



NATIONAL FOOD AUTHORITY

Citizen's Charter

2019 (1st Edition)



I. Mandate:

NFA shall maintain sufficient rice buffer stock to be sourced solely from local farmers.

II. Vision:

The NFA envisions itself to be a financially stable government corporate entity, capable of managing the country's buffer stock within the next ten years.

III. Mission:

The NFA shall procure palay locally and maintain the optimal level of buffer stock at all times strategically located across the country. It shall manage efficiently and effectively the acquisition, quality maintenance, and disposition of the buffer stock during emergencies and calamities.

IV. Service Pledge:

We pledge to serve you with CARE:

- **C**ourtesy and Promptness by
- **A**ble and Committed NFA employees who are
- **R**esolved to bring Public Service to its highest level with
- **E**mphasis that a "Public Office is a Public Trust"

All these **WE** pledge, because **YOU** deserve no less.



LIST OF SERVICES

National Food Authority – Provincial Offices, Marketing Operations Section

1. Palay/ Corn Procurement

- a. Issuance of Master Passbook
- b. Buying Palay from Farmers / Farmers' Organizations

2. Rice Disposition / Distribution

- a. Availment of NFA Rice by Government and Non-Government Institutions
- b. Availment of Rice in Times of Calamities

1. Palay/ Corn Procurement

a. Issuance of Master Passbook

Office:	Marketing Operations Section, NFA Provincial Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Farmer Organizations			
Schedule:	8:00 AM – 5:00 PM, Monday to Friday except holidays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of certificate of registration from Securities and Exchange Commission / Cooperative Development Authority or any government institution, such as but not limited to NFA, Bureau of Soils & Water Management, Agrarian Reform Beneficiaries Association, etc.		SEC / CDA / others		
2. Authenticated list of officers and members with corresponding hectareage actually tilled by members.		Farmer Organizations		
3. Board Resolution designating the farmer organizations authorized representative and his alternate together with specimen signature and 2 pcs. picture through NFA webcam.		Farmer Organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure forms and list of requirements	Issue forms and list of requirements Document: Application Form / Farmer's Information Sheet (FIS)	None	5 Minutes	Employee designated by Provincial Manager (PM)
2. Submit duly accomplished application form with complete requirements	Evaluate/process Application Form If requirements are complete, recommend issuance of Passbook	None	15 Minutes	Employee designated by PM Employee designated by PM
	Issue Master Passbook	None	5 Minutes	Employee designated by PM

b. Buying Palay / Corn from Farmers / Farmers' Organizations

Office:	Marketing Operations Section, NFA Provincial Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Individual Farmer (Owner-Tiller, Tenant or Agricultural Worker) / Farmer Organizations (FO)			
Schedule:	8:00 AM – 5:00 PM, Monday to Friday without noon break			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. For Individual Farmers and Farmer Organizations (FOs) : a. Should be included in the Registry System for Basic Sector in Agriculture (RSBSA) of the Department of Agriculture b. In case the RSBSA is not yet available from DA, should be included in the NFA list of existing farmers/FOs 2. If an individual farmer is not included in the RSBSA or the NFA list, he / she may present a Certification from the Barangay Captain, LGU Municipal Agricultural Officer, Department of Agriculture or Dept. or Agrarian Reform, stating that he / she is the bonafide owner / tiller of an agricultural land or, if tenant, certification as to the farm area tilled (in hectares). 3. Aside from item numbers 1 and 2, an FO should also present Master Passbook.			NFA NFA Barangay Captain, LGU MAO, DA or DAR NFA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show requirements	Check if requirements are complete	None	5 Minutes	Employee designated by Provincial Manager (PM)

2. If requirements are complete, deliver palay / corn to NFA warehouse or designated buying station. Show Master Passbook and get priority number	Issue priority number Classify stocks	None	5 Minutes 30 minutes per delivery of 50 bags	Security Guard Grains Classifier
3. Unload the palay / corn delivery	Rebag and weigh the delivered stocks, then issue Warehouse Stock Receipt (WSR)	None	30 minutes per delivery of 50 bags	Warehouse Staff / Classifier / Operations
4. Accept payment and sign Purchase Receipt (PR)	Compute the Equivalent Net Weight (ENW) based on the Warehouse Stock Receipt (WSR). Prepare Purchase Receipt (PR) and pay farmer for accepted deliveries	None	20 minutes	Special Disbursing Officer (SDO)



