



NATIONAL FOOD AUTHORITY



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CITIZEN'S CHARTER
CY 2024 - 2nd Edition



FOREWORD

Pursuant to Section 6 of the Republic Act (R.A.) No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, as stated “All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or –controlled corporations, or LGUs shall set up their respective most current and updated service standards to be known as the Citizen’s Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local dialect”. In compliance, the NFA is publishing this Citizen’s Charter to impart and to be transparent with the service standards of the Agency to both internal and external clients.

In doing so, the National Food Authority (NFA) ensures that there is sufficient capacity in the country to maintain enough rice-grain food to feed everyone adequately and endeavors to render excellent service for the Filipino people, and hereby presents this Citizen’s Charter for FY 2024 as commitment to the government’s fight against red tape and push for the ease of doing business.

In adherence with His Excellency President Ferdinand R. Marcos, Jr.’s push for a whole-of-government approach to achieve bureaucratic efficiency, NFA enjoins all government offices’ further compliance with the Citizen’s Charter requirements and other provisions of the Ease of Doing Business Law.



LARRY R. LACSON, Ph.D.
Acting Administrator





BAGONG PILIPINAS



VISION

To be the national authority of food, able to ensure that there is sufficient capacity in the country to maintain enough rice-grain food to feed everyone adequately.

MISSION

The NFA shall procure palay from local farmers and sustain an optimal level of rice-grain inventory strategically located across the country, through an efficient measurable, verifiable and interconnected system of rice-grain procurement, quality maintenance, and distribution during times of disasters or crises.

MANDATE

Ensure the food security of the country by maintaining an optimal-level of rice-grain inventory to be sourced solely from local farmers and distributing them during times of emergencies and sustaining the disaster relief program of the government.

CORE COMPETENCIES

- Professionalism
- Service Excellence
- Accountability
- Organizational Awareness and Commitment
- Interpersonal Relations



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EXTERNAL SERVICES



CENTRAL OFFICE



ADMINISTRATIVE AND GENERAL SERVICES – HUMAN RESOURCE DEVELOPMENT AND SERVICES DIVISION



A. Processing of Request for Service Record (Record Available in the System)

Processing of requests for Service Record for external clients of the NFA Central Office with available record in the Human Resource Information System (HURIS)

Office or Division:		AGSD - Human Resource Development and Services Division (HRDSD)		
Classification:		Simple		
Type of Transaction:		Government to Citizen -G2C/Government to Government-G2G		
Who may avail:		Former employees/other government agencies.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Log-book entry; or 2. Request through email / letter.		1. HRDSD 2. Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits prescribed requirements.	1.1. Receives and evaluates the request.	None.	15 Minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II/ Sr. Personnel Specialist and Requestor
	1.2. Generates Service Record from the Human Resource and Information System (HURIS).		15 Minutes	
	1.3. Endorses the Service Record for signature of the Division Chief/Department Manager.		15 Minutes	
2. Receives the Service Record	2. Informs that the Service Record is already available/have the Service Record received by the requestor.		15 Minutes	
TOTAL		None	60 Minutes	



B. Processing of Request for Service Record not Available in the System

Processing of requests for Service Record for external clients of the NFA Central Office with no record found in the Human Resource Information System (HURIS)

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen -G2C/Government to Government-G2G			
Who may avail:	Former employees/other government agencies.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Log-book entry; or 2. Request through email/letter.			1. HRDSD 2. Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits prescribed requirements.	1.1. Receives and evaluates the request.	None	15 Minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II/ Sr. Personnel Specialist
	1.2. Requests GSD for the retrieval of record at the NFA Records Center (ACA, Valenzuela).		15 Minutes	
	1.3. Upon receipt of document from NFA Records Center (ACA, Valenzuela) manually prepares the Service Record.		Day	
	1.4. Endorses the Service Record for signature of the Division Chief/Department Manager.		15 Minutes	
2. Receives the Service Record	2. Informs that the Service Record is already available/have the Service Record received by the requestor.		15 Minutes	
TOTAL		None	1 Day and 60 Minutes	



C. Processing of Request for Certified Photocopies of Personnel Record (Active Record)

Processing of external client requests for certified photocopies of personnel record found in the Active 201 File such as, but not limited to the following: Appointment, Certificate of Assumption to Duty, Notice of Salary Adjustments, Notice of Step Increments, and Personal Data Sheet.

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen -G2C/Government to Government-G2G			
Who may avail:	Former employees/other government agencies.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Log-book entry; or 2. Request through email/letter.			1. HRDSD 2. Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits prescribed requirements.	1. Receives and evaluates the request.	None	15 Minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II/ Sr. Personnel Specialist
2. No activity	2. Generates a copy of the requested file and certify it.		15 Minutes	
3. Receives the certified documents	3. Informs requestor that the document/s is already available/have the document/s received by the requestor.		15 Minutes	
TOTAL		None	45 Minutes	

D. Processing of Request for Certified Photocopies of Personnel Record (Inactive Record)

Processing of external requests for certified photocopies of personnel record found in the Inactive 201 Files such as, but not limited to the following: Appointment, Certificate of Assumption to Duty, Notice of Salary Adjustments, Notice of Step Increments, and Personal Data Sheet.

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen -G2C/Government to Government-G2G			
Who may avail:	Former employees/other government agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Log-book entry; or 2. Request through email / letter.		1. HRDSD 2. Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits prescribed requirements.	1. Receives and evaluates the request.	None	15 Minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II/ Sr. Personnel Specialist
2. No activity	2. Requests GSD for the retrieval of record at the NFA Records Center (ACA, Valenzuela).		15 Minutes	
3. No activity	3. Upon receipt of document from NFA Records Center (ACA, Valenzuela) certifies the record requested.		1 Day	
4. Receives the certified documents	4. Informs requestor that the document/s is already available/have the document/s received by the requestor.		15 Minutes	
TOTAL		None	1 Day and 45 Minutes	



E. Processing of Request for Certificate of Employment/Certificate of Employment and Compensation (COE/COEC) – Active Record

Processing of external requests for Certificate of Employment with Compensation, with Active Employee Record.

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen -G2C/Government to Government-G2G			
Who may avail:	Former employees/other government agencies.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Log-book entry; or 2. Request through email/letter.			1. HRDSD 2. Requester	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits prescribed requirements.	1. Receives and evaluates the request.	None	15 Minutes	Personnel Analyst/
2. No activity	2. Prepares COE/COEC.		15 Minutes	Personnel Specialist I/
3. No activity	3. Endorses the COE/COEC for signature of the Division Chief/ Department Manager		15 Minutes	Personnel Specialist II/
4. Receives the COE/COEC.	4. Informs requestor that the COE/COEC is already available/ have the COE/COEC received by the requestor.		15 Minutes	Sr. Personnel Specialist
TOTAL		None	60 Minutes	



F. Processing of Request for Certificate of Employment/Certificate of Employment and Compensation (COE/COEC) – Inactive Record

Processing of external requests for Certificate of Employment/with Compensation, with Inactive Employee Record.

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens -G2C/Government to Government-G2G			
Who may avail:	Former employees/other government agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Log-book entry; or 2. Request through email / letter.		1. HRDSD 2. Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits prescribed requirements.	1. Receives and evaluates the request.	None	15 Minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II or Sr. Personnel Specialist
2. No activity.	2. Requests GSD for the retrieval of record at the NFA Records Center (ACA, Valenzuela).		15 Minutes	
3. No activity.	3. Upon receipt of document from NFA Records Center (ACA, Valenzuela) prepares the COE/COEC.		1 Day	
4. No activity.	4. Endorses the COE/COEC for signature of the Division Chief / Department Manager.		15 Minutes	
5. Receives the COE/COEC	5. Informs requestor that the COE/COEC is already available / have the COE/COEC received by the requestor.			
TOTAL		NONE	1 Day, 45 Minutes	



FINANCE



A. Collection of Payment from Rice Purchases, Misc Fees & Others

Collection of Payment through Cash/Check/Fund Transfer from Local Government Units (LGUs)/Legislators/Government Offices/Other Relief Agencies, Institutions and Non-Government Organizations (NGOs), Suppliers and Contractors

Office or Division:	Finance Department (FD) – Budget Division (BD)			
Classification:	Simple			
Type of Transaction:	Government to Government-G2G/Government to Citizen-G2C/Government to Business-G2B			
Who may avail:	Local Government Units (LGUs)/Legislators/Government Offices/Other Relief Agencies, Institutions and Non-Government Organizations (NGOs), Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request to accept payment (1 original)		1. Concerned Employee & Office/Department (Operations Coordination Department and Administrative & General Services Department)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsement letter with the attached Order of Payment (OP) from the Concerned Department to the Finance Department.	1.1. Receive the endorsement letter with the attached Order of Payment from the Concerned Department.	None	30 Minutes	Administrative Assistant I
	1.2. Validate the approved OP of the concerned Supplier/Contractor/Other Government/ Agency			Accounts Analyst
2. Proceed to the Cashier's Office to pay through cash or check along with the approved and validated OP	2.1. Receive cash or check payment: 2.1.1. If Cash Payment - Issue the corresponding official receipt (OR) to the concerned Supplier/ Contractor/ Other Government Agency 2.1.2. If Check payment - Issue a temporary receipt to the concerned Supplier/ Contractor/ Other Government Agency pending check	None	30 Minutes	Cashier III



	<p>clearance from the concerned bank. Once the check payment has been cleared & deposited to NFA's bank account, the corresponding official receipt (OR) will be issued.</p> <p>2.2. If Fund Transfer – Issue the corresponding official receipt (OR) upon validation of transferred fund to NFA Bank account.</p>			
TOTAL		None	1 Hour	



B. Disbursements - Simple Transactions

Settlement of government payables/obligations by Check or Advice to Debit Account (ADA). (E.g Electricity/Water/Subscription)

Office or Division:	Finance Department (FD)			
Classification:	Simple			
Type of Transaction:	Government to Government-G2G/Government to Citizen-G2C/Government to Business-G2B			
Who may avail:	Government Agencies, Suppliers, Contractors, and other private entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Four (4) Copies (Original and duplicate) Disbursement Voucher (DV) Four (4) Copies (Original and duplicate) of Approved Budget Utilization Request and Status (BURS) Documentary requirements For common government transactions per COA Circular No. 2023-004 dated June 14, 2023 For Procurement of Goods and Services per Revised Implementing Rules and Regulations of Republic Act No. 9184 			<ol style="list-style-type: none"> Download from the COA website FD - Budget Division (BD) 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	<ol style="list-style-type: none"> 1.1. Receives DVs from the concerned department with attachments. 1.2. Forwards to the designated processor. 	None	30 minutes	Administrative Assistant I
2. No activity	<ol style="list-style-type: none"> 2.1. Processes the DV together with the complete supporting documents. 2.2. Records DV if compliant with the required documents. Returns to end user if not, with notation as to deficiencies. 2.3. Prepares Journal Entry Voucher (JEV) 2.4. Prepares BIR Certificate of Taxes Withheld (2307), if applicable 	None	1 day	Accounts Analyst/ Accountant I/ Accountant II
3. No activity	3. Reviews and initials on DV and BIR Certificate of Taxes Withheld (2307), if applicable.	None	2 hours	Accountant IV
4. No activity	4. Approves JEV, BIR Certificate of Taxes Withheld (2307), if applicable, and certifies supporting documents complete portion	None	1 day	



	<p>for DV</p> <p>a. 500,000.00 and below</p> <p>b. Above 500,000.00</p>			Chief Accountant Department Manager
5. No activity	<p>5. Transmits/releases to concerned signatories for approval of payment as stated in Specifications of Authority:</p> <p>Below are the signatories: Department Manager Assistant Administrator Deputy Administrator Administrator</p>	None	10 minutes	Administrative Assistant I
6. No activity	6. Receives the approved DV and forwards it to the Cashier	None	10 minutes	Administrative Assistant I
7. No activity	<p>7.1. Receives the approved DV and prepares a Check or ADA</p> <p>7.2. Transmits/releases to concerned signatories for approval of Check or ADA as stated in Specification of Authority.</p>	None	1 hour	Cashier III
8. No Activity	<p>8. Reviews and approves check or ADA;</p> <p>a. 500,000.00 and below</p> <p>b. Above 500,000.00 to 1M</p> <p>Below are the signatories: Assistant Administrator for Finance and Administration Deputy Administrator Administrator</p>	None	2 hours	Cashier III/ Budget Officer V Budget Officer V/ Department Manager
9. No activity	9. Receives the approved check and forwards it to the Cashier	None	10 minutes	Administrative Assistant I
10. Claims payment (check/ADA)	10. Releases check to claimant or forwards ADA to bank	None	2 hours	Cashier III
TOTAL		None	3 Days	



C. Disbursements - Complex Transactions

Settlement of government payables/obligations by Check or Advice to Debit Account (ADA).
(E.g Capital Outlay/Janitorial/Security)

Office or Division:	Finance Department (FD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government/G2B – Government to Business/G2C – Government to Citizen			
Who may avail:	Government Agencies, Suppliers, Contractors, and other private entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Four (4) Copies (Original and duplicate) Disbursement Voucher (DV) Four (4) Copies (Original and duplicate) of Approved Budget Utilization Request and Status (BURS) Documentary requirements For common government transactions per COA Circular No. 2023-004 dated June 14, 2023 For Procurement of Goods and Services per Revised Implementing Rules and Regulations of Republic Act No. 9184 			<ol style="list-style-type: none"> Download from the COA website FD - Budget Division (BD) 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	<ol style="list-style-type: none"> 1.1. Receives DVs from the concerned department with attachments. 1.2. Forwards to the designated processor. 	None	30 minutes	Administrative Assistant I
2. No activity	<ol style="list-style-type: none"> 7.1. Processes the DV together with the complete supporting documents. 7.2. Records DV if compliant with the required documents. Returns to end user if not, with notation as to deficiencies. 7.3. Prepares Journal Entry Voucher 7.4. Prepares BIR Certificate of Taxes Withheld (2307), if applicable 	None	3 days	Accounts Analyst/ Accountant I/ Accountant II



3. No activity	3. Reviews and initials on DV and BIR Certificate of Taxes Withheld (2307), if applicable.	None	4 hours	Accountant IV
4. No activity	4. Approves JEV, BIR Certificate of Taxes Withheld (2307), if applicable, and certifies supporting documents complete portion for DV. a. 500,000.00 and below b. Above 500,000.00	None	2 days	Chief Accountant Department Manager
5. No activity	5. Transmits/releases to concerned signatories for approval of payment as stated in Specifications of Authority. Below are the signatories: Department Manager Assistant Administrator Deputy Administrator Administrator	None	30 minutes	Administrative Assistant I
6. No activity	6. Receives the approved DV and forward it to the Cashier	None	10 minutes	Administrative Assistant I
7. No activity	7.1. Receives the approved DV and prepares a Check or ADA 7.2. Transmits/releases to concerned signatories for approval of Check or ADA as stated in Specifications of Authority.	None	1 hour	Cashier III
8. No Activity	8. Reviews and approves check or ADA; a. 500,000.00 and below b. Above 500,000.00 to 1M Below are the signatories: Assistant Administrator for Finance and Administration Deputy Administrator Administrator	None	2 hours	Cashier III/ Budget Officer V Budget Officer V/ Department Manager



9. No activity	9. Receives the approved check and forwards it to the Cashier	None	10 minutes	Administrative Assistant I
10. Claims payment (check/ADA)	10. Releases check to claimant or forwards ADA to bank	None	2 hours	Cashier III
TOTAL		None	6 Days, 2 Hours and 20 Minutes	



OPERATIONS COORDINATION - OPERATIONS PLANNING AND MONITORING DIVISION



A. Endorsement for the Purchase of NFA Rice in Times of Emergencies/Calamities

Procedures on the procurement/purchase of rice of Local Government Units (LGUs), legislators, government offices and other relief agencies during the occurrence of emergencies / calamities. (Approving authority for the purchase of rice above 2,001 bags is with the NFA Administrator.)

Office:	NFA Central Office – Operations Coordination Department (OCD) / Operations Planning and Monitoring Division (OPMD)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Office of the Civil Defense (OCD)/Department of Social Welfare and Development (DSWD)Local Government Units (LGUs) / Legislators /Other Relief Agencies, Institutions and Government Offices	
Schedule:	8:00 am – 5:00 pm, Monday to Friday; without noon break policy	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter-request for the availment of rice indicating the volume of rice purchase, date and place of withdrawal and authorized representatives who will withdraw the rice duly signed by the head of the requesting agency with the submission of anyone of the following documents (1 Hardcopy or 1 Electronic Copy):		Requesting Party
2. For Agency to Agency Mode of Procurement under Section 53 of the Negotiated Procurement of the Government Procurement Reform Act or Republic Act 9184 being adopted by Department of Social Welfare and Development and other Government Agencies: Memorandum of Agreement to be executed between NFA and the requesting party		Requesting Party
3. Check payment (Government Check Only): 3.1.1. Disbursement Voucher 3.1.2. Duly signed Purchase Order (PO) indicating the quantity of rice to be purchased 3.1.3. Proof of Payment (Note: Payment of Cashier’s or Manager’s check must be done prior to the withdrawal of rice from designated NFA warehouse)		Requesting Party Requesting Party and “Conforme” by the NFA Central Office
4. Official Receipt		Proof of payment for the Cashier’s or Manager’s Check to be secured from the bank, i.e. bills payment form stamped received/paid by the bank. Cashier of the Finance Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter-request with the required supporting documents to ocd@nfa.gov.ph or OCD 7 th Floor National Food Authority Building Visayas Avenue, Barangay Vasra, Diliman, Quezon City.	1.1. Receives and records in the log book	None	30 minutes	Administrative Officer IV, Administrator's Office
	1.2. If request is addressed to the Office of the Administrator, endorse to the Operations Coordination Department (OCD) with corresponding instructions.	None	1 hour	Special Assistant to the Administrator/ Executive Assistant IV
	1.3. If the request is addressed to OCD, endorses to OPMD with corresponding instruction	None	30 minutes	Department Manager/ Division Manager/ Supervising Grains Operations Officer (Supervising GOO)
	1.4. Checks completeness of documents, records and prepares letter-reply based on corresponding instruction	None	1 hour	Senior Grains Operations Officer (SGOO)
	1.5. Reviews letter-reply and approves for transmittal to the Office of the Assistant Administrator for Operations/Office of the Administrator.	None	4 hours	Department Manager/ Division Manager
	1.6. Reviews, signs and returns the letter-reply to OCD	None	4 hours	Administrator/ Administrative Aide IV
	1.7. Receives the signed letter-reply from the Office of the Administrator	None	15 minutes	Grains Operations Officer (GOO) I

2. Receives action taken on the request	2. Provides client of the NFA's action on the approval/disapproval of the request.	None	15 minutes	GOO I
3. Requests to pay and present NFA's letter of approval	3.1. Prepares Order of Payment	None	30 minutes	SGOO
	3.2. Reviews and approves Order of Payment	None	30 minutes	Department Manager/ Division Manager/ Supervising GOO
	3.3. Forwards to Finance Department and advises client to pay the corresponding amount	None	30 minutes	GOO I
4. Proceeds to the cashier's window of the Finance Department and pay the corresponding amount	4. Accepts payment, generates/issues the original copy of the Invoice Receipt (IR) and inform client to return to OPMD to present IR Note: Processing time excludes clearing period for check payment	P1,900.00/ bag of 50 kg for Regular Rice Stocks not exceeding three (3) months old from date of milling or P1,450.00/bag of 50 kg for Non-Regular Rice Stocks exceeding three (3) months from date of milling	30 minutes	Cashier
5. Presents the NFA issued IR to OPMD	5.1. Coordinates with the concerned regional/branch office/s on the availability of rice stocks and prepares a memorandum authorizing the issuance of rice to clients upon receipt of OR.	None	2 hour	Supervising GOO/ SGOO/GOO III

	5.2. Reviews and signs memorandum/authority for the concerned regional/branch office and transmittal memorandum for endorsement to the Office of the Deputy Administrator/Office of the Administrator	None	4 hours	Department Manager/ Division Manager
	5.3. Reviews and initials the authorization memorandum and transmits to the Office of the Administrator	None	4 hours	Deputy Administrator
	5.4. Reviews and approves the authorization memo and returns to OCD-OPMD for transmittal to client			Administrator/ Deputy Administrator
6. For withdrawal on a staggered basis, present letter-request of withdrawal indicating the volume, name of authorized representative/s, date of withdrawal and the designated withdrawal area.				Administrative Officer IV
7. Notify the client of the availability of rice stocks and coordinate with the contact person of the concerned regional/branch office on the withdrawal of rice.	7. Sends authorization to the designated regional/branch office/s with the IR for the issuance of Authority to Issue (AI).	None	30 minutes	GOO 1
TOTAL		None	13 hours	



B. Endorsement for the Purchase of Rice under Executive Order No. 51 and other Rice Requirements of Government Offices, Legislators and Local Government Units (LGUs) for Non-Relief Programs/Operations (NFA Central Office)

Procedures on the availment of rice of government offices, Legislators and LGUs to respond to their rice requirements / rice allowance in compliance to Executive Order No. 51 and other non-relief programs / operations. (Approving authority for the purchase of rice above 2,001 bags is with the NFA Administrator.)

