Desk. (within 5 working days for internally-filed complaints; 10 working days for externally-filed complaints)</p> <p>c. If the office concerned cannot act on the complaint at his/her level, the case shall be endorsed to the DA Secretary who will order the Standing Committee on Discipline to conduct a formal investigation and submit the report to the DA Secretary.</p> <p>d. The Secretary renders decision.</p> <p>e. The Committee on Discipline informs the complainant of the decision</p> <p>f. The complainant receives copy of the resolution. (Reference: CSC MC No. 2010-007)</p>
Contact Information of CCB, PCC, ARTA	<p>*8888 – Presidential Complaint Center</p> <p>*0908 8816565 – CSC Contact Center</p>

	ng Bayan * 4785093 – Anti-Red Tape Authority
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VI. LIST OF OFFICES

OFFICE/HEAD	ADDRESS	CONTACT INFORMATION
DIRECTORY OF OFFICIALS		
Dr. William D. Dar Secretary	2 nd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-43-69
Engr. Ariel T. Cayanan Undersecretary for Operations and Agri-Fisheries Mechanization	4 th Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8441-16-02 8920-40-79
Waldo R. Carpio Undersecretary for Special Concerns	4 th Floor, Old Building, Department of Agriculture, Diliman, Quezon City	8426-06-49 2564151
Evelyn G. Laviña	2 nd Floor, New Building,	8926-84-44

Undersecretary for High Value Crops and Rural Credit	Department of Agriculture, Diliman, Quezon City	
Engr. Zamzami N. I. Ampatuan Undersecretary for Regulations	2 nd Floor, New Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8927-84-05
Dr. Ernesto S. Gonzales Undersecretary In-charge for Mindanao and Bangsamoro Autonomous Region in Muslim Mindanao (BARMM)	Davao, Department of Agriculture,	
Roldan G. Gorgonio Undersecretary for Administration and Finance	1 st Floor, New Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8926-15-14
Cheryl Marie Natividad-Caballero Undersecretary for Agri-Industrialization and For Fisheries	4 th Floor, New Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-43-69
Leocadio S. Sebastian Undersecretary for Research, Innovation, Training and Extension Support and concurrent Chief of Staff	2 nd Floor, Old Building Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-43-69
Fermin D. Adriano Undersecretary for Policy, Planning and Research	3 rd Floor, Building Department of Agriculture, Elliptical Road, Diliman, Quezon City	8273-24-74 Loc. 2317
Rodolfo V. Vicerra Undersecretary for DA Attached Agencies	2 nd Floor New Building Department of Agriculture, Elliptical Road, Diliman, Quezon City	89298247 89294084

Asec. Dr. William C. Medrano Undersecretary-designate for Livestock	2 nd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8929-69-49
Asec. Kristine Y. Evangelista Undersecretary-Designate for Consumer and Political Affairs	2 nd Floor, New Building, (FDC) Department of Agriculture, Elliptical Road, Diliman, Quezon City	8929-81-85

Atty. Francisco M. Villano. Jr. Assistant Secretary for Finance	Ground Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8441-45-29 8924-64-53
Federico E. Laciste, Jr. Assistant Secretary for the Da- wide Field Inspectorate	2 nd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8927-74-16
Engr. Arnel V. De Mesa Assistant Secretary – Designate for Operations in concurrent capacity as Regional Executive Director DA-RFO IV-A	4 th Floor, Old Building , Department of Agriculture, Elliptical Road, Diliman, Quezon City	8926-91-72
Atty. Jane C. Bacayo Assistant Secretary for Administration	3 rd Floor Old Building, Department of Agriculture, Elliptical	89220930

	Road, Diliman, Quezon City	
Noel O. Reyes Assistant Secretary for Strategic Communications and Department Spokesperson	2nd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-91-17

Dr. Carmencita V. Kagaoan Deputy Chief of Staff, Office of the Secretary	4 th Floor, New Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-91-17
Alexander G. Arizabal, Jr. Head Executive Assistant, Office of the Secretary	2nd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8273-24-74 Loc. 2886
Dr. Ramon C. Yedra OIC-Director, Agribusiness and Marketing Service	Ground Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-22-16
Atty. Joan Q. Jagonos-Oliva OIC-Director, Internal audit Service	2 nd Floor, PCAF Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8921-68-91