2 Rice Disposition / Distribution

a. Availment of NFA Rice by Government and Non-Government Institutions

Office:	Marketing Operations Section, NFA Provincial Office			
Classification:	Simple			
Type of Transaction:	G2G, G2B			
Who may avail:	Government and Non-Government Institutions			
Schedule:	8:00 AM – 5:00 PM, Monday to Friday without noon break			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. LGUs should have existing Memorandum of Agreement with NFA 2. If other government institutions and non-government institutions, letter from head of company/organization requesting for availment of NFA rice 3. Payment must be done before withdrawal of rice, either in the form of cash, Cashier's or Manager's check 			Government, Non-Government Institution	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit letter request for rice availment to NFA Office in the chosen area (Central Office or any of the Field Offices). 	<p>Evaluate request. If LGU, check if there is MOA.</p> <p>Inform the agency of the approval / disapproval of request</p> <p>If request is approved: prepare and issue Authority to Accept Payment (AAP)</p> <p>Advice client to pay</p>	None	24 hours	<p>For Central Office (C.O.) – Marketing Operations Department: Employee designated by Department Manager (DM)</p> <p>For Field Offices – Employee designated by PM</p>

<p>2 Pay corresponding amount either in cash, cashier's or manager's check</p>	<p>Accept payment and issue Official Receipt (OR)</p> <p>If payment is made at Central Office/Regional Office, send authorization to the concerned provincial office for issuance of rice to client</p> <p>Prepare and approve Authority to Issue (AI)</p>	<p>None</p>	<p>15 Minutes</p>	<p>Cashier</p> <p>Marketing Operations Department / Regional Office (RO)</p> <p>Employee designated by the PM, Assistant Provincial Manager (APM), Provincial Manager (PM), Warehouse Staff</p>
<p>3 Present Authority to Issue (AI) and OR to Warehouse Supervisor for rice withdrawal</p>	<p>Weigh and issue stocks. Prepare Warehouse Stock Issue (WSI)</p> <p>Give Warehouse Stock Issue (WSI) to client</p>	<p>None</p>	<p>30 minutes per withdrawal of 50 bags</p>	<p>Grains Classifier/Warehouse Supervisor/Warehouse Staff</p> <p>Warehouse Staff</p>
<p>4 Surrender Guard Stub</p>	<p>Verify and record stocks withdrawal</p>	<p>None</p>	<p>5 minutes</p>	<p>Security Guard</p>

3. NFA Customer Assistance and Feedback Mechanism

a. E-mail / On-line Feedback Through the NFA Website

Office:	NFA-Public Affairs Department			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public			
Schedule:	24 hours for 7 days a week			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Internet Connection			Applicant / Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Using a computer and an Internet Service facility, go to NFA official website: www.nfa.gov.ph		None		General Public
2. At the upper right portion of the NFA Home Page, click the button "Contact Us" to display the means of contacting NFA Click "Contact Form" then fill out the boxes.				General Public



After accomplishing the boxes click "Send Email"	Receive e-mail Reply by citing relevant NFA policies and/or coordinate with concerned NFA offices. Or Refer to concerned Office (Central Office or Field Office) if report/matter is not within the NFA representative's jurisdiction		5-15 minutes 30 minutes 3 days	NFA- Public Affairs
--	--	--	--	---------------------



b. Text NFA (0906-436-3133) – Receipt of reports via SMS Facility (text)

Office:	Text NFA coordinator			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public			
Schedule:	Monday – Friday 8:00 AM – 5:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Cellular Telephone			Applicant / Client	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send text message to Text-NFA thru Cellphone number 0906-4363133 Re: suggestions, inquiries, requests for assistance, complaints / grievances</p> <p>Name = full name of the Sender</p> <p>Address = mailing address of the sender</p>		None		
<p>2. Receive response for text message sent thru text</p>	<p>Reply by citing policies and / or coordinate with concerned offices / agencies</p> <p>Or</p> <p>Field Office or other agency concerned if report is not within the jurisdiction of NFA-Central Office</p>	None	<p>Within 5-30 minutes</p> <p>2 hours – 3 days</p>	Text NFA coordinator



c. Public Assistance and Complaint's Desk (PACD)