Office:	NFA Central Office – Operations Coordination Department (OCD) – Operations Planning and Monitoring Division (OPMD)	
Classification:	Simple	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	Department of Social Welfare and Development (DSWD) / Local Government Units (LGUs) / Legislators Other Relief Agencies, Institutions and Government Offices	
Schedule:	8:00 am – 5:00 pm, Monday to Friday; without noon break policy	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter-request for the availment of NFA rice indicating the volume of rice purchase, date and place of withdrawal and authorized representatives who will withdraw the rice duly signed by the requesting party. (1 Original Copy or 1 Electronic Copy)		Requesting Party
2. For Agency to Agency Mode of Procurement under Section 53 of the Negotiated Procurement of the Government Procurement Reform Act or Republic Act 9184 being adopted by Department of Social Welfare and Development and other Government Agencies: Memorandum of Agreement to be executed between NFA and the requesting party		Requesting Party
3. Check payment (Government Check Only): 3.1. Disbursement Voucher 3.2. Duly signed Purchase Order (PO) indicating the quantity of rice to be purchased 3.3. Proof of Payment (Note: Payment of Cashier's or Manager's check must be done prior to the withdrawal of rice from designated NFA warehouse) 3.4. Official Receipt		Requesting Party Requesting Party and "Conforme" by the NFA Central Office Proof of payment for the Cashier's or Manager's Check to be secured from the bank, i.e. bills payment form stamped received/paid by the bank. Cashier of the Finance Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter-request with the required supporting documents	1.1. Receives and records in the log book	None	30 minutes	Administrative Officer IV, Administrator's Office
	1.2. If the request is addressed to the Office of the Administrator, endorses it to Operations Coordination Department (OCD) with corresponding instructions.	None	1 hour	Special Assistant to the Administrator/ Executive Assistant V
	1.3. If the request is addressed to OCD, endorses to Operations Planning and Management Division (OPMD) with corresponding instruction	None	30 minutes	Department Manager/ Division Manager
	1.4. Checks completeness of documents, records and prepares letter-reply based on corresponding instruction	None	1 hour	Senior Grains Operations Officer (SGOO)
	1.5. Reviews letter-reply and approves for transmittal to Office of the Administrator	None	4 hours	Department Manager/ Division Manager
	1.6. Reviews, signs and returns the letter-reply to OCD	None	4 hours	Administrative Aide IV
	1.7. Receives the signed letter-reply from the Office of the Administrator	None	15 minutes	Administrator/GOO I
2. Receives action taken on the request	2. Provides client of the NFA's action on the approval/disapproval of the request.	None	15 minutes	GOO I

3. Requests to pay and present NFA's letter of approval	3.1. Prepares endorsement memorandum to Finance Department for the preparation of Order of Payment	None	30 minutes	SGOO
	3.2. Reviews and approves endorsement memorandum for the Order of Payment	None	30 minutes	Department Manager/ Division Manager
	3.3. Forwards to Finance Department and advice client to pay the corresponding amount	None	30 minutes	GOO I
4. Proceeds to the cashier's window of the Finance Department and pay the corresponding amount	4. Accepts payment, generate /issues the original copy of the Invoice Receipt (IR). Note: Processing time excludes clearing period for check payment	P1,450.00/bag of 50 kg for Non-Regular Rice Stocks exceeding three (3) months from date of milling	30 minutes	Cashier
5. Presents the NFA issued IR to OPMD For withdrawal on a staggered basis, presents letter-request of withdrawal indicating the volume, name of authorized representative/s, date of withdrawal and the designated withdrawal	5.1. Accepts and photocopy client's IR as basis in the preparation of memorandum authorizing the branch office to issue rice for the withdrawal of rice.	None	30 minutes	SGOO/GOO III
	5.2. Coordinates with concerned regional/branch offices on the availability of stocks and prepares memorandum authorizing the issuance of rice to the client, upon receipt of the original copy of IR.	None	2 hours	Supervising GOO/ SGOO/ GOO III/ GOO II/GOO I

area.	5.3. Reviews authorization memorandum and approves transmittal memo for endorsement to the Office of the Administrator	None	4 hours	Department Manager/ Division Manager
	5.4. Reviews and approves the authorization memo and return to OCD-OPMD for transmittal to client	None	1.4 hours	Administrator/ Administrative Officer IV
6. Notifies the client of the availability of rice stocks and coordinates with the contact person of the concerned branch office on the withdrawal of rice.	6. Sends authorization to the designated regional / branch office with the OR for the issuance of Authority to Issue (AI).	None	30 minutes	GOO 1
TOTAL		None	22 hours and 30 minutes	

C. Request for NFA Operational Statistical Information

Procedures on the processing of requests for operational statistical information on palay procurement, rice distribution, rice stock inventory, dispersal of rice and other statistical data reports being generated by the division.

Office or Division:	NFA Central Office – Operations Coordination Department (OCD) – Operations Planning and Monitoring Division (OPMD)			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)/Government-to-Business (G2B)/Government-to-Client (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email/Letter request indicating the specific statistical information requested with complete contact information duly signed by the requesting party (1 Electronic Copy or 1 Physical Letter)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends inquiry/letter request to ocd@nfa.gov.ph or to OCD at 7th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Quezon City	1.1. Receives and records in the logbook	None	30 minutes	Administrative Assistant I
	1.2. Forwards the letter-request/email to OPMD or the assigned technical staff with corresponding instruction	None	30 minutes	Department Manager/ Division Manager
	1.3. Reviews request and prepares response/statistical information needed	None	2 days	Economist IV/ Economist III/ Statistician II/ Statistician I
	1.4. Reviews and signs letter-reply	None	1 hour	Department Manager/ Division Manager
2. Receives letter-reply through email	2. Sends response through the email provided by the client/requesting party	None	30 minutes	Administrative Assistant I
TOTAL		None	days and 2 hours and 30 minutes	

D. Complex Request for Information/Clarification on NFA's Policy on Buffer Stocking, Pricing and Food Security Concerns

Procedures on the processing of request/inquiries/clarification that requires the preparation of statistical data/reports on NFA operations and necessitates analysis/preparation of position paper to be utilized as basis/guide for decision making, basis for the grant of incentives/rewards, baselining, among others.

Office or Division:	NFA Central Office – Operations Coordination Department (OCD) – Operations Planning and Monitoring Division (OPMD)			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)/Government-to-Business (G2B)/Government-to-Client (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Email/Letter request indicating the specific statistical information requested with complete contact information duly signed by the requesting party (1 Electronic Copy or 1 Physical Letter)			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends inquiry/letter request to ocd@nfa.gov.ph or to OCD at 7th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Quezon City	1.1. Receives and records in the logbook	None	30 minutes	Administrative Assistant I
	1.2. Forwards the letter-request/email to OPMD or the assigned technical staff with corresponding instruction	None	30 minutes	Department Manager/ Division Manager
	1.3. Reviews request and prepares letter response and endorsement memorandum for the Administrator's approval	None	4 days	Economist IV/ Economist III/ Statistician II/ Statistician I
	1.4. Reviews and signs the endorsement memorandum for the Administrator's approval	None	4 hours	Department Manager/ Division Manager
	1.5. Reviews and signs the letter response and forward to OCD for transmittal to client	None	2 days	Administrator/ Administrative Officer IV



2. Receives letter-reply through email	2. Sends response through the email provided by the client/requesting party	None	30 minutes	Administrative Assistant I
TOTAL		None	6 days, 5 hours and 30 minutes	



OPERATIONS COORDINATION - TECHNICAL SERVICES DIVISION

A. Evaluation of FPA/FDA-Registered Pesticides for Use in NFA Pest Control Management

Procedure on the evaluation of FPA- or FDA-registered pesticides for inclusion in the NFA's Pest Management Program to control stored product and structural pests as requested by the supplier.

Office or Division:	Operations Coordination Department - Technical Services Division			
Classification:	Complex			
Type of Transaction:	Government to Business - G2B			
Who may avail:	Suppliers of Pesticides			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request indicating the list of pesticides to be certified			Requesting Party	
2. Certified true copy of updated Certificate of Product Registration (CPR)			Fertilizer and Pesticide Authority (FPA)/ Food and Drug Administration (FDA)	
3. Product Safety Data Sheet (SDS)			Requesting Party	
4. Technical Brochure			Requesting Party	
5. Related Literatures			Requesting Party	
6. Results of Local and/or International Testing			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter-request.	1. Receives the letter-request from the requesting party, and refers to the Department Manager for instruction.	None	1 day	Administrative Assistant I
2. No activity.	2. Forwards the letter-request to the Technical Services Division for appropriate action.	None	1 day	Department Manager
3. No activity.	3. Reviews the request and forwards the same to the Sr. Grains Operations Officer (SGOO)/Research Specialist/Research Analyst II.	None	1 day	Division Manager/ Engineer IV
4. No activity.	4. Checks for completeness of the requirements.	None	1 day	SGOO/ Research Specialist/ Research Analyst II



<p>5. No activity.</p>	<p>5.1. Evaluates the submitted documents and determines the classification of the registered pesticide requested for evaluation. Discusses the evaluation to be conducted.</p> <p>5.2. If classified as “Exempted from Validation Test” (ExVaT), a paper-based evaluation shall be conducted; if it falls under “Requiring Validation Test” (RVaT), it will undergo actual test and evaluation through the conduct of study simulated in the NFA operations.</p>	<p>None</p>	<p>3 days</p>	<p>SGOO, Research Specialist, Research Analyst II</p>
<p>TOTAL</p>			<p>7 days</p>	

B. Issuance of Pesticide Certification

This is a procedure on the issuance of Pesticide Certification to the suppliers (upon request) certifying that the pesticide/s they will be offering during the bidding activities has/have been officially evaluated and recommended for use in the Agency's Pest Management Program to control stored-product and structural pests.

Office or Division:	Operations Coordination Department - Technical Services Division			
Classification:	Simple			
Type of Transaction:	Government to Business - G2B			
Who may avail:	Suppliers of Pesticides			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request indicating the list of pesticides to be certified			Requesting Party	
2. Updated Certificate of Product Registration (CPR)			Fertilizer and Pesticide Authority (FPA)/ Food and Drug Administration (FDA)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter-request.	1. Receives the letter-request from the requesting party (walk-in or email) and refers to the Department Manager for instruction.	None	15 minutes	Administrative Assistant I
2. No activity.	2. Forwards the letter-request to the Technical Services Division for appropriate action.	None	2 hours	Department Manager
3. No activity.	3. Reviews the request and assign the same to Sr. Grains Operations Officer (SGOO)/Grains Operations Officer II (GOO II).	None	1 hour	Division Manager/ Engineer IV
4. No activity.	4.1. Evaluates the request and checks for completeness of the requirements and validity dates of the CPR. 4.2. Prepares the Pesticide Certification.	None	1½ hours	SGOO/GOO II
5. No activity.	6.1. Reviews the contents of the Certification; if correct, initials and forwards to the Department Manager for signature. 6.2. If incorrect, returns to SGOO/ GOO II for correction.	None	1½ hours	Engineer IV, Division Manager



6. No activity.	6.3. Reviews the correctness of the Certification; if correct, the signs. 6.4. In case there is something to be verified in the contents of the Certification, refers back to the Division Manager.	None	1½ hours	Department Manager
7. Receives the Pesticide Certification	7. Releases the Pesticide Certification	None	15 minutes	Administrative Assistant I
TOTAL			1 day	



C. Evaluation of FPA/FDA-Registered Pesticides Classified as “Exempted From Validation Test” (Exvat)

These are registered pesticides for evaluation having the same formulation and active ingredient(s) with those tested and evaluated by NFA and included in the NFA’s Pest Management Program to control stored-product and structural pests. They are also termed as “Me Too Products” and shall undergo a paper-based evaluation to be conducted by the Technical Services Division.

Office or Division:	Operations Coordination Department - Technical Services Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Business - G2B			
Who may avail:	Suppliers of Pesticides			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certified true copy of updated Certificate of Product Registration (CPR)			Fertilizer and Pesticide Authority (FPA)/ Food and Drug Administration (FDA)	
2. Product Safety Data Sheet (SDS)			Requesting Party	
3. Technical Brochure			Requesting Party	
4. Related Literatures			Requesting Party	
5. Results of Local and International Testing			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity.	1. Conducts the paper-based evaluation; evaluates the product as to its technical specifications, features, and/or certain characteristics as indicated in the technical brochures and results of local or international testing. Prepares the Terminal Report.	None	17 days	Research Specialist, Research Analyst II
2. No activity.	2. Reviews the Terminal Report. If with further suggestions, recommendations and/or corrections, returns to the evaluators for revision.	None	1 ½ days	Sr. Grains Operations Officer (SGOO), Engineer IV, Division Manager
3. No activity.	3. Initials/signs and recommends for approval of the Department Manager.	None	½ day	SGOO, Engineer IV, Division Manager



4. No activity.	4. Reviews and approves the Terminal Report. If there is something to be verified, refers to the Division Manager.	None	1 day	Department Manager
TOTAL			20 days	



D. Evaluation of FPA/FDA-Registered Pesticides Classified as “Requiring Validation Test” (Rvat)

These are registered pesticides for evaluation having different active ingredient(s) from those of the listed pesticides included in the NFA’s Pest Management Program to control stored-product and structural pests and those having the same active ingredient(s) but have different formulation. These pesticides shall undergo test and evaluation to be conducted by the Technical Services Division simulated with the NFA operations. This is a preliminary procedure in the conduct of test and evaluation.

Office or Division:	Operations Coordination Department - Technical Services Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Business - G2B			
Who may avail:	Suppliers of Pesticides			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certified true copy of updated Certificate of Product Registration (CPR)			Fertilizer and Pesticide Authority (FPA) / Food and Drug Administration (FDA)	
2. Product Safety Data Sheet (SDS)			Requesting Party	
3. Technical Brochure			Requesting Party	
4. Related Literatures			Requesting Party	
5. Results of Local and/or International Testing			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attends the consultative meeting at the TSD.	1. Conducts a consultative meeting between the TSD and requesting party, to discuss the details of the collaborative project.	None	½ day	Division Manager, Engineer IV, Sr. Grains Operations Officer (SGOO), Research Specialist, Research Analyst II
2. No activity.	2. Develops/prepares the Project Proposal for the conduct of test and evaluation.	None	16 days	SGOO, Research Specialist, Research Analyst II



3. No activity.	3. Discusses the project proposal with the Department Manager, Division Manager, and Engineer IV.	None	½ day	SGOO, Research Specialist, Research Analyst II
4. Attends the review of the project proposal.	4. Presents the project proposal to the requesting party for comments before finalization.	None	½ day	SGOO, Research Specialist, Research Analyst II
5. No activity.	5. Finalizes the project proposal for approval of the Administrator upon recommendation of the Asst. Administrator for Operations.	None	1 day	SGOO, Research Specialist, Research Analyst II
6. No activity.	6. Once approved, prepares the draft Memorandum of Agreement (MOA) pertaining to the project implementation, fund allocation, logistics, personnel involvement, and ownership of the project output for review by the Legal Affairs Department.	None	1 day	SGOO, Research Specialist, Research Analyst II
7. Attends the presentation of the Memorandum of Agreement (MOA).	7.1. Present the Memorandum of Agreement (MOA) to the requesting party for comments. 7.2. If accepted, it shall be entered into by and between the NFA Administrator and the authorized representative of the requesting party. 7.3. (Conducts test and evaluation simulated with the NFA operations.)	None	½ day	Division Manager, Engineer IV, SGOO, Research Specialist, Research Analyst II
TOTAL			20 days	



E. Preparation of Technology Package of the Evaluated FPA/FDA-Registered Pesticides for Use in NFA Pest Control Management

This is a procedure in the preparation of Technology Package (TP) of the evaluated pesticides, whether classified as “Exempted from Validation Test” (ExVaT) or “Requiring Validation Test” (RVaT), to be included in the NFA’s Pest Management Program to control stored-product and structural pests.

Office or Division:	Operations Coordination Department - Technical Services Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Business - G2B			
Who may avail:	Suppliers of Pesticides			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Terminal Report			TSD-OCD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity.	1. Prepares the Technology Package (TP) of the evaluated pesticide based on the approved terminal report.	None	7 days	Sr. Grains Operations Officer (SGOO)/Research Specialist/ Research Analyst II
2. No activity.	2. Reviews and endorses the TP for approval of the Administrator. If with correction, returns for revision.	None	5 days	Engineer IV, Division Manager, Department Manager
3. No activity.	3. Once TP is approved, updates the List of NFA Recommended Pesticides for Pest Management Program.	None	2 days	SGOO
4. No activity.	4. Reviews and endorses the updated list for approval of the Administrator. If with correction, returns to SGOO for correction.	None	1 day	Engineer IV, Division Manager, Department Manager



5. No activity.	5. Once approved, prepares a letter informing the requesting party that the pesticide is included in the NFA's list of recommended pesticides for Pest Management Program.	None	1 day	SGOO/Research Specialist/ Research Analyst II
6. No activity.	6. Reviews and initials/signs on the letter, if no correction. 7. If with correction, returns for revision.	None	1 day	Engineer IV, Division Manager, Department Manager
7. Receives the letter.	8. Releases the letter.	None	30 mins	Administrative Assistant I
TOTAL			17 days & 30 mins	

F. Preparation of Terminal Report after Test and Evaluation of Pesticides Classified as “Requiring Validation Test” (Rvat)

This is a procedure in the preparation of a terminal report after the conduct of test and evaluation of pesticides classified as RVaT.

Office or Division:	Operations Coordination Department - Technical Services Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Business - G2B			
Who may avail:	Suppliers of Pesticides			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Research Proposal			TSD-OCD	
2. Technical Information on the Result of Test and Evaluation Conducted			TSD-OCD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity.	1. Prepares the terminal report based on the results of test and evaluation conducted in simulation with the NFA operations.	None	15 days	Sr. Grains Operations Officer (SGOO), Research Specialist, Research Analyst II
2. No activity.	2.1. Reviews the Terminal Report. If with corrections, returns to the evaluators for revision. 2.2. Recommends for approval by the Department Manager with initials	None	2 days	Engineer IV, Division Manager
3. No activity.	3. Reviews and approves the Terminal Report. If there is something to be verified, refers to the Division Manager.	None	1 day	Department Manager
4. No activity.	4. Informs in writing the requesting party of the result of test and evaluation conducted.	None	½ day	SGOO, Research Specialist, Research Analyst



5. No activity.	5. Reviews and approves the letter. If with correction, returns to the evaluators.	None	1 day	Engineer IV, Division Manager, Department Manager
6. Receives the letter on the results of test and evaluation.	6. Releases the letter.	None	½ day	Administrative Assistant I
TOTAL			20 days	

G. Grain Analysis (External Service)

This is a laboratory procedure to determine the quality characteristics of the grain sample/s submitted by any individual outside of the NFA organization.

Office or Division:	Operations Coordination Department - Technical Services Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government - G2G, Government to Business - G2B, Government to Citizen - G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request for conduct of laboratory analysis			Requesting client	
2. Required weight of sample: 1-2kg: for physical analysis and sensory (organoleptic) evaluation 500 gm - 1kg: for chemical analysis			Requesting client	
3. Request for Laboratory Services (RFLS) Form, (OCD-TSD Form No. 2)			OCD-TSD	
4. Laboratory analysis fee (Refer to Table of Analyses and Fees)			Requesting client	
5. NFA Official Receipt (OR)			Cashier – Finance Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter-request and sample/s.	1. Receives the letter-request and sample/s, and refers to the Department Manager for instruction.	None	15 minutes	Administrative Assistant I
2. No activity.	2. Endorses the letter-request and sample/s to the Technical Services Division for appropriate action.	None	30 minutes	Department Manager
3. No activity.	3. Reviews the request and informs the laboratory personnel.	None	15 minutes	Division Manager/ Engineer IV
4. No activity.	4. Fills-out the RFLS Form.	None	15 minutes	Lab. Technician/ Chemist I/ Chemist II/ Chemist III
5. No activity.	5. Approves the RFLS.	None	5 minutes	Division Manager/ Engineer IV

6. Pays the laboratory analysis fee at the Cashier	6. Gives the payment stub portion of the RFLS to the client, and requests the client to pay for the requested analysis at the Cahier.	Depends on the requested analysis	5 minutes	Lab. Technician/ Chemist I/ Chemist II/ Chemist III
7. Submits the OR	7. Receives the OR and attach to the RFLS.	None	5 minutes	Lab. Technician/ Chemist I/ Chemist II/ Chemist III
8. Receives the claim stub.	8. Gives the claim stub portion of the RFLS to the client.	None	5 minutes	Lab. Technician/ Chemist I/ Chemist II/ Chemist III
9. No activity	9. Prepares the working sample/s based on the requested analysis.	None	1 hour	Lab. Technician/ Chemist I/ Chemist II/ Chemist III
10.No activity	10.Analyzes the sample/s	None	4 days ^{1,2}	Chemist I/ Chemist II/ Chemist III
11.No activity	11.Prepare the Laboratory Analysis Report (LAR).	None	1 day	Chemist I/ Chemist II/ Chemist III
12.No activity	12.Recommends for approval and approval of the LAR	None	2 days	Engineer IV, Division Manager, Department Manager
13.Presents the claim stub and receives the LAR.	13.Releases the LAR.	None	5 minutes	Administrative Asst. I
TOTAL			7 days, 1 hour, & 40 minutes	



- ¹ Processing time is based on per sample and not per request basis.
- ² Duration of analysis will depend on the complexity of analysis and quality of samples submitted. Due to limited analysts, the due dates of samples shall be on a queuing system, i.e. the samples shall be analyzed on a “first come – first served” basis.