Miriam Roberta C. Cornelio Director, Financial and Management Service	3 rd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon city	8920-18-55
Atty. Abraham P. Guiao OIC-Director, Administrative Service	2 nd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon city	8273-24-74 Loc. 2259

Agnes Catherine T. Miranda Assistant Secretary-Designate Director, Planning and Monitoring Service	3 rd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8928-12-75
Noel A. Padre Director, Policy Research Service	3 rd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8926-74-39
Bernadette F. San Juan OIC-Director, Field Operations Service	4 th Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8926-81-37
Dennis Franco M. Layug Director, Information And Communications Technology Service	ITCS Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	2564258

Atty. Armando R. Crobalde, Jr. OIC-Director, Legal Service	2 nd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon city	8929-82-28
Fernando D. Flores OIC-Director, Project Development Service	2 nd Floor, Old Building , Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-14-07

Atty. Joan J. Oliva Chief, Operations Audit Division	2 nd Floor, PCAF Building , Department of Agriculture, Elliptical Road, Diliman, Quezon City	8921-69-81
Christopher R. Bañas Chief, Management Audit Division	2 nd Floor, PCAF Building , Department of Agriculture, Elliptical Road, Diliman, Quezon City	8921-69-81
Joseph C. Manicad Chief, Investment Programming Division	3 rd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8929-82-56
Michael R. Sollera	3 rd Floor, Old Building,	8920-19-21

OIC-Chief, Planning and Pogramming Division	Department of Agriculture, Elliptical Road, Diliman, Quezon City	
Karen S. Marte Chief, Monitoring and Evaluation Division	3 rd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-28-70

Rowel B. Del Rosario OIC-Chief, Project Identification and Evaluation Division	3 rd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	2564275
Elizabeth G. Padre Chief, Project Packaging and Resource Mobilization Division	3 rd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	2565007
Tisha Pia E. Dela Rosa	3 rd Floor, Old Building,	8926-74-39

Chief, Macro Economic Policy Division	Department of Agriculture, Elliptical Road, Diliman, Quezon City	
Janet D. Garcia Chief, International Affairs Division	2 nd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-17-73
Amparo C. Ampil Chief, Food Agriculture and Fisheries Policy Division	3 rd Floor, Old Building , Department of Agriculture, Elliptical Road, Diliman, Quezon City	8928-05-90

Telma C. Tolentino Chief, Budget Division	3 rd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-18-47
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Ana Maria DT. Guatno OIC-Chief, Management Division	3 rd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8929-82-29
Charie Sarah D. Saquing	3 rd Floor, Old Building,	8920-18-39

Chief, Accounting Division	Department of Agriculture, Elliptical Road, Diliman, Quezon City	
Jessamin B. Aranas OIC-Chief, Personnel Division	Ground Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8927-40-76
Agustin M. Manganip, Jr Scilla H. Legaspi	2 nd Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-13-97
Susan L. Del Rosario OIC-Chief, General Services Division	Ground Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-40-67
Atty. Melinda D. Deyto Chief, Procurement Division	2 nd Floor, ITCAF Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8926-22-88
Ronald C. Pamittan OIC-Chief, Records Division	Ground Floor, New Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8920-18-15
Cheryl C. Suarez Chief, Agriculture and Fisheries Information Division	Ground Floor, Old Building, Department of Agriculture, Elliptical Road Diliman, Quezon City	8920-40-80
Angelita D. Martir	4 th Floor, Old Building,	8920-17-67

OIC-Chief, Special Projects Coordination and Management Assistance Division	Department of Agriculture, Elliptical Road, Diliman, Quezon City	
Lorna A. Villegas Chief, Field Programs Operational Planning Division	4 th Floor, Old Building, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8929-01-40
Honorio C. Flameño Chief, Network Operations and Management Division	ICTS Building, Ground Floor, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8924-33-33

Juliet R. Manguerra Chief, Database Management Division	ICTS Building, Ground Floor, Department of Agriculture, Elliptical Road, Diliman, Quezon city	8924-33-32
Camilo A. Andi, Jr.	ICTS Building, Ground	8928-87-41 to 64



Chief, Systems and Application Development Division	Floor, Department of Agriculture, Elliptical Road, Diliman, Quezon City	local 2521
Xerxees R. Remorozo Chief Information and Communications Technology Planning and Standards Division	ICTS Building, Ground Floor, Department of Agriculture, Elliptical Road, Diliman, Quezon City	8926-21-96

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