Office:	NFA-PACD Officer of the day			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public			
Schedule:	Monday – Friday 8:00 AM – 5:00 PM except holidays			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Personal Appearance 2. NFA-PACD suggestion/complaint/inquiry/request form 			Applicant / Client NFA- Public Assistance and Complaint's Desk (PACD)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest NFA Office				
2. Accomplish / fill-out request / inquiry / complaint form	Receive report and stamp date of receipt of form Reply outright to query / request if information is available OR For matters which are for further evaluation, to be coordinated and referred to concerned department or other NFA branch, informs the customers of the date on which the needed response can be expected.	None	30 minutes 2 hours to 3 days	NFA-PACD Officer of the day

d. Suggestion Box

Office:	NFA-PACD Officer of the day			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public			
Schedule:	Monday – Friday 8:00 AM – 5:00 PM except holidays			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. NFA Complaints and Suggestion Form			NFA- Public Assistance and Complaint's Desk (PACD)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest NFA Office				
2. Accomplish an NFA-PACD Form and drop Accomplishment form in the "Suggestion Box"	<p>Gather contents of the suggestion box at the end of each day.</p> <p>Reply outright to query / request if information is available.</p> <p>OR</p> <p>For matters which are for further evaluation, to be coordinated and referred to concerned department or other NFA branch, informs the customers of the date on which the needed response can be expected.</p>	None	<p>10 minutes</p> <p>30 minutes</p> <p>1 to 3 days</p>	NFA-PACD Officer of the day



e. Customer Telephone Assistance Service

Office:	Any Central Office Department through the telephone numbers in the NFA Directory			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public			
Schedule:	Monday – Friday 8:00 AM – 5:00 PM except holidays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Telephone		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the nearest NFA Office	<p>Receive call and accomplish an NFA-Public Assistance and Complaints Desk (PACD) form to document the call.</p> <p>Reply outright to query / request if information is readily available.</p> <p>OR</p> <p>For matters which are for further evaluation, to be coordinated or referred to concerned department or other NFA branch, informs the customer of the date on which the needed response can be expected.</p>	None	<p>5 minutes</p> <p>3 days</p>	NFA Staff



FEEDBACK AND COMPLAINTS MECHANISM

Please let us know how we have served you by doing any of the following:

- Accomplish Suggestion / Complaint / Inquiry / Request Form available at Public Assistance and Complaint Desk (PACD) in NFA offices nationwide.
- Through Text NFA – 0906-4363133
- 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.
- You may call any of our Central Office Departments through the telephone numbers in the NFA Directory from 8:00am – 5:00pm, Monday to Friday.

THANK YOU for helping us serve you better.



LIST OF OFFICES AS OF JANUARY 28, 2020

Central Office	Address	Contact Numbers
Administrator's Office (AO)	4 th Floor, Philippine Coconut Authority (PCA) Building, Diliman, Quezon City	
Office of the Deputy Administrator for Finance and Administration (ODAFA)	4 th Floor, Philippine Coconut Authority (PCA) Building, Diliman, Quezon City	
Office of the Deputy Administrator for Marketing Operations (ODAMO)	4 th Floor, Philippine Coconut Authority (PCA) Building, Diliman, Quezon City	
Office of the Assistant Administrator for Finance and Administration (OAAFA)	4 th Floor, Philippine Coconut Authority (PCA) Building, Diliman, Quezon City	
Office of the Assistant Administrator for Marketing Operations (OAAMO)	4 th Floor, Philippine Coconut Authority (PCA) Building, Diliman, Quezon City	
Accounting Services Department (ASD)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	
Department of Budget Treasury and Fund Management (DBTFM)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	
Technical Services Department (TRSD)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	
Internal Audit Services Department (IASD)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	
Industry Services Department (ISD)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	
Human Resource Management Department (HRMD)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	
General Services Department (GSD)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	
Legal Affairs Department (LAD)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	
Grains Marketing Operations Department (GMOD)	4 th Floor, Philippine Coconut Authority (PCA) Building, Diliman, Quezon City	
Public Affairs Department (PAD)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	
Security Services Department (SSD)	NFA Compound, Visayas Ave., Barangay Vasra, Diliman, Quezon City	