TABLE OF ANALYSES AND FEES

TYPE OF SERVICE / ANALYSIS	ANALYSIS FEE (PhP)
FOR PADDY SAMPLES	
1. Complete Physical Analysis of Paddy – analysis of Purity & Foreign Matter (By Brown Rice Recovery Method), Milling Recovery, Headrice, Broken, Brewers, Damaged Grains, Discolored Grains, Chalky & Immature Grains, and Red Grains	750.00
2. Purity Analysis of Paddy (Visual Inspection Method)	270.00
3. Determination Headrice & Broken in Paddy	270.00
4. Determination of Damaged and Discolored Grains in Paddy	270.00
5. Defectives Analysis of Paddy – analysis of Damaged Grains, Discolored Grains, Chalky & Immature Grains, and Red Grains	565.00
6. Determination of Milling Recovery of Paddy	140.00
7. Cracked Kernel Analysis of Paddy	230.00
8. Moisture Content Determination of Paddy (Air-Oven Method)	95.00
9. Moisture Content Determination of Paddy (Rapid Method)	80.00
FOR MILLED RICE SAMPLES	
10. Complete Physical Analysis of Local Milled Rice – analysis of Headrice, Broken, Brewers, Foreign Matter, Damaged Grains, Discolored Grains, Chalky & Immature Grains, Red Grains and Paddy	660.00
11. Complete Physical Analysis of Imported Milled Rice – analysis of Whole Kernels, Headrice, Broken, Foreign Matter, Damaged Grains, Discolored Grains, Chalky & Immature Grains, Red Grains, Paddy, Weeds Seeds and Other Crop Seeds	660.00
12. Determination of Headrice and Broken in Local Milled Rice	202.00
13. Determination of Whole Kernel and Broken in Local Milled Rice	202.00
14. Determination of Damaged and Discolored Grains in Local or Imported Milled Rice	202.00
15. Determination of Defective Grains in Local or Imported Milled Rice	612.00
16. Moisture Content Determination of Local or Imported Milled Rice (Air-Oven Method)	95.00
17. Moisture Content Determination of Local or Imported Milled Rice (Rapid Method)	80.00
18. Determination of Milling Degree of Local or Imported Milled Rice	190.00
19. Age Determination of Local or Imported Milled Rice	110.00
20. Sensory Evaluation of Raw Local or Imported Milled Rice	100.00
21. Sensory Evaluation of Remilled Raw Local or Imported Milled Rice	110.00
22. Sensory Evaluation of Cooked Local or Imported Milled Rice	115.00
23. Sensory Evaluation of Remilled Cooked Local or Imported Milled Rice	120.00

CORN GRAINS OR MAIZE	
24. Complete Physical Analysis of Shelled Corn grains – analysis of purity, cracked and foreign matter, corn of other colors, defective grains namely: moldy grains, insect-damaged kernels, other damaged kernels, and shriveled, immature and floury grains.	720.00
25. Determination of Purity, Cracked and Foreign Matter of Shelled Corn grains	215.00
26. Determination of Defective Grains in Shelled Corn grains	650.00
27. Determination of Moisture Content of Shelled Corn grains (Air-Oven Method)	100.00
28. Determination of Moisture Content of Shelled Corn grains (Rapid Method)	80.00



LEGAL AFFAIRS



A. REQUEST FOR CERTIFICATE ON EXISTENCE/NON-EXISTENCE OF CASE

Issues appropriate Certification based on records of the Legal Affairs Department

Office or Division:	Legal Affairs Department (LAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former Employees of NFA/Non-employees (Populace)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Former NFA Employees: (1) A duly accomplished Request Form (RF) accompanied by (2) an attached updated Service Record (SR).			LAD for the RF. Administrative and General Services Department (AGSD) for the SR.	
2. Non-employees: A written request (WR) indicating the name and contact information of the requesting party, stating the reason or purpose of the request, accompanied by an attached valid proof of identification or authorization and every relevant document that pertains to the request.			From the requesting party.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Former employees: 1. Submit the filled-up RF together with the attached updated SR.	Receives and logs the request for certification and refers it directly to the Attorney VI.	None		Administrative Assistant I
	Forwards the request to the Litigation and Prosecution Division (LPD) and Investigation and Documentation Division (IDD) of LAD for verification.	None	1 day	Attorney VI
Non-employees: 2. Submit the WR together with the attached valid proof of identification or authorization as well as any/all relevant documents pertaining to the request.	Reviews the request and examines pertinent records.	None	1 day	Attorney III (LPD and IDD)
	Gathers the verified request from the LPD/IDD and prepares the appropriate certification.	None	1 day	Administrative Assistant I
	Approves the prepared certification.	None		Attorney VI



	Releases the Certification to the requesting party.	None		Administrative Assistant I
	TOTAL:	None	3 days	



PUBLIC AFFAIRS



A. Information/Data Request through the Electronic - Freedom of Information (E-FOI)

Acting on requests for information/data lodged through the e-FOI portal

Office or Division:	Office of the Administrator - Public Affairs Division Office of the Assistant Administrator for Finance and Administration (Decision-Maker for Central Office) Concerned NFA Regional Office (Decision-Maker for Regional Office)			
Classification:	Simple			
Type of Transaction:	Government to Citizen - G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request using the e-FOI portal			NFA website, FOI website	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs-in to the e-FOI portal and fills up FOI request form	1.1. Checks or evaluates if the request is for:	None		
	a. Denial: End of transaction			PRO III (FOI Receiving Officer)
	b. Acceptance: PRO III to determine if the requested data or information is:			
	b.1. Maintained in the agency's transparency seal: Provides a link to the requesting party.		15 minutes	PRO III (FOI Receiving Officer)
	b.2. Not maintained in the agency's transparency seal; refer to the FOI Decision-Maker.		15 minutes	Public Relations Officer V
	1.2. Receives and records the referral from PAD.		None	15 minutes

	1.3. Endorses request to the concerned Department, Region, or Branch.	None	30 minutes	Assistant Administrator for Finance and Administration (FOI Decision Maker)
	1.4. Acts on the Request.		1-2 days	Concerned Department, Region, or Branch
	1.5. Receives information from the FOI Decision-Maker, and releases it to the requesting party.	None	15 minutes	PRO III
TOTAL		None	2 days, 1 hour and 30 minutes	



B. Request for Information/Data through the Electronic - Freedom of Information (E-FOI)

Acting on requests for information/data lodged through the e-FOI portal

Office or Division:	Office of the Administrator - Public Affairs Division Office of the Assistant Administrator for Finance and Administration (Decision-Maker for Central Office) Concerned NFA Regional Office (Decision-Maker for Regional Office)			
Classification:	Complex			
Type of Transaction:	Government to Client - G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request using the e-FOI portal			NFA website, FOI website	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs-in to the e-FOI portal and fills up FOI request form	1. Checks or evaluates if the request is for:	None	15 minutes	
	a. Denial: End of transaction			
	b. Acceptance: PRO III to determine if the requested data or information is:			PRO III (FOI Receiving Officer)
	b.1. Not maintained in the agency's transparency seal; refer to the FOI Decision Maker.			Public Relations Officer V
2. No Activity.	2. Receives and records the referral from PAD.	None	15 minutes	Administrative Assistant III (Office of the Decision Maker)
3. No Activity.	3. Endorses request to the concerned Department, Region, or Branch.	None	15 minutes	Assistant Administrator for Finance and Administration (FOI Decision Maker)



4. No Activity.	4. Acts on the Request.		5 days	Concerned Department, Region, or Branch
5. No Activity.	5. Checks on the results/action taken by the concerned Department, Region or Branch.			C.O. and F.O. Decision-Maker
6. No Activity.	6. Receives information from the FOI Decision-Maker and releases it to the requesting party.	None	15 minutes	PRO III
TOTAL		None	5 days and 1 hour	

C. Maintaining the Public Assistance and Complaints Desk (PACD)/Suggestion Box (May be applicable to Regional & Branch Offices)

Maintaining a helpdesk at the Agency’s lobby to assist clients needing information/Maintaining of suggestion box at the Agency’s lobby to receive suggestions or complaints, other matters and concern.

Office:	Office of the Administrator - Public Affairs Division (Central Office)			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government - G2G / Government to Client - G2C / Government to Business - G2B			
Who may avail:	General Public			
Schedule:	Monday – Friday 8:00 am – 5:00 pm except holidays			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complaints /Inquiry/Suggestion Client Feedback Form 2. ID of the Client/Visitor			NFA Public Assistance and Complaints Desk (PACD) Client/Visitor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes or fills-out a request, inquiry, or complaint form.	1. Receives the request, inquiry, or complaint form, and stamps with the date of receipt.	None	10 minutes	Designated Officer of the Day
2. No Activity.	2. Responds outright if information is readily available.	None	10 minutes	Designated Officer of the Day
3. No Activity.	3. For matters or inquiries within the Central Office that need further evaluation, the PACD Officer coordinates with the concerned Department or Office.	None	15 minutes	Designated Officer of the Day
4. No Activity.	4. The PACD Officer then relays the answer to the query or queries to the client or visitor.	None	15 minutes	Designated Officer of the Day



5. No Activity.	5. For matters that are for further evaluation by the region or branch office, the PACD Officer will refer the said concern to the PAD.	None	15 minutes	Designated Officer of the Day
6. No Activity.	6. PAD in turn, will endorse through a memorandum said concern to the department, regional or branch offices for their response/action.	None	15 minutes	PRO V
7. No Activity.	7. The concerned department, regional or branch office to take action on the complaint/inquiry/request and to copy furnish the PAD with the action taken.		8 hours	C.O. and F.O. Decision-Maker
8. Accomplishes Customer Satisfaction Measurement (CSM) Form.	8. Provides the client with the CSM form and requests that he or she complete the said form.	None	15 minutes	Designated Officer of the Day
9. Fills out the suggestion form and drops the completed form in the suggestion box.	9.1. Gathers the filled-out form in the suggestion box.	None	10 minutes	Designated Officer of the Day
	9.2. Acts or endorses the suggestions to the concerned office for action.		15 minutes	PRO V
TOTAL		None	10 hours	



FIELD OFFICE - REGIONAL



A. Endorsement on the Request of NFA Rice in Times of Calamities/Emergency

Procedures on the availment of rice of Local Government Units (LGUs), legislators, government offices and other relief agencies in times of occurrence of emergencies / calamities. (Approving authority for the purchase of rice from 501 – 2000 bags is with the Regional Manager)

Office:	NFA Regional Office – Buffer Stock Management			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Government Offices, Local Government Units (LGUs)/Legislators/and Other Relief Agencies, Institutions			
Schedule:	8:00 am – 5:00 pm, Monday to Friday; without noon break policy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request for the availment of NFA rice indicating the volume of rice to be purchased, date and place of withdrawal duly signed by the concerned requesting party with the submission of anyone of the following documents (1 Hardcopy or 1 Electronic Copy)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter-request with the required supporting documents to NFA-Regional Office (R.O.)	1.1. Receive, and record documents to be forwarded to the Office of the Regional Manager / Assistant Regional Manager for notation / instruction	None	30 minutes	Administrative Assistant I
	1.2. Forward the letter-request to the Buffer Stocking Management Section (BSM) with corresponding instruction.	None	30 minutes	Regional Manager / Assistant Regional Manager
	1.3. Review, recommend and prepare the appropriate letter-reply	None	3 hours	Economist IV
	1.4. Evaluate, sign the letter reply and forward to the BSM Section	None	3 hours	Regional Manager / Administrative Assistant I/
	1.5. Endorse letter reply to concerned Branch Office	None	30 minutes	Economist IV /Grains Operations Officer I (GOO I)



2. Receive action taken on the request	2. Inform the client of the action taken relative to the approval / disapproval of the request	None	30 minutes	Economist IV / GOO I
TOTAL		None	8 hours	



B. Endorsement on the Request for NFA Rice under Executive Order No. 51 and other Rice Requirements of Government Offices, Legislators and Local Government Units (LGUs) for Non-Relief Programs/Operations

Procedures on the availment of rice of government offices, Legislators and LGUs to respond to their rice requirements/rice allowance in compliance to Executive Order No. 51 and other non-relief programs / operations.

Office:	NFA Regional Office – Buffer Stocking Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units (LGUs) / Legislators / Government Offices and Other Relief Agencies, Institutions			
Schedule:	Monday – Friday 8:00 am – 5:00 pm except holidays; No noontime break policy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request for the availment of NFA rice indicating the volume of rice to be purchased, date and place of withdrawal duly signed by the concerned requesting party (1 Hard Copy or 1 Electronic Copy)		Requesting Part		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter-request with the required supporting documents to NFA-Regional Office (R.O.)	1.1. Receives, and records documents to be forwarded to the Office of the Regional Manager / Assistant Regional Manager for notation / instruction	None	30 minutes	Administrative Assistant I
	1.2. Forwards the letter-request to the Buffer Stocking Management Section (BSM) with corresponding instruction.	None	30 minutes	Regional Manager / Assistant Regional Manager
	1.3. Reviews, recommends and prepares the appropriate letter-reply	None	3 hours	Economist IV
	1.4. Evaluates, approves the letter reply and forward the signed letter to the BSM Section	None	3 hours	Regional Manager / Administrative Assistant I/
	1.5. Endorses letter reply to concerned Branch Office	None	30 minutes	Economist IV / Grains Operations Officer I



2. Receive action taken on the request	2. Informs the client of the action taken relative to the approval / disapproval of the request	None	30 minutes	Economist IV
TOTAL		None	8 hours	



FIELD OFFICE - BRANCH



A. Purchase of NFA Rice in Times of Calamities/Emergency

Procedures on the availment of rice of local government units, legislators, government offices and other relief agencies in times of occurrence of emergencies / calamities. (Approving authority for the purchase of rice below 500 bags is with the Branch Manager.)

Office:	NFA Branch Office – Buffer Stocking Management
Classification:	Simple
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	Office of the Civil Defense/Department of Social Welfare and Development (DSWD) / Local Government Units (LGUs) / Legislators / Government Offices and Other Relief Agencies, Institutions
Schedule:	8:00 am – 5:00 pm, Monday to Friday; without noon break policy
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter-request for the availment of NFA rice indicating the volume of rice purchase, date and place of withdrawal and authorized representatives who will withdraw the rice duly signed by the head of the requesting agency with the submission of anyone of the following documents (1 Hardcopy or 1 Electronic Copy)	Requesting Party
2. Agency to Agency Mode of Procurement under Section 53 of the Negotiated Procurement of the Government Procurement Reform Act or Republic Act or 9184, if required by the requesting government agency. - Memorandum of Agreement between NFA and the requesting party	
3. Mode of Payment For Check payment:	Requesting Party
3.1. Disbursement Voucher	
3.2. Duly signed Purchase Order (PO) indicating the quantity of rice to be purchased	Requesting Party and “Conforme” by the NFA Branch Office
3.3. Proof of Payment <i>(Note: Payment of Cashier’s or Manager’s check must be done prior to the withdrawal of rice from designated NFA warehouse)</i>	Proof of payment for the Cashier’s or Manager’s Check to be secured from the bank.
3.4. Invoice Receipt	Cashier of the transacting NFA Branch Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter-request/letter of approval with the required supporting documents to NFA-Branch Office (B.O.)	1.1. Receives, records and forwards to Branch Manager/Assistant Branch Manager for notation/ instruction	None	20 minutes	Administrative Aide VI
	1.2. Directs the Buffer Stocking Management (BSM) Section to prepare Order of Payment based on the agreed volume if approved.	None	30 minutes	Branch Manager / Assistant Branch Manager
	1.3. If disapproved due to limited rice stock inventory level, issue a Waiver of Authority to Supply Rice.			
2. Receives action taken on the request	2. Notifies the client of the action taken by the Agency relative to the approval / disapproval of the request	None	30 minutes	SGO
3. Presents NFA's Letter of Approval <i>(Proceeds to Client Step No. 5 if payment has been made at the NFA-Central Office and an authorization memorandum has been issued by the NFA-Central Office (NFA-CO) to the Regional/Branch Offices.)</i>	3.1. Prepares endorsement memorandum to Finance Department for the preparation of Order of Payment	None	30 minutes	GOO I / SGO
	3.2. Reviews and approves endorsement memorandum for the Order of Payment	None	10 minutes	Branch Manager
	3.3. Issues Order of Payment to the client and advice client to pay the corresponding amount to the Cashier.	None	30 minutes	GOO I

4. Proceeds to the cashier's window and pay corresponding amount	4. Accepts payment, generate/issues the original copy of the Official Receipt (OR) and informs clients to return to Buffer Stock Management Section to present the OR. Note: Processing time excludes clearing period for check payment. A provisional receipt will be issued.	None	30 minutes	Cashier II or III
5. Presents Invoice Receipt (IR) for the issuance of Authority to Issue (AI).	5. Upon receipt of IR, prepares, review and approves AI	None	2 hours	GOO I/ SGO Branch Manager
6. Presents AI and IR to the Warehouse Supervisor for rice withdrawal	6.1. Receives and verifies AI, OR and Authorization letter with two (2) valid IDs (if representative)	None	30 minutes	Warehouse Supervisor (WS)
	6.2. Weighs stocks and prepares Warehouse Stock Issue (WSI)	None	1 hour	WS/Warehouse Assistant (WA)
	6.3. Classifies stocks for issuance of good quality rice	None	30 minutes	Quality Assurance Officer (QAO)
7. Receives rice stocks and the client's copy of WSI	7.1. Provides the client's copy of WSI and issue rice stocks	None	30 minutes (per 100 bags of rice in 50 kg/bag)	WS
	7.2. (WSI must be stamped with "Received Rice Stocks in Good Quality and Exact Weight")			
8. Surrenders Guard Stub of the WSI	8. Accepts, verifies and records stub indicating the quantity of rice stocks withdrawn	None	30 minutes	Guard on Duty
TOTAL		None	8 hours	



B. Issuance of Master Passbook

Procedures on how to secure Farmers' Master Passbook from the National Food Authority (NFA)

Office:	NFA Branch Offices – Buffer Stock Management Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Farmers' Organizations			
Schedule:	8:00 am – 5:00 pm, Monday to Friday without noontime break policy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy of Certificate of Registration			1. Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA) / National Irrigation Administration (NIA) / Other registering government agencies	
2. Authenticated list of officers and member			2. Farmers' Organizations	
3. Board Resolution designating the farmer organization's authorized representative and his alternate representative, together with specimen signature and 2 pieces (1x1) picture			3. Farmers' Organizations	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure forms and list of requirements at Branch Office or buying stations.	1. Issues application form and list of required documents for accreditation: photocopy of SEC registration, authenticated list of members, and Board resolution designating authorized representative, specimen signature of representative/s, and 2 pieces 1x1 picture	None	15 Minutes	GOO I/ Statistician II/SGO Warehouse Assistant/Warehouse Supervisor



2. Submits to Branch Office the fully accomplished application form with complete requirements	2.1. Receives, records, and reviews the completeness of required documents	None	30 minutes	GOO I/Statistician II/SGO
	2.2. If incomplete, require farmers to complete submission of lacking documents prior to issuance of passbook;			
	2.3. If requirements are complete, proceed to issuance of Master Passbook			
	2.4. Prepares Master Passbook for approval of the Branch Manager	None	15 Minutes	Supervising GO
	2.5. Approves the Master Passbook	None	15 Minutes	Branch Manager
3. Secures Master Passbook	3. Issues Master Passbook	None	5 Minutes	Supervising GOO
TOTAL		None	1 hour and 20 minutes	

C. Palay Procurement from Individual Farmers/Farmer Organizations

Procedures on how the farmer / farmer organizations / associations sell palay to NFA in the different NFA warehouses/buying stations

Office:	NFA Branch Offices (Buffer Stock Management Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business			
Who may avail:	Individual Farmer (Owner-Tiller, Tenant or Agricultural Worker) / Farmers’ Organizations (FOs)			
Schedule:	8:00 am – 5:00 pm, Monday to Friday without noon break policy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Individual Farmer:				
1. Registered in the Registry System for Basic Sector in Agriculture (RSBSA) of the Department of Agriculture (DA); or		NFA		
2. NFA’s list of existing farmers/FOs shall be used; or NFA Farmers Information Sheet (FIS);		NFA		
For Farmers’ Organizations (FOs) / Farmers’ Associations:				
3. Master Passbook.		NFA		
4. Statement of Individual Delivery (SID)		NFA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements to the warehouse together with sample palay for quality classification	1.1. Receives, checks, records and reviews the completeness/validity of required documents	None	30 minutes	Warehouse Assistant/Warehouse Supervisor
	1.2. If incomplete, require farmers FO/FA to submit lacking documents/requirements.			
	1.3. If requirements are complete, forward to Warehouse Supervisor for evaluation.			
	1.4. Accepts sample of palay stocks to determine the quality of palay delivered if compliant with specifications.	None	30 minutes	Quality Assurance Officer (QAO) / Classifier
	1.5. If compliant, proceeds to the next step;			

	1.6. If not compliant, maintains samples for reference and records transaction for rejected palay samples			
2. Proceeds for grains classification.	1.1. Classifies stocks in accordance with the NFA Quality Standards/Parameters.	None	1 Hour per delivery of 100 bags	Quality Assurance Officer (QAO) / Classifier
	1.2. If palay deliveries passed the NFA Quality Standards, accepts and assigns variety code according to its classification, informs the farmer of acceptance of palay deliveries.			
	1.3. (If the palay did not conform to the set NFA Quality Standards, the NFA will not accept the stock and inform the farmer of the reason for the non-acceptance and accordingly encode/record in the logbook of rejected palay.)			
3. Farmers deliver his/her stock for re-bagging.	3.1. Accepts, re-bags, weighs, piles, and issues Warehouse Stock Receipt (WSR).	None	1 Hour per delivery of 100 bags	Warehouse Assistant/ Warehouse Supervisor
	3.2. Indicates the classification of palay received in the WSR portion.			QAO / Classifier
4. Presents WSR to SDO and checks correct entries in the PR and signs copy	4. Compute the Equitable Net Weight (ENW) based on the WSR and issue Purchase Receipt (PR)	None	15 minutes	Special Disbursing Officer
5. Accepts payment for the sold palay	5. The farmer shall be paid in: (Whichever is applicable) Cash (up to ₱300,000.00) or Check for more than P300,001.00 to P500,000.00) or Combination of both	None	15 Minutes	Cashier / Designated Special Disbursing Officer (SDO)
TOTAL		None	3 hours and 30 minutes	

D. Purchase of Rice Under Executive Order No. 51 and other Rice Requirements of Government Offices, Legislators and Local Government Units (LGUs) for Non-Relief Programs/Operations

Procedures on the availment of rice of government offices, Legislators and LGUs to respond to their rice requirements / rice allowance in compliance to Executive Order No. 51 and other non-relief programs / operations.
(Approving authority for rice purchase below 500 bags is the Branch Manager)

Office:	NFA Branch Office – Buffer Stocking Management			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Department of Social Welfare and Development (DSWD) / Local Government Units (LGUs) / Legislators / Government Offices and Other Relief Agencies			
Schedule:	8:00 am – 5:00 pm, Monday to Friday without noontime break policy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request for the availment of NFA rice indicating the quantity of rice to be purchased, date and place of withdrawal duly signed by the concerned requesting party; (1 Original Copy or 1 Electronic Copy)			Requesting Party	
2. Check payment (Government Check Only): 2.1. Disbursement Voucher			Requesting Party	
2.2. Duly signed Purchase Order (PO) indicating the quantity of rice to be purchased			Requesting Party and “Conforme” by the NFA Branch Office	
2.3. Proof of Payment <i>(Note: Payment of Cashier’s or Manager’s check must be done prior to the withdrawal of rice from designated NFA warehouse)</i>			Proof of payment for the Cashier’s or Manager’s Check to be secured from the bank.	
2.4. Official Receipt			Cashier of the transacting NFA Branch Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter-request/letter of approval with the required supporting documents to NFA-Branch Office (B.O.)	1.1. Receives, records and forwards to Branch Manager for notation / instruction	None	20 minutes	Administrative Aide VI
	1.2. Directs the BSM Section to evaluate request and existing stock inventory level;	None	30 minutes	Branch Manager / Assistant Branch Manager

	<p>1.3. Prepares letter-reply to consider the following:</p> <p>1.4. If approved, indicate volume of allocation, equivalent amount to be paid and payment procedures;</p> <p>1.5. If disapproved due to limited rice stock inventory, issue Waiver of Authority to Supply Rice</p> <p>1.6. Reviews and signs the letter-reply</p>	None	30 minutes	SGO
2. Receives action taken on the request	2. Notifies the client on the approval/disapproval of request	None	30 minutes	SGO
3. Presents NFA's Letter of Approval	3.1. Prepare the Order of Payment (OP)	None	30 minutes	GOO I/SGO
	3.2. Reviews and approves OP	None	10 minutes	Branch Manager
	3.3. Issue OP to the client and advises client to pay the corresponding amount to the Cashier	None	30 minutes	GOO I
4. Proceeds to the cashier's window and pay corresponding amount	<p>4. Accepts payment, generates/issues the original copy of the Invoice Receipt (IR) and informs clients to return to Buffer Stock Management Section to present the IR.</p> <p>Note: Processing time excludes clearing period for check payment</p>	None	30 minutes	Cashier II or III
5. Presents IR for the issuance of OP.	5. Upon receipt of IR, prepares, reviews and approves AI	None	1 hours	GOO I/SGO Branch Manager/
6. Presents AI and IR to the Warehouse Supervisor for rice withdrawal	6.1. Receives and verifies AI, OR and SPA/Authorization letter with two (2) valid IDs (if representative)	None	30 minutes	Warehouse Supervisor (WS)

	6.2. Weighs stocks and prepares Warehouse Stock Issue (WSI)	None	1 hour	WS/Warehouse Assistant (WA)
	6.3. Classifies stocks for issuance of good quality rice	None	30 minutes	QAO
7. Receives rice stocks and the client's copy of WSI	7. Provide the client's copy of WSI and issue rice stocks (WSI must be stamped with "Received Rice Stocks in Good Quality and Exact Weight	None	30 minutes (per 100 bags of rice in 50 kg/bag)	WS
8. Surrenders Guard Stub	8. Accepts, verifies and records stub indicating the quantity of rice stocks withdrawn	None	30 minutes	Guard on Duty
TOTAL		None	8 hours or 1 day	



E. Withdrawal of Rice on One Time Rice Assistance to Government Employees Under Administrative Order (AO) No. 2 Series of 2022

Procedures on the availment of rice of qualified employee-beneficiaries from National Government Agencies, State Universities and Colleges, Military and Uniformed Personnel covered by the Contingent Fund.

Office:	NFA Branch Office – Buffer Stocking Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) /Government to Client (G2C)			
Who may avail:	National Government Agencies, State Universities and Colleges and Military and Uniformed Personnel			
Schedule:	8:00 am – 5:00 pm, Monday to Friday without noontime break policy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request for the withdrawal of rice indicating the total number of qualified employee-beneficiaries, total number of bags, preferred NFA withdrawal area and withdrawal scheme and focal person who shall withdraw the rice duly signed by the head of the requesting party. (1 Original Copy)		Requesting Party		
2. Masterlist of Beneficiaries (1 Original Copy)		Requesting Party		
3. Acknowledgment Receipt (AR) (1 Original Copy)		Requesting Party		
4. Government issued Identification Cards (IDs) of both the focal person and the employee-beneficiaries (1 Original Copy)		Requesting Party		
5. Duly Notarized Special Power of Attorney (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter-request with the required supporting documents	1.1. Receives, records in the log book and forwards to the Branch Manager for proper notation/instruction.	None	30 minutes	Administrative Assistant III
	1.2. Forwards the letter-request with corresponding notation and all the attached supporting documents to the BSM Section.	None	30 minutes	Branch Manager

	1.3. Records, checks for completeness and validity of submitted documents and prepare response based on the notation of the Branch Manager to consider enough rice buffer stocks, to wit:	None	1 hour	SGO
	1.4. If documents are complete and there is an available rice stocks, schedule the release of rice.			
	1.5. If documents are incomplete, notify the focal person of the requesting agency to submit lacking documents			
	1.6. Review and approves the letter-reply	None	1 hour	Branch Manager
2. Receives action taken on the request	2. Notifies clients of the NFA's action on their request.	None	30 minutes	GOO I/SGO
3. Presents the NFA's Confirmation Letter on the withdrawal of rice for issuance of Authority to Issue (AI).	3. Prepares, reviews and approves AI	None	2 hours	GOOI/SGO Branch Manager
4. Presents AI to the Warehouse Supervisor for rice withdrawal	4.1. Receives and verifies AI, SPA/Acknowledgment Receipt with two (2) valid IDs (if representative)	None	30 minutes	Warehouse Supervisor (WS)
	4.2. Weighs stocks and prepares Warehouse Stock Issue (WSI)	None	1 hour	WS/Warehouse Assistant (WA)
5. Receives rice stocks and the client's copy of WSI	5.1. Classifies stocks for issuance of good quality rice	None	30 minutes	Quality Assurance Officer (QAO)

	5.2. Provides the client's copy of WSI and issues rice stocks (WSI must be stamped with "Received Rice Stocks in Good Quality and Exact Weight")	None	30 minutes (per 100 bgs of rice in 50 kg/bag)	WS
6. Surrenders Guard Stub of the WSI	6. Accepts, verifies and records stub indicating the quantity of rice stocks withdrawn	None	30 minutes	Guard on Duty
7. Surrenders Guard Stub of the WSI in the guardhouse upon exit in NFA compound	7. Accepts, verifies/inspect and records stub indicating the quantity of rice stocks withdrawn			
TOTAL		None	hours or 1 day	



INTERNAL SERVICES



CENTRAL OFFICE



ADMINISTRATIVE AND GENERAL SERVICES – HUMAN RESOURCE DEVELOPMENT AND SERVICES DIVISION



A. Processing of Request for Service Record (Record Available in the System)

Processing of requests for Service Record for internal clients of the NFA Central Office with available record in the Human Resource Information System (HURIS).

Office or Division:		AGSD - Human Resource Development and Services Division (HRDSD)		
Classification:		Simple		
Type of Transaction:		Government to Government- G2G		
Who may avail:		NFA Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log-book entry; or Request through email/memorandum/letter.		HRDSD Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II/ Sr. Personnel Specialist and Requestor
No activity.	Generates Service Record from the Human Resource and Information System (HURIS).		15 Minutes	
No activity.	Endorses the Service Record for signature of the Division Chief/Department Manager.		Minutes	
Receives the Service Record	Informs requestor that the Service Record is already available/have the Service Record received by the requestor.		15 Minutes	
TOTAL		None	Minutes	

B. Processing of Request for Service Record (Record Not Available in the System)

Processing of requests for Service Record for internal clients of the NFA Central Office with no record found in the Human Resource Information System (HURIS).

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Log-book entry; or Request through email/memorandum/letter.			HRDSD Requestor	
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives and evaluates the request.	None	15 Minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II/ Sr. Personnel Specialist
	Requests GSD for the retrieval of record at the NFA Records Center (ACA, Valenzuela).		15 Minutes	
	Upon receipt of document from NFA Records Center (ACA, Valenzuela) manually prepares the Service Record.		days	
	Endorses the Service Record for signature of the Division Chief/Department Manager.		15 Minutes	
	Informs requestor that the Service Record is already available/have the Service Record received by the requestor.		15 Minutes	
TOTAL		None	2 Days 60 Minutes	

C. Processing of Request for Certified Photocopies of Personnel Record (Active Record)

Processing of internal client requests for certified photocopies of personnel record found in the Active 201 File such as, but not limited to the following: Appointment, Certificate of Assumption to Duty, Notice of Salary Adjustments, Notice of Step Increments, and Personal Data Sheet.

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Log-book entry; or Request through email/memorandum/letter.			HRDSD Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II/ Sr. Personnel Specialist
No Activity.	Generates a copy of the requested file and certify it.		15 Minutes	
Receives the certified documents	Informs requestor that the document/s is already available/have the document/s received by the requestor.		15 Minutes	
TOTAL		None	45 Minutes	



D. Processing of Request for Certificate of Employment/Certificate of Employment and Compensation (COE/COEC) – Active Record

Processing of internal requests for Certificate of Employment/with Compensation, with Active Employee Record.

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Log-book entry; or Request through email/memorandum/letter.			HRDSD Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II/ Sr. Personnel Specialist
No Activity	Prepares COE/COEC.		15 Minutes	
No Activity	Endorses the COE/COEC for signature of the Division Chief/Department Manager.		15 Minutes	
Receives the COE/COEC	Informs requestor that the COE/COEC is already available/have the COE/COEC received by the requestor.		15 Minutes	
TOTAL		None	60 Minutes	



E. Processing of Request for Updating of Personnel Record with the GSIS

Processing of internal requests for updating of Personnel Record with the GSIS through the assigned Agency Authorized Officer (AAO) or Alternate Agency Authorized Officer (AAAO).

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Central Office Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Signed request Service Record Birth Certificate Marriage Contract Certificate of Leave of Absence With/Without Pay Member's Record from the employee's GSIS Touch account or printed image taken from the GSIS Kiosk, as applicable).			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requestor submits signed request with the applicable attachment/s.	Receives and evaluates the request.	None	15 Minutes	Agency Authorized Officer (AAO)/ Alternate Agency Authorized Officer (AAAO)
	Submits Agency Remittance Advise (ARA) via the GSIS WebMSP web application.		15 Minutes	
TOTAL		None	30 Minutes	



F. Processing of Request for GSIS Loan Approval

Processing of requests for approval of various GSIS loans through the assigned Agency Authorized Officer (AAO) or Alternate Agency Authorized Officer (AAAO).

Office or Division:	AGSD - Human Resource Development and Services Division (HRDSD)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Central Office Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photocopy of latest payslip with notation from the Representative for Administrative Matters (RAMs) that loan availee is not on leave without pay (or Certification from HRDSD of No Leave Without Pay)			Requestor/HRDSD	
Certificate of No Pending Administrative Case			Legal Affairs Department (LAD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requestor submits the requirements.	Approves or disapproves the request.	None	15 Minutes	Agency Authorized Officer (AAO)/ Alternate Agency Authorized Officer (AAAO)
TOTAL		None	15 Minutes	



G. Processing of Terminal Leave Benefit

Processing of terminal leave benefit in review of documents and computation claim based on employee's leave balances.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD):			
Classification:	Complex			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Central Office officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NFA Clearance (original and certified true copy)			Central Office	
GSIS Clearance (certified true copy)			GSIS	
Perpetual Leave Cards (original and certified true copy)			Central Office	
Application for Terminal Leave Benefit			Employee	
Application for Leave of Absence (TLB claim)			Employee	
Authority to Deduct			Employee	
Disbursement Voucher			Processor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the application for terminal benefit claim together with all the requirements (original and certified true copy) except the Perpetual Leave Cards.	Receives and reviews the documents. Informs the employee of lacking documents, if any.	None	1 day	Senior Personnel Specialist/ Personnel Specialist II/ Personnel Specialist I/ Personnel Analyst



No activity.	Audits, closes, and prepares the employee's perpetual leave cards, and indicates the leave balance in the submitted ALA.	None	3 days	Senior Personnel Specialist/ Personnel Specialist II/ Personnel Specialist I/ Personnel Analyst
No Activity.	Computes the amount of TLB based on the leave balance. Issue certification of leave without pay and last day of service.	None	1 day	Senior Personnel Specialist/ Personnel Specialist II/ Personnel Specialist I/ Personnel Analyst
No Activity.	Reviews and recommends approval to the AGSD Department Manager.	None	1 day	Senior Personnel Specialist/ Supervising Personnel Specialist/ Chief Personnel Specialist
No Activity.	Forwards to the concerned offices.	None	2 hours	Senior Personnel Specialist/ Personnel Specialist II/ Personnel Specialist I/ Personnel Analyst
TOTAL		None	6 days and 2 hours	



H. Processing of Application for 50% Monetization of Leave Credits

Processing of application for 50% monetization of leave credits may be allowed for valid and justifiable reasons subject to the discretion of the agency head and availability of funds (CSC-MC No. 41 s. 1998).

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD):			
Classification:	Complex			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Application for 50% monetization of leave credits			Employee	
Recommendation letter from the regional offices			Regional Office	
Perpetual Leave Card (certified true copy)			Field and Central Office	
Application for Leave of Absence (for 50% monetization)			Employee	
Certification of Funds Availability			Finance Department	
Supporting documents based on SOP NO. HR-PB01-2023				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1. Receives and reviews the documents. Inform the employee/RAM/RAO/BAO of lacking documents, if any.	None	1 day	Senior Personnel Specialist/Personnel Specialist II/Personnel Specialist I/Personnel Analyst
2. No Activity.	2. Audits employee's Perpetual Leave Cards and indicates the 50% of leave balance in the submitted ALA.	None	4 hours	Senior Personnel Specialist/Personnel Specialist II/Personnel Specialist I/Personnel Analyst



3. No Activity.	3. Computes the amount of 50% monetization, based on the leave balance.	None	4 hours	Senior Personnel Specialist/Personnel Specialist II/Personnel Specialist I/Personnel Analyst
4. No Activity.	4. Reviews and recommends approval Below are the signatories: a) Assistant Administrator for Finance and Administration b) Deputy Administrator c) Administrator	None	1 day	Senior Personnel Specialist/Supervising Personnel Specialist/Chief Personnel Specialist/Department Manager
5. Receives the approved monetization request.	5. Receives the approved 50% monetization from the Office of the Administrator and forwards to the concerned office.	None	1 day	Senior Personnel Specialist/Personnel Specialist II/Personnel Specialist I/Personnel Analyst
TOTAL		None	4 days	

I. Preparation of Final List of Service Awardees for Purchase of Plaques and Tokens

Preparation of the list of eligible NFA employees to the Service Awards and preparation of Purchase Request (PR), Requisition and Issue Slip (RIS) and canvass for the purchase Loyalty Service Awards' plaques and tokens.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD)			
Classification:	Complex			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official list of Service Awardees		NFA Administrative and General Services Department – Human Resources Division (Central Office)		
2. Purchase Request, Requisition and Issue Slip (RIS), Terms of Reference (TOR) and canvass		Human Resources Division – Career Development Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Consolidates data from HURIS and categorizes employees under 5, 10, 15, 20, 25, 30, 35, 40 and 45 years.	None	3 days	Senior Personnel Specialist/ Personnel Specialist I/ Personnel Analyst
2. No activity	2. Prepares memorandum addressed to all Central and Field Offices on the validation of the service awardees.	None	4 hours	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
3. Submits the final list of Service Awardees (CO and FOs).	3. Evaluates and prepares list the Service Awardees based on the submitted list by Central and Field Offices.	None	2 days	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst



4. No activity.	4. Prepares Purchase Request (PR), Requisition and Issue Slip (RIS) Terms of Reference (TOR) and canvass for the procurement of Plaques and Tokens.	None	4 hours	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
	TOTAL	None	6 days	



J. Processing of Application of Local and Foreign Scholarship

Processing of application for local and foreign scholarships as part of career development program that provides opportunities for personnel development and career advancement for NFA employees.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD)	
Classification:	Complex	
Type of Transaction:	Government to Government- G2G	
Who may avail:	NFA employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Letter of Acceptance/Admission (1 original copy)	School where the applicant will be studying	
2. Scholarship invitation (1 photocopy)	Human Resource Development and Services Division (HRDSD) – Career Development Unit/Applicant	
3. Letter of request for Leave on Scholarship (1 original copy)	Applicant's Department - CO/ Supervising Administrative Officer - RO	
4. Diploma (1 certified true copy)	Applicant	
5. Service Record (1 original)	Human Resource Development and Services Division (HRDSD) - CO/ Supervising Administrative Officer - RO	
6. Certification of No Pending Administrative/Criminal Case (1 original copy)	Legal Affairs Department (LAD)	
7. Application for Leave of Absence (ALA) (4 original copies)	Applicant	
8. Last page of Perpetual Leave Card (1 certified true copy)	Human Resource Development and Services Division (HRDSD) – CO/Supervising Administrative Officer - RO	
9. NFA Clearance (4 original copies)	Applicant's Department/Office	
10. Travel Data Sheet (2 original copies)	Human Resource Development and Services Division (HRDSD) – Career Development Unit	
11. Re-Entry Action Plan (2 original copies)	Human Resource Development and Services Division (HRDSD) – Career Development Unit	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Prepares memorandum and disseminates invitation to NFA Central and Field Offices	None	1 day	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
2. Submits letter request and application documents for scholarship.	2. Evaluates and ensures completeness of requirements submitted by employee based on the approved SOP.	None	1 day	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
3. No activity	3. Transmits/releases to concerned signatories for approval as stated in Specifications of Authority: Below are the signatories: 1) Department Manager 2) Assistant Administrator for Finance and Administration 3) Deputy Administrator 4) Administrator	None	1 hour	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
4. Receives the approved Scholarship documents.	4. Receives the approved Scholarship from the Office of the Administrator and forwards to the concerned office.	None	1 day	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
TOTAL		None	3 days and 1 hour	