Field Office	Address	Contact Numbers
Ilocos Regional Office (Region I)	San Juan, La Union	Tel. No.: (072) 682-9143 Cellphone Nos. 0917-8497058; 0925-8304801; 0917-3086327 Fax No.: (072) 682-9143
Cagayan Valley Regional Office (Region II)	Santiago City, Isabela	Tel. Nos.: (078) 305-1528; (078) 305-1195; (078) 305-1259 Cellphone Nos.: 0917-5721140; 0917-7744022 Fax No.: (078) 305-1185
Central Luzon Regional Office (Region III)	Maharlika Highway, Cabanatuan City, Nueva Ecija	Tel. No.: (044) 600-2539 Cellphone No.: 0917-6254967 Fax No.: (044) 951-6198
Southern Tagalog Regional Office (Region IV)	Balagtas, Batangas City	Balagtas, Batangas City Tel. Nos.: (043) 724-7481; (043) 402-0428 Cellphone Nos.: 0917-1775893; 0917-1373703 Fax No.: (043) 783-3325
Bicol Regional Office (Region V)	Pier Site, Legazpi City, Albay	Tel. Nos.: (052) 480-7085; (052) 742-0433 Cellphone No.: 0917-3096612 Fax No.: (052) 480-7900
Western Visayas Regional Office (Region VI)	Brgy. Quintin Salas, Jaro, Iloilo City	Tel. Nos.: (033) 329-6246; (033) 329-2165 Cellphone Nos.: 0917-3115085; 0917-1799234 Fax No.: (033) 320-4764
Central Visayas Regional Office (Region VII)	Cuenco Ave., Banilad, Cebu City	Tel. No.: (032) 232-4791 Cellphone No.: 0917-8041289 Fax No.: (032) 233-6095



Field Office	Address	Contact Numbers
Eastern Visayas Regional Office (Region VIII)	Government Center, Pawing, Palo, Leyte	Tel. Nos.: (053) 325-3084; (053) 323-4240 Cellphone Nos.: 0917-1654953; 0917-1090118; 0917-5036907 Fax No.: (053) 323-3078
Western Mindanao Regional Office (Region IX)	Gov. Ramos Avenue, San Roque, Zamboanga City	Tel. Nos.: (052) 985-0884; (052) 991- 1528; (052) 985-1183; Cellphone Nos.: 0917-8452545; 0917-5721886 Fax No.: (052) 991-1339
Northern Mindanao Regional Office (Region X)	Bgy. Tablon, Baloy, Cagayan de Oro City	Tel. No.: (088) 8555936 Cellphone No.: 0917-5720846 Fax No.: (088) 8552723
Southern Mindanao Regional Office (Region XI)	Lagao Road, General Santos City, South Cotabato	Tel. No.: (083) 552-4284 Cellphone Nos.: 0917-5634462; 0917-5145758 Fax No.: (083) 552-6206
Central Mindanao Regional Office (Region XII)	SPGC Compound, Tacurong, Sultan Kudarat	Tel.No.: (064) 562-4047 Cellphone No.: 0917-1635564 Fax No.: (064) 477-0064
National Capital Region (NCR)	U.N. Avenue, Paco, Manila	Tel.No.: (02) 8-553-9451 Cellphone No.: 0917-8458868 Fax No.: (02) 8-563-9465
BARMM Regional Office (XIV)	ORC Government Center, Cotabato City	Tel. Nos.: (064) 421-2407; (064) 552-2447; (064) 421-1690 Cellphone Nos.: 0917-5446851; 0917-8088599 Fax No.: (064) 421-2128
Caraga Regional Office (Region XV)	Grains Infrastructure Directorate (GID) I, District 3, Brgy. Libertad, Butuan City	Tel. Nos.: (085) 817-9311; (085) 815-8079; (085) 341-4208; (085) 815-3284 Cellphone Nos.: 0917-1449446; 0917-5720900; 0932-8864236 Fax No.: (085) 816-3786