K. Processing of Application for Study Leave

Processing of application for study leave as part of career development program that provides opportunities for personnel development and career advancement for NFA employees.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD)	
Classification:	Complex	
Type of Transaction:	Government to Government- G2G	
Who may avail:	NFA employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Certification from school that the applicant has already completed all the academic requirements for Thesis Writing or Comprehensive Exam (One (1) Certified True Copy)	Applicant	
2. Proof of enrollment (1 Certified True Copy)	Applicant	
3. Certification from school as to the tentative schedule of Comprehensive Examination for completion of Masters/Doctorate Degree (1 Certified True Copy)	Applicant	
4. Diploma (1 Certified True Copy)	Applicant	
5. Service Record (1 original copy)	Human Resource Development and Services Division (HRDSD) - CO/Supervising Administrative Officer - RO	
6. Certification of No Pending Administrative/Criminal Case (1 Certified True Copy)	Legal Affairs Department (Central Office)	
7. Duly accomplished ALA (1 original copy)	Applicant	
8. Last page of Perpetual Leave Card (1 Certified True Copy)	Human Resource Development and Services Division (HRDSD) - CO/ Supervising Administrative Officer - RO	
9. Request for Study Leave (1 original copy)	Applicant	
10. Service Contract (4 original copy)	Applicant	
11. Certificate of at least a Very Satisfactory rating (1 original copy)	Human Resource Development and Services Division (HRDSD)	



12. Certificate that the applicant must not have any current foreign or local scholarship grant (1 original copy)	Human Resource Development and Services Division (HRDSD)
13. Certificate that the applicant has no Service Obligation from any previous Study Leave, Scholarship/Training Contract (1 original copy)	Human Resource Development and Services Division (HRDSD)
14. NFA Clearance (1 original copy)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and clearances for study leave.	1. Evaluates request and validates if the applicant is qualified to avail study leave, based on the requirements submitted by employee.	None	2 days	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
2. No activity	2. Transmits/releases to concerned signatories for approval as stated in Specifications of Authority: Below are the signatories: 1) Department Manager 2) Assistant Administrator for Finance and Administration 3) Deputy Administrator 4) Administrator	None	1 hour	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
3. Receives the approved Study Leave.	3. Receives the approved Study Leave from the Office of the Administrator and forwards to the concerned office.	None	1 day	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
TOTAL		None	3 days and 1 hour	



L. Processing of Application of Career Development Program (Personnel Development Award)

Processing of application for personnel development award to recognize and reward employees' successful efforts to upgrade their knowledge and skills by acquiring Bachelor, Masteral and Doctoral degrees through their own personal expense.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD)	
Classification:	Simple	
Type of Transaction:	Government to Government- G2G	
Who may avail:	NFA employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Certificate that the employee pursued his/her graduate studies through his/her own expense (1 original copy)	Applicant's Department/Office – CO/Supervising Administrative Officer - FO	
2. Certificate that the employee did not avail of any study leave on official time for the duration of the graduate course (1 original copy)	Human Resource Development and Services Division (HRDSD)	
3. Diploma (1 Certified True Copy)	Applicant	
4. Transcript of records (1 Certified True Copy)	Applicant	
5. Service Record (1 original copy)	Human Resource Development and Services Division (HRDSD) – CO/Supervising Administrative Officer - FO	
6. Certificate Very Satisfactory (VS) rating (1 original copy)	Human Resource Development and Services Division (HRDSD) – CO/ Supervising Administrative Officer - FO	
7. Certification of No Pending Administrative/Criminal case (1 Certified True Copy)	Legal Affairs Department (Central Office)	
8. Disbursement Voucher (DV)	Applicant	
9. Budget Utilization Request (BUR)	Applicant	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to AGSD.	1. Evaluates request and validates if the applicant is qualified to receive the personnel development award	None	2 days	Applicant's Office
2. No activity	2. Endorses the approved request to Finance Department (FD) for remittance of funds for the cash award incentive.	None	1 hour	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
3. Receives the approved request.	3. Forwards the approved request to the concerned office.	None	1 hour	Senior Personnel Specialist/ Personnel Specialist/ Personnel Analyst
TOTAL		NONE	2 days and 2 hours	



M. Processing of Appointments

Appointments processing is the review and evaluation of required documents for appointments of NFA employees submitted by the regional and central offices before its submission to the Civil Service Commission for attestation.

Appointments include hiring (original), promotion, transfer, reappointment, reemployment, reclassification, and demotion.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division	
Classification:	Complex	
Type of Transaction:	Government to Government- G2G	
Who may avail:	Regional Offices through the Supervising Administrative Officers (SAOs)/Central Office through the Representative for Administrative Matters (RAMs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Endorsement letter from the concerned offices		Field/Central Offices
2. Proof of Position Publication (1 Certified True Copy)		CSC Field Office with jurisdiction over the place of assignment
3. Proof of Vacancy (1 Certified True Copy)		Place of assignment
4. Application letter (1 Certified True Copy)		Appointee
5. Waiver(s) (if any) (1 Certified True Copy)		Appointee
6. Minutes of Deliberation (1 Certified True Copy)		Place of assignment
7. Summary of Scores of Contenders (1 Certified True Copy)		Place of assignment
8. Personal Data Sheet (PDS) (1 Certified True Copy)		Appointee
9. Position Description Form (1 Certified True Copy)		Place of assignment
10. Authenticated Certificate of Eligibility/Rating/License (1 Certified True Copy)		Issuing agency (Civil Service Commission or Professional Regulation Commission)
11. Individual Performance Commitment Review (IPCR) for the last rating period (for promotional appointees) (1 Certified True Copy)		Appointee
12. Transcript of Records (for newcomers) (1 Certified True Copy)		Appointee
13. Diploma(s) (for newcomers) (1 Certified True Copy)		Appointee
14. Medical Certificate (for newcomers) (1 Certified True Copy)		Appointee
15. Birth Certificate (for newcomers) (1 Certified True Copy)		Appointee
16. National Bureau of Investigation (NBI) / Police Clearance (for newcomers) (1 Certified True Copy)		Appointee
17. Marriage Certificate (if any) (for newcomers) (1 Certified True Copy)		Appointee

18. Certificate(s) of Employment (for newcomers, if any) (1 Certified True Copy)		Appointee		
19. Pre-Employment Psychological Test Result		AGSD-HRDSD		
20. Certificate of Relevant Trainings (if any) (1 Certified True Copy)		Appointee		
21. Relevant Special Orders/Office Orders (if any) (1 Certified True Copy)		Place of Assignment		
22. Appointment Form (4 original copies)		Place of Assignment		
23. Certificate of Assumption to Duty (1 Certified True Copy)		Place of Assignment		
24. Oath of Office (1 Certified True Copy)		Place of Assignment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for processing of appointment	1. Receives and reviews documents submitted by the concerned offices	None	1 day	Senior Personnel Specialist/ Personnel Specialists I & II
2. No activity	2. Evaluates submitted documents, prepare Appointment Form (for Central Office/ Departments)	None	2 days	Senior Personnel Specialist/ Personnel Specialists I & II
3. No activity	3. Transmits/releases to concerned signatories for approval (if documents are complete and in order) as stated in the Specifications of Authority : Below are the signatories : a. Department Manager b. Assistant Administrator for Finance Administration c. Administrator	None	1 day	Senior Personnel Specialist/ Personnel Specialists I & II/ Personnel Analyst
4. No activity	4. Receives the approved appointment from the Office of the Administrator	None	15 minutes	Representative on Administrative Matters
5. No activity	5. Transmits/releases the original signed appointment to the concerned office where the appointee will assume.	None	15 minutes	Personnel Analyst/ Personnel Specialists I & 2



6. No activity	6. Informs the appointee of his/her signed appointment, and sets his/her date to report to work	None	30 minutes	Personnel Analyst/ Personnel Specialists I & 2
7. No activity	7. Prepares appointee's Certificate of Assumption to Duty and Oath of Office	None	30 minutes	Personnel Analyst/ Personnel Specialists I & 2 (for Central Office)/ SAOs (for Field Office)
8. No activity	8. Submits to concerned CSC office the required documents for attestation of appointment (Appointment Form, Certificate of Assumption to Duty, Oath of Office, PDS, PDF, authenticated eligibility/license)	None	1 day	Personnel Analyst/ Personnel Specialists I & 2 (for Central Office)/ SAOs (for Field Office)
TOTAL		NONE	5 days and 1&1/2 hours	

N. Processing of Internal Training Requests

Any training program/activity such as seminar, workshop, or briefing initiated and conducted by the Administrative & General Services Department (AGSD), other NFA Central Office department/office, Field Offices, or in coordination with other government or private institutions.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD)
Classification:	Complex
Type of Transaction:	Government to Government- G2G

Who may avail:		NFA Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Memorandum / Request to conduct internal training		Concerned Central Office Department/Office signed by Department Manager/Head of Office		
2. Request for issuance of Training Directive				
3. Training Design / Modules		Concerned Department/Office		
4. List of Participants		Concerned Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits memorandum requesting conduct of internal training and issuance of training directive; Submits other requirements	1. Receives memo-request and checks completeness and correctness of documents.	None	3 days	Personnel Specialist I/ Personnel Specialist II/ Senior Personnel Specialist
2. No Activity.	2. Evaluates request.			
3. No Activity.	3. Prepares recommendation for the approval of training request by the Administrator through the Finance Department, Assistant Administrator for Finance Department Finance and Administration and Deputy Administrator; Prepares Training Directive for Central Office participants.	None	1 hour	Personnel Specialist I/ Personnel Specialist II/ Senior Personnel Specialist



4. No Activity.	<p>4. Approves the request for internal training</p> <p>The following are the approving authorities for the Training Directive, depending on the position title of the training participant (based on the Specifications of Authority):</p> <ul style="list-style-type: none"> a. AGSD Department Manager b. Assistant Administrator for Finance and Administration c. Deputy Administrator d. Administrator 	None		Assistant Administrator for Finance and Administration, Deputy Administrator and the Administrator
5. Receives copy of approval of conduct of internal training program and approved Training Directive (Central Office participants and Field Office Officials).	5. Receives approved request to conduct internal training and Training Directive and forwards copies to concerned C.O. Department/Office or Field Office.	None	30 minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II
6. No Activity	6. Encodes related data to the NFA Training and Development Monitoring Sheet.	None	30 minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II
TOTAL		None	3 days and 2 hours	

O. Processing of Local External Training Requests

Any training program/activity/conventions/conferences/seminars conducted by other offices/agencies and/or accredited training institutions to which NFA authorizes its employees to attend.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD)			
Classification:	Complex			
Type of Transaction:	Government to Government, G2G Government to Business- G2B			
Who may avail:	NFA officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement Memorandum/Request Letter to attend external training program,			Place of assignment of nominee to external training program	
2. Profile of Nominee			Place of Assignment	
3. Training Contract (Original)				
4. Invitation/registration Letter from the Accredited Training Provider/Government Agencies			Accredited Training Providers/Institutions and AGSD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits endorsement memorandum/ letter request and other requirements	1. Receives endorsement memorandum/ letter request and checks completeness and correctness of requirements.	None	3 days	Personnel Specialist I/ Personnel Specialist II/ Senior Personnel Specialist
2. No Activity.	2. Evaluates request to attend external training program			

3. No Activity.	3. Prepares recommendation and Training Directive (for Central Office officials and employees and field office officials) and Authority to Attend Training (for field office Rank-and-File employees) and submits the same for approval of concerned NFA official.	None	1 hour	Personnel Specialist I/ Personnel Specialist II/ Senior Personnel Specialist
4. No Activity.	<p>4. Approves recommendation and Training Directive/Authority to Attend Training.</p> <p>The following are the approving authorities for the Training Directive depending on the position title of the training participant (based on the Specifications of Authority):</p> <ol style="list-style-type: none"> 1) AGSD Department Manager 2) Assistant Administrator for Finance and Administration 3) Deputy Administrator 4) Administrator 	None		Concerned NFA official(s)
5. Receives copy of approved Training Directive/Authority to Attend Training.	5. Receives approved Training Directive/Authority to Attend Training and forwards copy to concerned CO Department/Office or Field Office.	None	30 minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II
6. No Activity.	6. Encodes in the NFA Training and Development Monitoring Sheet related data specified in the approved Training Directive.	None	30 minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II

7. No Activity.	<p>7. Prepares and forwards to the Finance Department the Budget Utilization Request and Disbursement Voucher for the payment Registration Fee of the training participants (Central Office officials and employees)</p> <p>Prepares and forwards to the Finance Department the request for remittance/ authorization of fund for the registration fee of participants from the field offices.</p>	None	1 hour	Personnel Specialist I/ Personnel Specialist II/ Senior Personnel Specialist
TOTAL		NONE	3 days and 3 hours	

P. Processing of Foreign External Training Request

Any training program/activity/conventions/conferences/seminars conducted by other offices/agencies and/or accredited training providers outside of the Philippines to which NFA authorizes its employees to attend.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD):			
Classification:	Complex			
Type of Transaction:	Government to Government, G2G Government to Business- G2B			
Who may avail:	NFA employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Memorandum/Request Letter to attend foreign external training program		Place of assignment of nominee to foreign external training program		
2. Profile of Nominee		Place of Assignment of employee-nominee specifically from Representative for Administrative Matters (RAM) for Central Office and Supervising Administrative Officer (SAO)/AO V for field offices		
3. Training Contract				
4. Invitation Letter from the Training Provider/Government Agencies		Accredited Training Providers/Institutions and AGSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits endorsement memorandum/letter request and other requirements	1. Receives endorsement memorandum/letter request and checks completeness and correctness of requirements.	None	3 days	Personnel Specialist I/ Personnel Specialist II/ Senior Personnel Specialist
2. No Activity	2. Evaluates request to attend foreign external training program			

3. No Activity	<p>3. Approves recommendation and Training Directive/Authority to Attend Training.</p> <p>The following are the approving authorities for the Training Directive depending on the position title of the training participant (based on the Specifications of Authority):</p> <ul style="list-style-type: none"> a. AGSD Department Manager b. Assistant Administrator for Finance and Administration c. Deputy Administrator d. Administrator 	None	2 hours	Personnel Specialist I/ Personnel Specialist II/ Senior Personnel Specialist
3. Receives copy of approved Training Directive, Training Contract, and Authority to Travel.	4. Receives approved recommendation, Training Directive, and Authority to Travel, and forwards copy to concerned CO Department/Office or Field Office.	None	30 minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II
4. No activity.	5. Encodes in the NFA Training and Development Monitoring Sheet related data specified in the approved Training Directive.	None	30 minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II
5. No activity.	6. Prepares and forwards to the Finance Department the Budget Utilization Request and Disbursement Voucher for the payment Registration Fee of the training participants, if any.	None	30 minutes	Personnel Analyst/ Personnel Specialist I/ Personnel Specialist II
TOTAL		NONE	3 days and 3.5 hours	

Q. Processing of Travel Authority for Travel Abroad

Processing of Travel Authority for travel abroad in relation to OP Memorandum Circular No. 35 and NFA SOP No. HR-PB01-2023.

Office or Division:	Administrative & General Services Department – Human Resource Development and Services Division (HRDSD)			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	NFA employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Employee		
2. Endorsement Letter		Head of Regional Office, Departments or Executive Offices		
3. Approved ALA		Employee		
4. Certificate of No Pending Case		Legal Affairs Department		
5. Photocopy of Passport		Employee		
6. Copy of Plane Ticket or Itinerary Ticket (except for Visa purposes)		Employee		
7. Medical Certificate (for application of SL in advance)		Employee		
8. Approved Certificate of Clearance for ALA of VL or SL exceeding thirty (30) calendar days		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application for Travel Authority together with all the requirements.	1.1. Receives and reviews the documents. Inform the employee of lacking documents, if any.	None	1 day	Senior Personnel Specialist / Personnel Specialist II/ Personnel Specialist I/ Personnel Analyst

	1.2. Issue Travel Authority and prepare endorsement for approval.	None	4 hours	Senior Personnel Specialist/ Personnel Specialist II/ Personnel Specialist I/ Personnel Analyst Personnel Specialist I/ Personnel Analyst
	1.3. Reviews and recommends approval Below are the signatories: a) Assistant Administrator for Finance and Administration b) Deputy Administrator c) Administrator	None	1 day	Senior Personnel Specialist/ Supervising Personnel Specialist/ Chief Personnel Specialist/ Department Manager
	1.4. Receives the approved Travel Authority from the Office of the Administrator and forward to the concerned office.	None	1 day	Senior Personnel Specialist/ Personnel Specialist II/ Personnel Specialist I/ Personnel Analyst
TOTAL		NONE	3 days and 4 hours	



ADMINISTRATIVE AND GENERAL SERVICES – GENERAL SERVICES DIVISION

A. Approval of Request for Procurement of Goods and Services

Prescribed procedures and documentary requirements for approval of requests for procurement of goods and services.

Office or Division:	Administrative & General Services Department – General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	Government to Government, G2G			
Who may avail:	NFA Central Office Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Requisition and Issue Slip (RIS) (for goods) 2. Purchase Request (PR) (for goods and services) (indicate Accountable Officer, if applicable) 3. Certified photocopy of the approved Project Procurement Management Plan (PPMP) 4. Technical Specifications (for goods and services, infrastructure)/Terms of Reference (for consulting services) 5. Canvass of Prices from at least three (3) suppliers with quotations sent by supplier and proof of request for quotation (for items not available in stock and issue) 		Requesting department/End-user Requesting department/End-user Requesting department/End-user Requesting department/End-user Requesting department/End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request.	1. Receives PR and/or RIS with supporting documents.	None	15 minutes	Procurement Management Officer III/IV
2. No activity.	2. Checks the completeness of supporting documents submitted then forwards to Supply Officer III or II.	None	30 minutes	Procurement Management Officer III/IV
3. No activity	3. Checks availability of items in stock/checks if there is no existing accountability.	None	1 hour	Supply Officer II/III

4. No activity	4. Signs RIS and initials on the PR.	None	1 hour	Chief Administrative Officer
5. No activity	5. Signs PR.	None	1 hour	Department Manager
6. No activity	6. If items are available in stock, follows the schedule of issuance of supplies.	None	45 minutes	Supply Officer II/III
7. No activity	7. If items are not available in stock, forwards PR to GSD Procurement Unit.	None	15 minutes	Procurement Management Officer III/IV
TOTAL		None	4 hours, 45 minutes	

B. Processing of Request for Issuance of Supplies and Materials (Stock and Issue) to NFA Central Office Departments

Prescribed procedures and documentary requirements for processing of requests for issuance of Supplies and Materials to NFA Central Office Departments

Office or Division:	Administrative & General Services Department (AGSD) – General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Central Office Departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition and Issue Slip (RIS) Waste Material.			Requesting department/End-user Requesting department/End-user	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Requisition and Issue Slip to GSD	1. Receives Requisition and Issue Slip (RIS) from the Departments/End-user	None	15 minutes	Supply Officer III/II
2. No activity	2. Checks the availability of stock in the Supplies Ledger Card. If the stock is available, endorses the RIS to the Chief Administrative Officer for approval.	None	30 minutes	Supply Officer III/II
3. No activity	3. Approves RIS.	None	1 hour	Chief Administrative Office
4. No activity	4. Issues supplies based on the schedule of issuance of supplies.	None	45 minutes	Supply Officer III/II
TOTAL		None	2 hours and 30 minutes	

C. Request for Retrieval of Documents

Request of department/employee to retrieve a particular document which will be used as attachment for official transactions or as supporting documents to different claims.

Office or Division:	Administrative & General Services Department – General Services Division (GSD)			
Classification:	Complex			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA department/employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Retrieval signed by the requesting Department Manager			Administrative & General Services Department – General Services Division (GSD)/Requesting Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for retrieval signed by the Department Manager.	1. Receives the signed Request for Retrieval.	None	15 minutes	Records Officer III/Records Management Analyst II
2. No Activity	2. Approves the request for retrieval of documents.	None	1 hour	Department Manager
3. No Activity	3. Retrieves the scanned copy of the document and reproduces the required number of copies requested.	None	1 day	Records Officer III/Records Management Analyst II
4. No Activity	4. Stamps the document with “Certified True Copy” then signs and indicates the date on all pages of the document.	None	1 hour	Records Officer III/Records Management Analyst II
5. No Activity	5. Should there be no available scanned copy, the hard copy will be retrieved at the ACA Valenzuela Records Center.	None	3 days	Records Officer III/Records Management Analyst II



6. Requesting party signs in the receiving logbook.	6. Asks the requesting party to sign in the receiving logbook.	None	15 minutes	Records Officer III/Records Management Analyst II
TOTAL		None	4 days, 2 hours and 30 minutes	

D. Request for Transfer of Records to Records Center

Transfer of records is requested to unclog departments of non-active records based on NFA SOP on Records and Disposition and RA 9470 (An Act to Strengthen the System of Management and Administration of Archival Records, Establishing for the Purpose the National Archives of the Philippines, and for other Purposes).

Office or Division:	Administrative & General Services Department (AGSD) – General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Central Office Departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Records Transfer signed by the Department Manager			NFA Central Office Departments	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for records transfer signed by the Department Manager.	1. Receives the signed Request for Records transfer.	None	15 minutes	Records Officer III/Records Management Analyst II
2. No Activity	2. Evaluates request. 2.1 If not compliant with the existing Standard Operating Procedure (SOP) on Records Management, return to requesting office.	None	1 hour	Records Officer III/Records Management Analyst II
3. No Activity	3. Approves the request for records transfer.	None	1 hour	Department Manager
TOTAL		None	2 hours and 15 minutes	

E. Processing of Clearance on Property Accountability to NFA Central Office Employees

Prescribing the procedures and documentary requirements for processing of the Clearances on Property Accountability of NFA officials and employees.

Office or Division:	Administrative & General Services Department (AGSD) – General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Central Office Departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Exhibit 1 of Certificate of Clearance Exhibit 2 of Certificate of Clearance Lists of Property Accountability of employee 			Requesting department/End-user Requesting department/End-user AGSD-GSD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Original Copy of Clearance (Exhibits 1 and 2) to AGSD-GSD.	1. Receives Original Copy of the Clearance (Exhibits 1 and 2) from the concerned official/employee.	None	15 minutes	Supply Officer III/II
2. No Activity.	2. Checks the existing property accountability of the concerned official/employee in the Property Inventory System (PIS). If there is existing property accountability, the Supply Officer III or II prints the List of Accountability and returns the clearance to concerned official/employee to settle and clear the said accountability.	None	2 hours	Supply Officer III/II
3. No Activity.	3. If there is no existing accountability, Supply Officer III or II will initial on the clearance and endorses to the Chief Administrative Officer for signature.		1 hour	Chief Administrative Officer
4. No Activity.	4. Approves Clearance.	None	1 hour	Department Manager



5. No Activity.	5. Receives approved clearance (Exhibit 1 and 2) from the Department Manager's Office and endorses it to the concerned employee/RAM.	None	1 hour	Supply Officer III/II
TOTAL		None	5 hours and 15 minutes	

F. Request for Service Vehicle

Requests of departments/employees who need to use NFA service vehicles for official purposes

Office or Division:	Administrative & General Services Department (AGSD) – General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Central Office Departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Vehicle Requisition Slip (VRS)			Requesting department/End-user	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Vehicles Requisition Slip to AGSD one (1) day before the trip for Metro Manila (MM) and at least (3) days for provincial trips.	1. Stamps received and checks correctness of information in the VRS	None	15 minutes	Designated Motorpool Supervisor
2. No Activity	2. Checks availability of Vehicle.	None	15 minutes	Designated Motorpool Supervisor
3. No Activity	3. Approves the Vehicle Requisition Slip according to Specifications of Authority.		1 hour	Chief Administrative Officer/Department Manager (for Metro Manila)
4. No Activity	4. Prepares Trip Ticket	None	1 hour	Designated Motorpool Supervisor
TOTAL		None	2 hours and 30 minutes	



FINANCE



A. Certification of Budget Availability and Utilization

To certify that the budget is available and utilized for its intended purpose/necessary adjustment.

Office or Division:	Finance Department (FD) – Budget Division (BD)			
Classification:	Simple			
Type of Transaction:	Government to Government-G2G			
Who may avail:	NFA Central Office Employees/Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) original Budget Utilization Requests (BUR) 2. Four (4) original Disbursement Vouchers (DV) 3. Documentary requirements <ul style="list-style-type: none"> • For common government transactions per COA Circular No. 2023-004 dated June 14, 2023 • For Procurement of Goods and Services per Revised Implementing Rules and Regulations of Republic Act No. 9184 		Concerned NFA Executive Offices and Central Office Departments, Office of the Council Secretary (OCS), and Commission on Audit (COA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submits BUR along with complete supporting documents to the Finance Department.	1. Receives and forwards BUR along with supporting documents to the Budget Division.	None	15 Minutes	Administrative Assistant I
2. No Activity	2. Evaluates BUR if the request is within the Approved Budget Ceiling and with issued ASA, assigns BUR Number, and affix initials.	None	1 Hour	Budget Officer I / Budget Officer II / Budget Officer III / Finance Department
3. No Activity	3. Returns BUR along with its supporting documents through memo if the request is not within the Approved Budget Ceiling or without issued ASA.		15 Minutes	Administrative Assistant I
4. No Activity	4. Reviews and approves the BUR for budget availability - P500,000 and below - above P500,000	None	20 Minutes	Budget Officer V Department Manager
5. No Activity	5. Releases Approved BUR & related supporting documents to the concerned department	None	10 Minutes	Administrative Assistant I
TOTAL		None	2 Hours	



B. Request for Appropriation of Funds for Particular Program/Activity/Project (PAP)

Certification / Approval of Availability Funds for Particular Program/Activity/Project (PAP).

Office or Division:	Finance Department (FD) – Budget Division (BD)			
Classification:	Simple			
Type of Transaction:	Government to Government-G2G			
Who may avail:	NFA Central Office Departments & Regional Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memo Request for appropriation of funds with supporting documents (1 original)			Concerned NFA Executive Offices and Central Office Departments, Office of the Council Secretary (OCS), Commission on Audit (COA), and NFA Regions 1 to 15	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmits Memo request along with supporting documents to the Finance Department for appropriation of funds.	1. Receives Memo Request along with supporting documents and forwards to Budget Division for appropriation of funds	None	10 Minutes	Administrative Assistant I
2. No Activity	2. Evaluates if the request is within the Approved Budget Ceiling, Work, and Financial Plan and included in the Annual Procurement Plan (APP). 2.1 Affixes initials and transmit to Budget Officer V for review and initials. 2.2 Returns through memo if the request is not within the Approved Budget Ceiling/Work and Financial Plan/not included in the Annual Procurement Plan (APP).	None	1 day	Budget Officer I / Budget Officer II / Budget Officer III

3. No Activity	3. Reviews and recommends the request for Appropriation of Funds and initials on the fund availability portion.	None	4 Hours	Budget Officer V
4. No Activity	4. Approves the Request for Appropriation of Funds and affixes the signature on the fund availability portion.			Department Manager
5. No Activity	<p>5. Forwards to the concerned signatories for approval of the requested Program/ Activity/Project (PAP):</p> <ul style="list-style-type: none"> - ₱5M and below (Assistant Administrator for Finance & Administration) - ₱5M to ₱10M (Deputy Administrator) - Above ₱10M (Administrator) 	None	20 Minutes	Administrative Assistant I
TOTAL		None	1 Day, 4 Hours and 30 Minutes	

C. Collection of Payment from Refund of Excess Cash Advances and others

Collection of Cash or Check Payments from employees.

Office or Division:	Finance Department (FD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request to accept payment (1 original)		Concerned Employee & Office / Departments (Operations Coordination Department and Administrative, General Services Department & Finance Department)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the endorsement letter with the attached Order of Payment (OP) from the Concerned Department to the Finance Department.	1.1 Receives the endorsement letter with the attached Order of Payment from the Concerned Department. 1.2 Validates the approved OP of the concerned Supplier / Contractor / Other Government / Agency	None	30 Minutes	Administrative Assistant I Accounts Analyst

<p>2. Proceeds to the Cashier's Office to pay through cash or check along with the approved and validated OP</p>	<p>2. Receives cash or check payment:</p> <p>2.1 If Cash Payment - Issues the corresponding official receipt (OR) to the concerned Supplier/Contractor/ Other Government Agency</p> <p>2.2 If Check payment - Issues a temporary receipt to the concerned Supplier/Contractor/Other Government Agency pending check clearance from the concerned bank. Once the check payment has been cleared & deposited to NFA's bank account, the corresponding official receipt (OR) will be issued.</p>	<p>None</p>	<p>30 Minutes</p>	<p>Cashier III</p>
<p>TOTAL</p>		<p>None</p>	<p>1 Hour</p>	

D. Disbursements - Simple Transactions

Settlement of government payables/obligations by Check or Advice to Debit Account (ADA).
(E.g. Domestic Travel/Loyalty Cash award/Communication Allowance)

Office or Division:	Finance Department (FD)			
Classification:	Simple			
Type of Transaction:	Government to Government -G2G /Government to Business-G2B /Government to Citizen-G2C			
Who may avail:	Government Agencies, Suppliers, Contractors, and other private entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Four (4) Copies (Original and duplicate) Disbursement Voucher (DV) 2. Four (4) Copies (Original and duplicate) of Approved Budget Utilization Request and Status (BURS) 3. Documentary requirements <ul style="list-style-type: none"> • For common government transactions per COA Circular No. 2023-004 dated June 14, 2023 • For Procurement of Goods and Services per Revised Implementing Rules and Regulations of Republic Act No. 9184 			Download from the COA website FD - Budget Division (BD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	<ol style="list-style-type: none"> 1.1 Receives DVs from the concerned department with attachments. 1.2 Forwards to the designated processor. 	None	30 minutes	Administrative Assistant I

<p>2. No activity</p>	<p>2.1 Processes the DV together with the complete supporting documents.</p> <p>2.2 Records DV if compliant with the required documents. Return to end user if not, with notation as to deficiencies.</p> <p>2.3 Prepares Journal Entry Voucher (JEV)</p> <p>2.4 Prepares BIR Certificate of Taxes Withheld (2307), if applicable</p>	<p>None</p>	<p>1 day</p>	<p>Accounts Analyst/ Accountant I/ Accountant II</p>
<p>3. No activity</p>	<p>3. Reviews and initials on DV and BIR Certificate of Taxes Withheld (2307), if applicable.</p>	<p>None</p>	<p>2 hour</p>	<p>Accountant IV</p>
<p>4. No activity</p>	<p>4. Approves JEV, BIR Certificate of Taxes Withheld (2307), if applicable, and Certified supporting documents complete portion for DV</p> <p>a. 500,000.00 and below b. Above 500,000.00</p>	<p>None</p>	<p>1 day</p>	<p>Chief Accountant Department Manager</p>

5. No activity	<p>5. Transmits/releases to concerned signatories for approval of payment as stated in Specifications of Authority:</p> <p>Below are the signatories:</p> <ul style="list-style-type: none"> a) Department Manager b) Assistant Administrator c) Deputy Administrator d) Administrator 	None	10 minutes	Administrative Assistant I
6. No activity	6. Receive the approved DV and forward it to the Cashier	None	10 minutes	Administrative Assistant I
7. No activity	<p>7.1 Receives the approved DV and prepares a Check or ADA</p> <p>7.2 Transmits/releases to concerned signatories for approval of Check or ADA as stated in Specification of Authority.</p>	None	1 hour	Cashier III

8. No Activity	8. Reviews and approves check or ADA; a. 500,000.00 and below b. Above 500,000.00 to 1M Below are the signatories: a) Assistant Administrator for Finance and Administration b) Deputy Administrator c) Administrator	None	2 hour	Cashier III/Budget Officer V Budget Officer V/ Department Manager
9. No activity	9. Receives the approved check and forwards it to the Cashier	None	10 minutes	Administrative Assistant I
10. Claims payment (check/ADA)	10. Releases check to claimant or forwards ADA to bank	None	2 hours	Cashier III
TOTAL		None	3 Days	

E. Disbursements - Complex Transactions

Settlement of government payables/obligations by Check or Advice to Debit Account (ADA).
(E.g. First Salary/Terminal Pay/Magna Carta Benefits)

Office or Division:	Finance Department (FD)			
Classification:	Complex			
Type of Transaction:	Government to Government-G2G/ Government to Business-G2B /Government to Citizen-G2C			
Who may avail:	Government Agencies, Suppliers, Contractors, and other private entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Four (4) Copies (Original and duplicate) Disbursement Voucher (DV) 2. Four (4) Copies (Original and duplicate) of Approved Budget Utilization Request and Status (BURS) 3. Documentary requirements <ul style="list-style-type: none"> • For common government transactions per COA Circular No. 2023-004 dated June 14, 2023 • For Procurement of Goods and Services per Revised Implementing Rules and Regulations of Republic Act No. 9184 			Download from the COA website FD - Budget Division (BD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 No activity.	<ol style="list-style-type: none"> 1.1 Receives DVs from the concerned department with attachments. 1.2 Forwards to the designated processor. 	None	30 minutes	Administrative Assistant I

<p>2 No activity.</p>	<p>2.1 Processes the DV together with the complete supporting documents.</p> <p>2.2 Records DV if compliant with the required documents. Return to end user if not, with notation as to deficiencies.</p> <p>2.3 Prepares Journal Entry Voucher</p> <p>2.4 Prepares BIR Certificate of Taxes Withheld (2307), if applicable</p>	<p>None</p>	<p>3 days</p>	<p>Accounts Analyst/ Accountant I/ Accountant II</p>
<p>3. No activity.</p>	<p>3. Reviews and affixes initial on DV and BIR Certificate of Taxes Withheld (2307), if applicable.</p>	<p>None</p>	<p>4 hours</p>	<p>Accountant IV</p>
<p>4. No activity.</p>	<p>4. Approves JEV, BIR Certificate of Taxes Withheld (2307), if applicable, and Certified supporting documents complete portion for DV</p> <p>a. 500,000.00 and below b. Above 500,000.00</p>	<p>None</p>	<p>2 days</p>	<p>Chief Accountant Department Manager</p>
<p>5 No activity.</p>	<p>5. Transmits/releases to concerned signatories for approval of payment as stated in Specifications of Authority</p> <p>Below are the signatories:</p> <p>a. Department Manager</p> <p>b. Assistant Administrator</p> <p>c. Deputy Administrator</p> <p>a) Administrator</p>	<p>None</p>	<p>30 minutes</p>	<p>Administrative Assistant I</p>

6 No activity.	6. Receives the approved DV and forward it to the Cashier	None	10 minutes	Administrative Assistant I
7. No activity.	7.1 Receives the approved DV and prepares a Check or ADA 7.2 Transmits/releases to concerned signatories for approval of Check or ADA as stated in Specifications of Authority.	None	1 hour	Cashier III
8. No Activity.	8.1 Reviews and approves check or ADA; a. 500,000.00 and below b. Above 500,000.00 to 1M Below are the signatories: a. Assistant Administrator for Finance and Administration b. Deputy Administrator c. Administrator	None	2 hour	Cashier III/Budget Officer V Budget Officer V/ Department Manager
9. No activity.	9. Receives the approved check and forwards it to the Cashier	None	10 minutes	Administrative Assistant I
10. Claims payment (check / ADA)	10. Releases check to claimant or forwards ADA to bank	None	2 hours	Cashier III
TOTAL		None	6 Days, 2 Hour and 20 Minutes	



OPERATIONS COORDINATION – OPERATIONS PLANNING AND MONITORING DIVISION

A. Evaluation of Cereal Procurement Fund (CPF) Request from Field Offices

Procedure in the processing of request of branch offices for the remittance of CPF necessary in order to carry-out their respective palay procurement activities in a timely manner.

Office or Division:	Operations Coordination Department (OCD) - Operations Planning and Monitoring Division (OPMD)			
Classification:	Simple			
Type of Transaction:	Government-to-Government-G2G			
Who May Avail:	NFA Field Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memo request of concerned regional/branch offices			Requesting Office shall submit the memorandum through email address ocd@nfa.gov.ph .	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the CPF request with the signature of the requesting party to NFA-CO.	1.1 Records in the logbook and forwards to the Department Manager for instruction	None	30 minutes	Administrative Assistant I
	1.2 Forwards request with corresponding instruction to OPMD or the assigned technical staff	None	30 minutes	Department Manager/Division Manager
	1.3 Evaluates and prepares memorandum recommending remittance of CPF to Finance Department to consider cut-off time*	None	2 hours	Supervising GOO, SGOO, GOO III, GOO II, GOO I
	1.4 Reviews and approves the prepared memorandum		1 hour	Department Manager Division Manager
2. Receives response on the CPF request	1.5 Forwards the approved memorandum to Finance Department	None	30 minutes	GOO II, GOO I
TOTAL		None	4 Hours and 30 Minutes	

* Recommendation must be with FD not later than 11:00 am to ensure remittance of funds to Field Office during the day. Otherwise, funds will be remitted on the next operating working day.

B. Evaluation of Request from the Field Offices for the Procurement of Various Operations Services

Procedure on the processing of memorandum from regional/branch offices to the NFA Central Office on the request for the issuance of authorization and approval of budget for the procurement of all the necessary operations-related services through competitive bidding or other applicable mode of procurement that must be aligned with the set approved marketing plan necessary to ensure that the set recommended Approved Budget for the Contract is within the approved Corporate Operating Budget (COB) ensuring field offices' compliance, and cost-efficiency measure to carry-out their respective operational activities as set forth in the approved marketing plan.

Office or Division:	Operations Coordination Department (OCD) - Operations Planning & Monitoring Division (OPMD)			
Classification:	Complex			
Type of Transaction:	Government to Government - G2G			
Who May Avail:	NFA Field Offices (F.O.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter-request duly signed by the Head of Regional Office (1 Electronic Copy or 1 Hard Copy) 2. Recommended Rates and Estimated Budget for the Contract of the Regional Evaluation Committee (1 Electronic Copy or 1 Hard Copy) 3. Summary of Price Offer (1 Electronic Copy or 1 Hard Copy) 4. Duly Accomplished Canvass Form (1 Electronic Copy or 1 Hard Copy) 5. Duly Accomplished Request for Quotation (1 Electronic Copy or 1 Hard Copy) 		Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request with the signature of the requesting party through email address at ocd@nfa.gov.ph .	1.1 Accepts and records in the logbook the memorandum-request with corresponding instruction from the Department Manager.	None	1 hour	GOO I

	1.2	Evaluates, checks for completeness of submitted documentary requirements, and prepares memorandum of authorization and endorsement memorandum for the approval of the Administrator.	None	2 days	Supervising GOO, SGOO, GOO III, GOO II, GOO I
	1.3	Reviews the memorandum of authorization to concerned regional/branch office and endorsement memorandum for the approval of the Administrator.	None	4 hours	Department Manager, Division Manager
	1.4	Forwards the signed endorsement memorandum and authorization memo for review of the Finance Department and Office of the Assistant Administrator for Finance and Administration, prior to the approval of the Administrator.	None	30 minutes	Administrative Assistant I
	1.5	Reviews and signs the endorsement memorandum.	None	2 days	Assistant Administrator for Finance and Administration/ Department Manager of Finance Department
	1.6	Forwards the endorsement memorandum and authorization memo for approval of the Administrator.	None	30 minutes	GOO I
	1.7	Receives and records the endorsement memorandum and authorization memo for the approval of the Administrator.	None	1 hour	Administrative Officer (AO) V
	1.8	Reviews and approves memorandum of authorization.	None	2 days	NFA Administrator
	1.9	Records and forwards the signed communications to OCD for transmittal to field office.	None	30 minutes	Administrative Assistant III



2. Receives approved authorization memorandum	2.1 Transmits the signed memorandum of authorization to the concerned regional office.	None	30 minutes	Administrative Assistant I- AGSD
TOTAL		None	7 Days	

Note: Memo-request received after the business hours of 5:00 pm will be processed on the next working day.



C. Request for NFA Operational Statistical Information

Procedures on the processing of requests for operational statistical information on NFA marketing plan and historical data on actual palay procurement, rice distribution, rice stock inventory, dispersal of rice and other statistical data reports being generated by the division.

Office or Division:	NFA Central Office – Operations Coordination Department (OCD) – Operations Planning and Monitoring Division (OPMD)			
Classification:	Simple			
Type of Transaction:	Government-to-Government - G2G			
Who may avail:	NFA Central Office/NFA Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email/Letter request indicating the specific statistical information requested, with complete contact information duly signed by the requesting party (1 Electronic Copy or 1 Physical Letter)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends inquiry/letter-request/memo-request to ocd@nfa.gov.ph or to OCD at 7th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Quezon City	1.1 Receives and records in the logbook	None	30 minutes	Administrative Assistant I
	1.2 Forwards the letter-request/emails to OPMD or the assigned technical staff with corresponding instruction	None	30 minutes	Department Manager/ Division Manager
	1.3 Records, reviews request, and prepares response/statistical information needed	None	2 days	Economist IV/Economist III/Statistician II/Statistician I
	1.4 Reviews and signs letter-reply/memorandum	None	1 hour	Department Manager/Division Manager
2. Receives letter-reply through email	2.1 Sends response through the email provided by the client/requesting party	None	30 minutes	Administrative Assistant I
TOTAL		None	2 days, 2 hours, and 30 minutes	



OPERATIONS COORDINATION – TECHNICAL SERVICES DIVISION

A. Provision of Technical Services/Assistance on Proposed Construction

Evaluation of proposed construction/acquisition of postharvest facilities (PHF), other infrastructures (site development, administrative and auxiliary facilities), and equipment

Office or Division:	Operations Coordination Department (OCD) - Technical Services Division (TSD)			
Classification:	Highly Technical Application			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Field Offices/Central Office Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum-request for technical services/assistance from Regional Office (R.O.)		NFA Regional Office		
2. Completed Staff Work (CSW), which includes Background, Evaluation, Recommendations, Engineering Details, Timeline/Gantt Chart and Mode of Implementation, Market Survey/ Price Quotation, and Geotagged Photos;		NFA Regional/Branch Office		
3. Result of Geotechnical Investigation & Topographical Survey (for structure & facilities).		NFA Regional/Branch Office		
4. Copy of the approved COB for the current year showing the inclusion of the project.		NFA DBCC/OCD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Memorandum-Request/Instruction including requirements	1. Receives, records, and forwards to the Department Manager/TSD Division Manager for instructions	None	30 minutes	Administrative Assistant I
2. No Activity	2. Reviews and forwards the request to TSD staff with instructions	None	30 minutes	Department Manager and Division Manager
3. No activity	3. Evaluates and prepares recommendation/memorandum	None	15 days	Engineers I/II/III
4. No activity	4. Reviews and recommends/endorse Department Manager for approval	None	1 day	Engineer IV and Division Manager
5. No activity	5. Recommends for approval of the DBCC and NFA Council	None	1 day	Department Manager

6. No activity	6. Releases memorandum-request for approval	None	30 minutes	Administrative Assistant I
7. No Activity	7. Receives and records memorandum upon approval of the request. Forwards to Department Manager/TSD Division Manager	None	30 minutes	Administrative Assistant I
8. No Activity	8. Endorses the approved memorandum to corresponding TSD staff with instructions	None	30 minutes	Department Manager and Division Manager
9. No Activity	9. Prepares memorandum-request for issuance of Advice of Sub-Allotment addressed to NFA-Finance Department (copy furnished requesting office).	None	1 day	Engineers I/II/III
10. No activity	10. Reviews and recommends.	None	1 day	Engineer IV, Division Manager, and Department Manager
11. Receives memorandum relative to the approval of request	11. Releases memorandum-request.	None	30 minutes	Administrative Assistant I
TOTAL			19 days and 3 hours	



B. Provision of Technical Services/Assistance on Proposed Repair/Rehabilitation

Evaluation of proposed repair/rehabilitation of existing Post-Harvest Facilities (PHF)/other infrastructures (site development, administrative and auxiliary facilities)/equipment.

Office or Division:	Operations Coordination Department (OCD) - Technical Services Division (TSD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Field Offices/Central Office Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Memorandum-request for technical services or assistance of Regional Office (R.O.) Completed Staff Work (CSW) which includes Background, Evaluation, Recommendations, Engineering details, Timeline/Gantt Chart and Mode of Implementation, Market Survey or Price Quotation, and Geotagged Photos; Copy of the approved COB for the current year showing the inclusion of the project. 		<p>NFA Regional Office</p> <p>NFA Regional/Branch Office</p> <p>NFA DBCC/OCD</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Memorandum-Request including requirements	1. Receives, records, and forwards to the Department Manager/TSD Division Manager for instructions.	None	30 minutes	Administrative Assistant I
2. No Activity	2. Reviews and forwards request to TSD staff with instructions.	None	30 minutes	Department Manager and Division Manager
3. No activity	3. Evaluates and prepares recommendation/memorandum.	None	15 days	Engineers I/II/III
4. No activity	4. Reviews and recommends/endorsees to for approval.	None	1 day	Engineer IV and Division Manager
5. No activity	5. Recommends for approval of the EXCOM.	None	1 day	Department Manager
6. No activity	6. Releases memorandum-request for approval	None	30 minutes	Administrative Assistant I

7. No Activity	7. Receives and records memorandum upon approval of the request. Forwards to Department Manager/TSD Division Manager	None	30 minutes	Administrative Assistant I
8. No Activity	8. Endorses the approved memorandum to concerned TSD staff with instructions	None	30 minutes	Department Manager and Division Manager
9. No Activity	9. Prepares memorandum-request for issuance of Advice of Sub-Allotment addressed to NFA Finance Department (copy-furnished requesting office).	None	1 day	Engineers I/II/III
10. No activity	10. Reviews and recommends to the Budget Division of the Finance Department.	None	1 day	Engineer IV, Division Manager and Department Manager
11. Receive memorandum relative to the approval of request	11. Releases memorandum-request.	None	30 minutes	Administrative Assistant I
TOTAL		None	19 days and 3 hours	

C. Provision of Technical Services/Assistance on On-Site Evaluation

On-site evaluation/validation of proposed/on-going/completed projects (construction/acquisition of postharvest facilities (PHF), other infrastructures, and equipment)

Office or Division:	Operations Coordination Department (OCD) - Technical Services Division (TSD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Field Offices/Central Office Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum-request from Regional Office (RO) and/or instruction to check/validate actual site of proposed, on-going, and completed project/s.		NFA EXCOM/NFA Regional Office/Department Manager/Division Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Memorandum-Request and/or provide instruction	1. Receives, records, and forwards to Department Manager/TSD Division Manager for instruction.	None	30 minutes	Administrative Assistant I
2. No Activity	2. Forwards to TSD staff with instructions of CSW.	None	30 minutes	Department Manager and Division Manager
3. No Activity	3. Prepares Travel Authority and documents for approval.	None	1 day	Engineers, I, II, III, IV
4. No activity	4. Recommends Approval of Travel Authority (T.A.).	None	2 days	Division Manager and Department Manager
5. No activity	5. Releases T.A for approval.	None	30 minutes	Administrative Assistant I
6. No activity	6. Upon approval of T.A., proceeds to conduct site inspection/validation.	None	1 day per project (excluding travel time)	Engineers, I, II, III, IV

			*Variable depending on the no. of projects for inspection/ validation	
7. No activity	7. Conducts exit interview with the concerned regional office.	None	1 day	Engineers, I, II, III, IV
8. No activity	8. Prepares an actual or on-site evaluation report/CSW and furnish a copy to the Division Manager and Department Manager.	None	5 days	Engineers, I, II, III, IV I
9. No activity	9. Approves actual/on-site evaluation report/CSW.	None	2 days	Department Manager
10. Receives evaluation report	10. Provides concerned office a copy of the actual or on-site evaluation report/CSW.	None	30 minutes	Administrative Assistant I
TOTAL			12 days, 1 hour and 30 minutes	

D. Grain Analysis

This is a laboratory procedure to determine the quality characteristics of the grain sample/s submitted by any individual within the NFA organization.

Office or Division:	Operations Coordination Department - Technical Services Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter-request for conduct of laboratory analysis			Requesting individual	
Required weight of sample: <ul style="list-style-type: none"> • 1-2kg: for physical analysis and sensory (organoleptic) evaluation • 500 gm - 1kg: for chemical analysis 			Requesting individual	
Request for Laboratory Services (RFLS) Form, (OCD-TSD Form No. 1)			OCD-TSD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter-request and sample/s.	1. Receives the letter-request and sample/s, and refers to the Department Manager for instruction.	None	15 minutes	Administrative Assistant I
2. No activity.	2. Endorses the letter request and sample/s to the Technical Services Division for appropriate action.	None	30 minutes	Department Manager
3. No activity.	3. Reviews the request and inform the laboratory personnel.	None	15 minutes	Division Manager/ Engineer IV
4. No activity.	4. Fills-out the RFLS Form.	None	15 minutes	Lab. Technician/Chemist I/ Chemist II/Chemist III
5. No activity.	5. Approves the RFLS	None	5 minutes	Engineer IV/ Division Manager

6. Receives the claim stub.	6. Gives the claim stub portion of the RFLS to the client.	None	5 minutes	Lab. Technician/Chemist I/ Chemist II/Chemist III
7. No activity	7. Prepares the working sample/s based on the requested analysis.	None	1 hour	Lab. Technician/Chemist I/ Chemist II/Chemist III
8. No activity	8. Analyzes the sample/s.	None	4 days ^{1,2}	Chemist I/ Chemist II/Chemist III
9. No activity	9. Prepares the Laboratory Analysis Report (LAR).	None	1 day	Chemist I/ Chemist II/Chemist III
10. No activity	10. Recommends for approval and approval of the LAR	None	2 days	Engineer IV, Division Manager, Department Manager
11. Presents the claim stub and receives the LAR.	11. Releases the LAR.	None	5 minutes	Administrative Asst. I
TOTAL			7 days, 2 hours, & 30 minutes	

¹ Processing time is based on per sample and not per request basis.

² Duration of analysis will depend on the complexity of analysis and quality of samples submitted. Due to limited analysts, the due dates of samples shall be on a queuing system, i.e. the samples shall be analyzed on a "first come – first served" basis.



CORPORATE PLANNING AND MANAGEMENT SERVICES

A. Information and Communication Technology Services

Provide various Information and Communication Technology (ICT) services to requesting Central and Field Offices

Office or Division:	Corporate Planning and Management Services Department (CPMSD) - Information and Communication Technology Services Division (ICTSD)			
Classification:	Simple			
Type of Transaction:	Government to Government-G2G			
Who may avail:	All National Food Authority employees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phone call, Memo;		Concerned Office / Department		
2. ICTSD Job/Service Request Form and Job/Service Report Form;		CPMSD - ICTSD		
3. Other supporting documents.		Concerned Office/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for ICT services.	1. Receives request and assigns ticket number.	None	30 minutes	Computer Maintenance Technologist (CMT) I
2. No Activity.	2. Logs job request and ticket number in ICTSD Job/Service Request Monitoring Database.			
3. No Activity.	3. Endorses to the Chief Information Technology Officer			
4. No Activity.	4. Assigns ICT personnel/s to attend to job request.	None	5 minutes	Chief Information Technology Officer

	<p>4.1 ICT personnel assigned with Job Request:</p> <ul style="list-style-type: none"> a) Equipment inspection b) Certifications c) ICT resource user access d) Technical Support e) Website Management (website posting) f) ICT hardware troubleshooting/repair g) Connectivity problem troubleshooting/repair h) Application Systems Support. <p>4.2 Assigned ICT personnel/s log/s status and activities rendered in the ICTSD Job Request Monitoring Database.</p>	<p>None</p>	<p>Jobs/services that require:</p> <ul style="list-style-type: none"> a) Equipment inspection b) Certifications c) ICT resource user access d) Technical Support e) Website Management (website posting) <p>2 hours (Scenario 1)</p> <p>Jobs/services that require:</p> <ul style="list-style-type: none"> f) ICT hardware troubleshooting/repair g) Connectivity problem troubleshooting/repair <p>1 day (Scenario 2)</p> <p>Jobs/services that require:</p> <ul style="list-style-type: none"> h) Connectivity problem troubleshooting/repair i) Application Systems Support 	<ul style="list-style-type: none"> Computer Maintenance Technologist I Computer Maintenance Technologist II Computer Maintenance Technologist III Information Technology Officer I Computer Programmer (CP) II Computer Programmer III Information Systems Analyst (ISA) II Information Systems Analyst III Information Technology Officer (ITO) I
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5. No Activity.	5. Accomplishes Job/Service Report Form.	None	30 minutes	CMT I/II/III CP I/II/III ISA II/III ITO I
6. Inquires on status of job/service request.	6. Reports the status of job/service request or ticket number based on logged status and activities rendered in the ICTSD Job Request Monitoring Database.	None	5 minutes	Computer Maintenance Technologist I
7. Rates and submits satisfaction rating Service Report Form.	7. Receives and logs client satisfaction rating Service Report Form.	None	5 minutes	Computer Maintenance Technologist I
TOTAL:			3 hour 15 minutes (Scenario 1) 1 day 1 hour 15 minutes (Scenario 2) 2 days 1 hour 15 minutes (Scenario 3)	



B. Issuance of Certification for Office Performance Commitment and Review (OPCR) Form

This is a procedure on the request for issuance of Certification on OPCR by NFA Executives.

Office or Division:	Corporate Planning and Management Services Department – Corporate Planning Division			
Classification:	Simple			
Type of Transaction:	Government to NFA Executives			
Who may avail:	NFA Executives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request indicating the years of coverage to be certified		CPMSD - CPD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter-request.	1. Receives the request (walk-in or email) and refers to the Department Manager for instruction.	None	15 minutes	Administrative Assistant I
2. No activity.	2. Forwards the request to the Corporate Planning Division for appropriate action.	None	2 hours	Department Manager
3. No activity.	3. Reviews the request and assigns to Planning Officer II	None	1 hour	Planning Officer V
4. No activity.	4. Evaluates the request and checks the completeness of the requirements and dates of coverage. Prepares the certification document.	None	1½ hours	Planning Officer II
5. No activity.	5. Reviews the contents of the Certification; initials and forward to the Department Manager for signature.	None	1½ hours	Planning Officer V



6. No activity.	6. Reviews the correctness of the Certification; and signs the certification.	None	1½ hours	Department Manager
7. Receives the Certification document	7. Releases the certification document	None	15 minutes	Administrative Assistant I
TOTAL			1 day	



LEGAL AFFAIRS



A. REQUEST FOR CERTIFICATE ON EXISTENCE/NON-EXISTENCE OF CASE

Issues appropriate Certification based on records of the Legal Affairs Department

Office or Division:	Legal Affairs Department (LAD)			
Classification:	Simple			
Type of Transaction:	Government to Government - G2G			
Who may avail:	Current Employees of NFA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) A duly accomplished Request Form (RF) accompanied by (2) an attached updated Service Record (SR).		LAD for the RF. Administrative and General Services Department (AGSD) for the SR.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up RF together with the attached updated SR.	Receives and logs the request for certification and refers it directly to the Attorney VI.	None	1 day	Administrative Assistant I
	Forwards the request to the Litigation and Prosecution Division (LPD) and the Investigation and Documentation Division (IDD) of LAD for verification.	None		Attorney VI
	Reviews the request and examines records.	None	1 day	Attorney III (LPD and IDD)
	Gathers the verified request from the LPD and IDD and prepares the appropriate certification.	None	1 day	Administrative Assistant I
	Approves the prepared certification.	None		Attorney VI
	Releases the Certification to the requesting party.	None		Administrative Assistant I
TOTAL:		None	3 days	



B. REQUEST FOR LEGAL OPINION

Legal Affairs Department (LAD) provides legal assistance by issuing legal opinion through the Office of the Administrator for Central, Regional, and Branch offices to serve as guide on implications of a particular action/decision, and to ensure that such action/decision is not in violation of any existing rule or law.

Office or Division:	Legal Affairs Department (LAD)				
Classification:	Highly Technical				
Type of Transaction:	Government to Government - G2G				
Who may avail:	NFA Central and Field Office				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Indorsement from the Administrator containing the following: 1. Memorandum from the requesting party. 2. Complete documents relative to the request for legal opinion (LO).		Office of the Administrator (AO) Department Manager/ Regional Manager/Branch Manager			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Refers the request for LO to LAD.	Receives the request and forwards it to the Attorney VI.	None	1 day	Administrative Assistant I	
	Assigns the request to the appropriate LAD Division.	None		Attorney VI	
	Reviews the request for completeness and assigns to Attorney III.	None		Attorney V	
	Reviews the request and drafts the LO.	None		5 days	Attorney III
	Reviews the final draft and indorses it for approval.	None		1 day	Attorney V



	Evaluates and approves the finalized LO.	None		Attorney VI
	Releases the LO to the Administrator's Office.	None	1 day	Administrative Assistant I
	TOTAL:	None	8 days	



PUBLIC AFFAIRS

A. Request for Write-Ups/Photo Releases/Photo Taking/Event or Activity Coverage

Provision of services to requesting offices and departments within the agency.

Office:	Office of the Administrator - Public Affairs Division			
Classification:	Simple			
Type of Transaction:	Government to Government - G2G			
Who may avail:	NFA Officials and Employees			
Schedule:	Monday – Friday 8:00 am – 5:00 pm except holidays			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request form			PAD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards request to the Public Affairs Division	1.1 Upon receipt of the request, assigns a PAD staff to take action.	None	5 minutes	PRO V
	1.2 Coordinates with the requesting department or office regarding the details of the request.	None	30 minutes	PRO IV, PRO III, Writer II
	1.3 Acts on the request:			
	a. Photo Release with captions	None	4 hours	PRO IV, PRO III, Writer II
b. Individual Photo Taking	None	1 hour		
c. Event or Activity Coverage (inside the NFA C.O. compound)	None	1 day		
d. Write-up on the event/activity attended		5 hours		
TOTAL		None	1 day 10 hours and 35 minutes	

B. Feedback and Complaints Mechanism

<p>How to send feedback?</p>	<ul style="list-style-type: none"> ➤ Accomplish Suggestion/Complaint/Inquiry/Request Form available at the Public Assistance and Complaints Desk (PACD) in NFA offices nationwide. ➤ Through NFA Hotline – 0917-1139347 ➤ Send E-mail/On-line feedback through our website at www.nfa.gov.ph ➤ Through our “Suggestion Box” located at the lobby of all NFA Offices.
<p>How are feedbacks processed?</p>	<ul style="list-style-type: none"> ➤ The designated employee/officer of the day opens the drop box, gathers and records all feedbacks submitted the previous day. ➤ The record will be turned-over to PAD. ➤ PAD will forward feedbacks to the concerned Departments/Branch Offices/Regions (as the case may be). In turn, they are required to answer simple feedbacks within 24 hours upon receipt and for complex feedbacks, 48 hours upon receipt. ➤ The reply of the concerned department is then relayed to the client. ➤ For inquiries and follow-ups, client may text NFA: 0917-1139347

<p>How to file a complaint?</p>	<ul style="list-style-type: none">➤ Fill-out the Client Complaint Form and drop it at NFA Central Office, Branch or Regional Offices.➤ Complaints can also be filed/sent via telephone, through 8888, Contact Center ng Bayan (CCB), and other NFA media platforms.➤ Make sure to provide the following information:<ul style="list-style-type: none">• Name of the person being complained• Incident• Evidence
<p>How are complaints processed?</p>	<ul style="list-style-type: none">➤ PAD evaluates complaints received and coordinates with the concerned office/department for the reply and/or conduct of investigation, if necessary.➤ After the complaint has been addressed or an investigation was conducted, the concerned office will send their reply or compliance to PAD, together with the proof of communication with the complainant.➤ PAD Technical person will upload compliance/reply to the 8888 Complaints Center Website or the Presidential Complaints Center, whichever is applicable.➤ For inquiries and follow-ups, client may text NFA: 0917-113-9347

**Contact Information of
Contact Center ng Bayan
(CCB), Presidential Action
Center (PACE), Anti-Red
Tape Act (ARTA)**

- ARTA:
 - 1-ARTA (2782) or (02) 8-478-5093
complaints@arta.gov.ph
- 8888
 - Dial hotline 8888
- PACE:
 - pace@op.gov.ph
- CCB:
 - 0908-881-6565
email@contactcenterngbayan.gov.ph
- NFA:
 - Text-NFA: 0917-113-9347



FIELD OFFICE – REGIONAL



ADMINISTRATIVE AND GENERAL SERVICES



A. Processing of Request for Service Record (Record Available in the System)

Processing of requests for Service Record for internal clients of the NFA Regional Office with available record in the Human Resource Information System (HURIS).

Office or Division:		Administrative & General Services		
Classification:		Simple		
Type of Transaction:		Government to Government- G2G		
Who may avail:		NFA Regional Office Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log-book entry; or Request through email/memorandum/letter.		HRDSD Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Senior Personnel Specialist / Supervising Administrative Officer/Regional Manager
No activity.	Generates Service Record from the Human Resource and Information System (HURIS).		15 Minutes	
No activity.	Endorses the Service Record for signature of the Regional Manager.		1 Day	
Receives the Service Record	Informs requestor that the Service Record is already available/have the Service Record received by the requestor.		15 Minutes	
TOTAL		None	1 Day 60 Minutes	



B. Processing of Request for Service Record (Record Not Available in the System)

Processing of requests for Service Record for external clients of the NFA Regional Office with no record found in the Human Resource Information System (HURIS)

Office or Division:		Administrative and General Services Section		
Classification:		Simple		
Type of Transaction:		Government to Government- G2G		
Who may avail:		NFA Officials and Employees		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Log-book entry; or Request through email/memorandum/letter.				HRDSD Requestor
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Assigned Personnel
No activity	Retrieval of records in the record's room		1 Day	
No activity	Manually prepares the retrieved document		1 Day	
No activity	Endorses the Service Record for signature of the Section Chief/Regional Manager.		15 Minutes	
Receives the Service Record	Informs requestor that the Service Record is already available/have the Service Record received by the requestor.		15 Minutes	
TOTAL		None	2 Days 45 Minutes	



C. Processing of Request for Certificate of Employment/Certificate of Employment and Compensation (COE/COEC) – Active Record

Processing of internal requests for Certificate of Employment/with Compensation, with Active Employee Record.

Office or Division:	Administrative and General Services Section			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Regional Office Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Log-book entry; or Request through email/memorandum/letter.			AGSS Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Assigned Personnel
No Activity	Prepares COE/COEC.		15 Minutes	
No Activity	Endorses the COE/COEC for signature of the Section Chief/Regional Manager.		15 Minutes	
Receives the COE/COEC	Informs requestor that the COE/COEC is already available/have the COE/COEC received by the requestor.		15 Minutes	
TOTAL		None	60 Minutes	



D. Processing of Request for Updating of Personnel Record with the GSIS

Processing of internal requests for updating of Personnel Record with the GSIS through the assigned Agency Authorized Officer (AAO) or Alternate Agency Authorized Officer (AAAO).

Office or Division:	ADMINISTRATIVE AND GENERAL SERVICES			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Regional Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed request Service Record Birth Certificate Marriage Contract Certificate of Leave of Absence With/Without Pay Member's Record from the employee's GSIS Touch account or printed image taken from the GSIS Kiosk, as applicable).		Requestor AGSS Requestor Requestor AGSS AGSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requestor submits signed request with the applicable attachment/s.	Receives and evaluates the request.	None	15 Minutes	Agency Authorized Officer (AAO)/ Alternate Agency Authorized Officer (AAAO)
	Submits Agency Remittance Advise (ARA) via the GSIS WebMSP web application.		15 Minutes	
TOTAL		None	30 Minutes	



E. Processing of Request for GSIS Loan Approval

Processing of requests for approval of various GSIS loans through the assigned Agency Authorized Officer (AAO) or Alternate Agency Authorized Officer (AAAO).

Office or Division:	Administrative and General Services Section			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Regional Office Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photocopy of latest payslip with notation from the Representative for Administrative Matters (RAMs) that loan avalee is not on leave without pay (or Certification from HRDSD of No Leave Without Pay) Certificate of No Pending Administrative Case			Requestor/AGSS Legal Affairs Department (LAD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requestor submits the requirements.	Approves or disapproves the request.	None	15 Minutes	Agency Authorized Officer (AAO)/ Alternate Agency Authorized Officer (AAAO)
TOTAL		None	Minutes	



FINANCE



A. Disbursements - Simple Transactions

Settlement of government payables/obligations by Check or Advice to Debit Account (ADA).
(E.g. Domestic Travel/Loyalty Cash award/Communication Allowance)

Office or Division:	Finance Department (FD)			
Classification:	Simple			
Type of Transaction:	Government to Government -G2G /Government to Business-G2B /Government to Citizen-G2C			
Who may avail:	Government Agencies, Suppliers, Contractors, and other private entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Four (4) Copies (Original and duplicate) Disbursement Voucher (DV) Four (4) Copies (Original and duplicate) of Approved Budget Utilization Request and Status (BURS) Documentary requirements For common government transactions per COA Circular no. 2023-004 dated June 14, 2023 (suspended per COA Circular 2024-004 dated March 14, 2024) COA Circular 2012-001 reinstated For Procurement of Goods and Services per Revised Implementing Rules and Regulations of Republic Act No. 9184</p>			<p>Download from the COA website FD - Budget Division (BD)</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
No activity	<p>Receives DVs from the concerned department with attachments.</p> <p>Forwards to the designated processor.</p>	None	30 minutes	Administrative Assistant I
No activity	<p>Processes the DV together with the complete supporting documents.</p> <p>Records DV if compliant with the required documents. Return to end user if not, with notation as to deficiencies.</p> <p>Prepares Journal Entry Voucher (JEV)</p> <p>Prepares BIR Certificate of Taxes Withheld (2307), if applicable</p>	None	1 day	Accounts Analyst/ Accountant II



No activity	Reviews and initials on DV and BIR Certificate of Taxes Withheld (2307), if applicable.	None	2 hours	Accountant IV
No activity	Approves JEV, BIR Certificate of Taxes Withheld (2307), if applicable, and Certified supporting documents complete portion for DV	None	1 day	Chief Accountant
No activity	Transmits/releases to concerned signatories for approval of payment as stated in Specifications of Authority: Below are the signatories: Assistant Regional Manager Regional Manager	None	10 minutes	Administrative Assistant I
No activity	Receive the approved DV and forward it to the Cashier	None	10 minutes	Administrative Assistant I
No activity	Receives the approved DV and prepares a Check or ADA Transmits/releases to concerned signatories for approval of Check or ADA as stated in Specification of Authority.	None	1 hour	Cashier III
No Activity	Reviews and approves check or ADA; Below are the signatories: Assistant Regional Manager Regional Manager	None	2 hours	Cashier III/Budget Officer III Accountant IV
No activity	Receives the approved check and forwards it to the Cashier	None	10 minutes	Administrative Assistant I
Claims payment (check/ADA)	Releases check to claimant or forwards ADA to bank	None	2 hours	Cashier III
TOTAL		None	3 Days	



B. Disbursements - Complex Transactions

Settlement of government payables/obligations by Check or Advice to Debit Account (ADA).
(E.g. First Salary/Terminal Pay/Magna Carta Benefits)

Office or Division:	Finance Department (FD)			
Classification:	Complex			
Type of Transaction:	Government to Government-G2G/ Government to Business-G2B /Government to Citizen-G2C			
Who may avail:	Government Agencies, Suppliers, Contractors, and other private entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Four (4) Copies (Original and duplicate) Disbursement Voucher (DV) Four (4) Copies (Original and duplicate) of Approved Budget Utilization Request and Status (BURS) Documentary requirements For common government transactions per COA Circular no. 2023-004 dated June 14, 2023 (suspended per COA Circular 2024-004 dated March 14, 2024) COA Circular 2012-001 reinstated For Procurement of Goods and Services per Revised Implementing Rules and Regulations of Republic Act No. 9184</p>			Download from the COA website FD - Budget Division (BD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
No activity.	<p>Receives DVs from the concerned department with attachments.</p> <p>Forwards to the designated processor.</p>	None	30 minutes	Administrative Assistant I
No activity.	<p>Processes the DV together with the complete supporting documents.</p> <p>Records DV if compliant with the required documents. Return to end user if not, with notation as to deficiencies. Prepares Journal Entry Voucher Prepares BIR Certificate of Taxes Withheld (2307), if applicable</p>	None	3 days	Accounts Analyst/ Accountant II
No activity.	Reviews and affixes initial on DV and BIR Certificate of Taxes Withheld (2307), if applicable.	None	4 hours	Accountant IV

	Approves JEV, BIR Certificate of Taxes Withheld (2307), if applicable, and Certified supporting documents complete portion for DV	None	2 days	
No activity.	Transmits/releases to concerned signatories for approval of payment as stated in Specifications of Authority Below are the signatories: Assistant Regional Manager Regional Manager	None	30 minutes	Administrative Assistant I
No activity.	Receives the approved DV and forward it to the Cashier	None	10 minutes	Administrative Assistant I
No activity.	Receives the approved DV and prepares a Check or ADA Transmits/releases to concerned signatories for approval of Check or ADA as stated in Specifications of Authority.	None	1 hour	Cashier III
No Activity.	Reviews and approves check or ADA; Below are the signatories: Regional Manager	None	2 hours	Cashier III/Budget Officer III Accountant IV
No activity.	Receives the approved check and forwards it to the Cashier	None	10 minutes	Administrative Assistant I
Claims payment (check / ADA)	Releases check to claimant or forwards ADA to bank	None	2 hours	Cashier III
TOTAL		None	6 Days, 2 Hour and 20 Minutes	



FIELD OFFICE – BRANCH



ADMINISTRATIVE AND GENERAL SERVICES SECTION



A. Processing of Request for Service Record (Record Available in the System)

Processing of requests for Service Record for internal clients of the NFA Branch Office with available record in the Human Resource Information System (HURIS).

Office or Division:		Administrative and General Services Section (AGSS)		
Classification:		Simple		
Type of Transaction:		Government to Government- G2G		
Who may avail:		NFA Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log-book entry; or Request through email/memorandum/letter		AGSS Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Administrative Officer/ Assigned Personnel
No activity.	Generates Service Record from the Human Resource and Information System (HURIS).		15 Minutes	
No activity.	Endorses the Service Record for signature of the Branch Manager.		Minutes	
Receives the Service Record	Informs requestor that the Service Record is already available/have the Service Record received by the requestor.		15 Minutes	
TOTAL		None	Minutes	

B. Processing of Request for Service Record (Record Not Available in the System)

Processing of requests for Service Record for internal clients of the NFA Branch Office with no record found in the Human Resource Information System (HURIS).

Office or Division:		Administrative and General Services Section (AGSS)		
Classification:		Simple		
Type of Transaction:		Government to Government- G2G		
Who may avail:		NFA Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log-book entry; or Request through email/memorandum/letter		AGSS Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Administrative Officer/ Assigned Personnel
No activity	Requests AGSD for the retrieval of record at the NFA Records Room.		15 Minutes	
No activity	Upon receipt of document from NFA Records Room, prepares the Service Record.		days	
No activity	Endorses the Service Record for signature of the Branch Manager.		15 Minutes	
Receives the Service Record	Informs requestor that the Service Record is already available/have the Service Record received by the requestor.		15 Minutes	
TOTAL		None	2 Days 60 Minutes	



C. Processing of Request for Certified Photocopies of Personnel Record (Active Record)

Processing of internal client requests for certified photocopies of personnel record found in the Active 201 File such as, but not limited to the following: Appointment, Certificate of Assumption to Duty, Notice of Salary Adjustments, Notice of Step Increments, and Personal Data Sheet.

Office or Division:	Administrative and General Services Section (AGSS)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Log-book entry; or Request through email/memorandum/letter/ verbal.			AGSSHRDSD Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Administrative Officer/ Assigned Personnel
No Activity.	Generates a copy of the requested file and certify it.		15 Minutes	
Receives the certified documents	Informs requestor that the document/s is already available/have the document/s received by the requestor.		15 Minutes	
TOTAL		None	45 Minutes	



D. Processing of Request for Certificate of Employment/Certificate of Employment and Compensation (COE/COEC) – Active Record

Processing of internal requests for Certificate of Employment/with Compensation, with Active Employee Record.

Office or Division:	Administrative and General Services Section (AGSS)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Log-book entry; or Request through email/memorandum/letter.			AGSSHRDSD Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits prescribed requirements.	Receives and evaluates the request.	None	15 Minutes	Administrative Officer/ Assigned Personnel
No Activity	Prepares COE/COEC.		15 Minutes	
No Activity	Endorses the COE/COEC for signature of the Branch.		15 Minutes	
Receives the COE/COEC	Informs requestor that the COE/COEC is already available/have the COE/COEC received by the requestor.		15 Minutes	
TOTAL		None	60 Minutes	



E. Processing of Request for Updating of Personnel Record with the GSIS

Processing of internal requests for updating of Personnel Record with the GSIS through the assigned Agency Authorized Officer (AAO) or Alternate Agency Authorized Officer (AAAO).

Office or Division:	Administrative and General Services Section (AGSS)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Signed request Service Record Birth Certificate Marriage Contract Certificate of Leave of Absence With/Without Pay Member's Record from the employee's GSIS Touch account or printed image taken from the GSIS Kiosk, as applicable).			Requestor AGSS Requestor Requestor AGSS Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requestor submits signed request with the applicable attachment/s.	Receives and evaluates the request.	None	15 Minutes	
	Submits Agency Remittance Advise (ARA) via the GSIS WebMSP web application.		15 Minutes	
TOTAL		None	30 Minutes	



F. Processing of Request for GSIS Loan Approval

Processing of requests for approval of various GSIS loans through the assigned Agency Authorized Officer (AAO) or Alternate Agency Authorized Officer (AAAO).

Office or Division:	Administrative and General Services Section (AGSS)			
Classification:	Simple			
Type of Transaction:	Government to Government- G2G			
Who may avail:	NFA Central Office Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photocopy of latest payslip with notation from the Representative for AGSD Administrative Matters (RAMs) that loan avalee is not on leave without pay (or Certification from HRDSD of No Leave Without Pay) Certificate of No Pending Administrative Case			Requestor/AGSSHRDSD Legal Affairs Department (LAD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requestor submits the requirements.	Approves or disapproves the request.	None	15 Minutes	Agency Authorized Officer (Branch Accountant as AAO)/ Alternate Agency Authorized Officer (Branch Administrative Officer as AAAO)
TOTAL		None	15 Minutes	



FINANCE



A. Disbursements - Simple Transactions

Settlement of government payables/obligations by Check or Advice to Debit Account (ADA).
(E.g. Domestic Travel/Loyalty Cash award/Communication Allowance)

Office or Division:	Finance Department (FD)			
Classification:	Simple			
Type of Transaction:	Government to Government -G2G /Government to Business-G2B /Government to Citizen-G2C			
Who may avail:	Government Agencies, Suppliers, Contractors, and other private entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Four (4) Three (3) Copies (Original and duplicate) Disbursement Voucher (DV) Four (4) Three (3) Copies (Original and duplicate) of Approved Budget Utilization Request and Status (BURS) Documentary requirements For common government transactions per COA Circular No. 2023-004 dated June 14, 2023 For Procurement of Goods and Services per Revised Implementing Rules and Regulations of Republic Act No. 9184</p>			Download from the COA website FD - Budget Division (BD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
No activity	<p>Receives DVs from the concerned department with complete attachments and complete signatures.</p> <p>Forwards to Finance Department for processing.</p>	None	30 minutes	Administrative Assistant I
No activity	<p>Processes the DV together with the complete supporting documents.</p> <p>Records DV if compliant with the required documents. Return to end user if not, with notation as to deficiencies.</p> <p>Prepares Journal Entry Voucher (JEV)</p> <p>Prepares BIR Certificate of Taxes Withheld (2307), if applicable</p>	None	1 day	Accounts Analyst/ Accountant II

No activity	Reviews and initials on DV and BIR Certificate of Taxes Withheld (2307), if applicable.	None	2 hours	Accountant IVII
No activity	Approves JEV, BIR Certificate of Taxes Withheld (2307), if applicable, and Certified supporting documents complete portion for DV	None	1 day	Accountant III
No activity	Transmits/releases DV to concerned signatories for approval of payment as stated in Specifications of Authority: Below are the signatories: Asst. Branch Manager Branch Manager	None	10 minutes	Administrative Assistant I
No activity	Receive the approved DV and forward it to the Cashier	None	10 minutes	Administrative Assistant I
No activity	Receives the approved DV and prepares a Check or ADA Transmits/releases DV to concerned signatories for approval of Check or ADA as stated in Specification of Authority.	None	1 hour 30 minutes	Cashier III
No Activity	Reviews and a. 50,000.00 and below b. Above 50,000.00 Below are the signatories: Asst. Branch Manager Branch Manager	None	2 hours	Cashier II/ Cashier III/ Asst. Branch Manager Cashier II/ Cashier III
No activity	Receives the approved check and forwards it to the Cashier	None	10 minutes	Administrative Assistant I
Claims payment (check/ADA)	Releases check to claimant or forwards ADA to bank	None	2 hours	Cashier III
TOTAL		None	3 Days	

B. Disbursements - Complex Transactions

Settlement of government payables/obligations by Check or Advice to Debit Account (ADA).
(E.g. First Salary/Terminal Pay/Magna Carta Benefits)

Office or Division:	Finance Department (FD)			
Classification:	Complex			
Type of Transaction:	Government to Government-G2G/ Government to Business-G2B /Government to Citizen-G2C			
Who may avail:	Government Agencies, Suppliers, Contractors, and other private entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Four (4) Copies (Original and duplicate) Disbursement Voucher (DV) Four (4) Copies (Original and duplicate) of Approved Budget Utilization Request and Status (BURS) Documentary requirements For common government transactions per COA Circular No. 2023-004 dated June 14, 2023 For Procurement of Goods and Services per Revised Implementing Rules and Regulations of Republic Act No. 9184</p>			<p>Download from the COA website FD - Budget Division (BD)</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
No activity.	<p>Receives DVs from the concerned department with complete attachments and complete signatures.</p> <p>Forwards to Finance Department</p>	None	30 minutes	Administrative Assistant I
No activity.	<p>Processes the DV together with the complete supporting documents.</p> <p>Records DV if compliant with the required documents. Return to end user if not, with notation as to deficiencies.</p> <p>Prepares Journal Entry Voucher</p> <p>Prepares BIR Certificate of Taxes Withheld (2307), if applicable</p>	None	3 days	Accounts Analyst/ Accountant II
No activity.	<p>Reviews and affixes initial on DV and BIR Certificate of Taxes Withheld (2307), if applicable.</p>	None	4 hours	Accountant II

No activity.	Approves JEV, BIR Certificate of Taxes Withheld (2307), if applicable, and Certified supporting documents complete portion for DV	None	4 hours	Accountant III
No activity.	Transmits/releases DV to concerned signatories for approval of payment as stated in Specifications of Authority Below are the signatories: Branch Manager Branch Manager	None	30 minutes	Administrative Assistant I
No activity.	Receives the approved DV and forward it to the Cashier	None	10 minutes	Administrative Assistant I
No activity.	Receives the approved DV and prepares a Check or ADA Transmits/releases DV to concerned signatories for approval of Check or ADA as stated in Specifications of Authority.	None	1 hour	Cashier III
No Activity.	8.1 Reviews and approves check or ADA; a. 50,000.00 and below b. Above 50,000.00 Below are the signatories: Asst. Branch Manager Branch Manager	None	2 hour	Cashier II/ Cashier III/ Asst. Branch Manager Cashier II/ Cashier III/Branch Manager (ABM in the absence of BM)
No activity.	Receives the approved check and forwards it to the Cashier	None	10 minutes	Administrative Assistant I
Claims payment (check / ADA)	Releases check to claimant or forwards ADA to bank	None	2 hours	Cashier III



TOTAL	None	6 Days, 2 Hour and 20 Minutes	
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NFA OFFICE DIRECTORY



CENTRAL OFFICE	ADDRESS	EMAIL
Administrator's Office (AO)	8th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	administrator@nfa.gov.ph
Office of the Deputy Administrator (ODA)	8th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	oda@nfa.gov.ph
Office of the Assistant Administrator for Finance and Administration (OAAFA)	6th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	oaafa@nfa.gov.ph
Office of the Assistant Administrator for Operations (OAAO)	3rd Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	oaao@nfa.gov.ph
Administrative and General Services Department (AGSD)	6th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	agsd@nfa.gov.ph
Legal Affairs Department (LAD)	7th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	legallaffairs@nfa.gov.ph
Internal Audit Department (IAD)	7th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	internalaudit@nfa.gov.ph
Finance Department (FD)	6th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	finance@nfa.gov.ph
Operations Coordination Department (OCD)	7th Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	ocd@nfa.gov.ph
Corporate Planning and Management Services Department (CPMSD)	3rd Floor, NFA Building, Visayas Ave., Brgy. Vasra, Diliman, Quezon City	cpmsd@nfa.gov.ph

Field Office	Address	Contact Numbers
Ilocos Regional Office (Region I)	Urbiztondo, San Juan, La Union	Telephone Number: (072) 610-5355 Fax Number: (072) 242-5907
Cagayan Valley Regional Office (Region II)	Maharlika Highway, Mabini, Santiago City Isabela	Telephone Numbers: (078) 305-1528; (078) 305-1195;(078) 305-1259 Fax Number: (078) 305-1185
Central Luzon Regional Office (Region III)	Maharlika Highway, Cabanatuan City, Nueva Ecija	Telephone Number: (044) 958-0142 Fax Number: (044) 951-6198
Southern Tagalog Regional Office (Region IV)	Balagtas, Batangas City	Telephone Numbers: (043) 724-7481; (043) 402-0428 Fax Number: (043) 783-3325
Bicol Regional Office (Region V)	Pier Site, Legazpi City, Albay	Telephone Number: (052) 742-0433 Email address: region5@nfa.gov.ph
Western Visayas Regional Office (Region VI)	Brgy. Quintin Salas, Jaro, Iloilo City	Telephone Numbers: (033) 332-8848; (033) 320-6307
Central Visayas Regional Office (Region VII)	Cuenco Ave., Banilad, Cebu City	Telephone Number: (032) 254-8410 Fax Number: (032) 232-6832
Eastern Visayas Regional Office (Region VIII)	Government Center, Pawing, Palo, Leyte	Telephone Numbers.: (053) 325-3084; (053) 323-4240 Fax Number: (053) 323-8601
Western Mindanao Regional Office (Region IX)	San Roque, Zamboanga City	Telephone Numbers: (062) 991-1828`
Northern Mindanao Regional Office (Region X)	Brgy. Tablon, Baloy, Cagayan de Oro City	Telephone Number: (088) 8555936 PABX (088) 855-4501

Field Office	Address	Contact Numbers
Southern Mindanao Regional Office (Region XI)	Barangay San Jose, Digos City Davao del Sur	Telephone Number: (082) 297-0100; (083) 302-0336 Fax Number: (083) 552-6206
Central Mindanao Regional Office (Region XII)	SPGC Compound, Tacurong, Sultan Kudarat	Telephone Number: (064) 562-4047 Fax Number.: (064) 562-4047
National Capital Region (NCR)	U.N. Avenue, Paco, Manila	Telephone Number: (02) 8-563-9451; (02) 8-563-9437 Fax Number: (02) 8-563-9465; (02) 8-563-8717
BARMM Regional Office (Region XIV)	ORC Government Center, Cotabato City	Telephone Number: (064) 421-2407; (064) 552-2447; Fax Number: (064) 421-2128
Caraga Regional Office (Region XV)	Grains Infrastructure Directorate (GID) I, District 3, Brgy. Libertad, Butuan City	Tel. Number: (085) 817-9233; (085) 504+8079 Fax Number: (085) 816-3786



***** THANK YOU *****