



Republic of the Philippines
OFFICE OF THE SECRETARY
Elliptical Road, Diliman
1100 Quezon City

Department Circular

No: 04

Series of 2022

SUBJECT : SUPPLEMENTAL GUIDELINES FOR THE CLASSIFICATION AND ACCREDITATION OF AGRICULTURAL AND FISHERIES MACHINERY ASSEMBLERS, MANUFACTURERS, IMPORTERS, DISTRIBUTORS AND DEALERS

For a more effective and orderly implementation of Section 22 of the Republic Act No. 10601 (*Agricultural and Fisheries Mechanization Law of 2013*) and its Implementing Rules and Regulations, the Supplemental Guidelines for the Department of Agriculture (DA) Department Circular (DC) No. 17, Series of 2018 (*Guidelines for the Classification and Accreditation of Agricultural and Fisheries Machinery Assemblers, Manufacturers, Importers, Distributors and Dealers*) are hereby prescribed and promulgated to integrate solutions to the issues and concerns which have emanated since the adoption of the provisions of the aforementioned DC and to ensure uniformity in its interpretation and implementation.

Section I. Scope and Limitations

This supplemental guidelines aims to provide additional instructions and procedural steps to elaborately cover and profoundly describe the NAMDAC application and other related processes as well as limitations which were not included in the previous DA DC No. 17, Series of 2018.

- A. The classification and accreditation by the National Agricultural and Fisheries Machinery Assemblers, Manufacturers, Importers, Distributors and Dealers (NAMDAC) Board shall include local agricultural and fisheries machinery suppliers which intend to directly participate in the procurement activities of the Department of Agriculture (DA);
- B. The NAMDAC Board may also accept applications, classify and accredit international/foreign suppliers with offices operating in the Philippines provided that they also intend to directly participate in the procurement activities of the DA including transactions under joint

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procurement activities of the DA including transactions under joint ventures, in accordance to the existing laws, rules and guidelines implemented by the Government Procurement Policy Board (GPPB).

- C. In this regard, the Head of Procuring Entity (HOPE) of DA offices shall require the NAMDAC Certificate of Accreditation (CoA), as an eligibility requirement other than the requirements provided under R.A. 9184, from local as well as international/foreign suppliers of agri-fisheries machinery and equipment directly participating in the bidding process. Failure to submit the NAMDAC CoA, shall disqualify the bidder from winning the contract.

Section II. Definition of Terms and Acronyms

For the purpose of this Circular, the following definitions shall apply:

- A. **Country of origin** – the country where the product is manufactured;
- B. **Date of product introduction** – date when the supplier started distributing the model of the product in the Philippines for marketing;
- C. **Distributor** – refers to a trading entity authorized by foreign and/or local Suppliers to distribute agricultural and fisheries machinery to dealers and/or end users amending its definition under Sec. 3 of D.C. No. 17, S. of 2018;
- D. **Joint Venture**- an association of two or more entities which combine their assets, knowledge, skills, and resources in pursuit of a particular project and intend to be jointly and severally responsible or liable for that particular project, provided that Filipino ownership or interest of the joint venture concerned shall be at least sixty percent (60%);
- E. **Newly Established Business** - an entity which started its operation on assembly/manufacture/import/distribution/dealership of agri-fisheries machinery for a year or less;
- F. **New Business Venture** - an entity which had been existing for years, but has less than a year of experience in the assembly/manufacture/import/distribution/dealership of agri-fisheries machinery;
- G. **Operational equipment present** – functional tools for service and repair, testing and manufacturing equipment, office facilities, and transport vehicles;

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- H. **Response time** - refers to the length of time (hours) it takes starting from when the supplier received the complaint and/or after-sales service request from its customers until the concern was satisfactorily resolved and fully addressed;
- I. **Warranty** - assurance of the quality of the materials and workmanship of the products offered for sale or length of satisfactory use to be expected from a product under normal use.

The following acronym is used in this supplemental guidelines:

- A. **AFMISS** – Agricultural and Fisheries Mechanization and Infrastructure Support Section
- B. **GPPB** - Government Procurement Policy Board
- C. **HOPE** – Head of Procuring Entity
- D. **NAMDAC** – National Agricultural and Fisheries Machinery Assemblers, Manufacturers, Importers, Distributors and Dealers Accreditation and Classification
- E. **NFCC** – Net Financial Contracting Capacity
- F. **PCAF** – Philippine Council for Agriculture and Fisheries

Section III. Appointment to the NAMDAC Board

A. Nomination of Representatives

1. The organization/agency-member to the NAMDAC Board shall nominate their respective representatives in writing addressed to the PCAF Executive Director.
2. The nominees (principal and permanent alternate representatives) coming from the private sector shall have the following qualifications to represent their organization/agency in the NAMDAC Board:
 - a. Have been a member of the organization/agency being represented for at least three (3) years; and
 - b. With work experience related to machinery procurement, manufacturing and distribution of at least five (5) years.
3. Any change of representative to the NAMDAC Board shall be made in writing.
4. The organization/agency-members to the NAMDAC Board shall renew their nominations every three (3) years in writing addressed to the PCAF Executive Director.



5. Organization/agency members may change their representatives only if there is a justifiable cause or reason. This shall be made in writing addressed to the PCAF Executive Director.

B. Election of Chairperson and Vice-Chairperson

The NAMDAC Board Chairperson and Vice-Chairperson shall only be elected by the principal representatives and shall have at least three (3) votes to be officially elected.

C. Designation of Presiding Officer

1. The Chairperson shall assume the role of the presiding officer. For instances that the chairperson is not available to preside during the Board meeting, the Chairperson may request the Vice Chairperson or any Board Member from the private sector to assume the chairship.
2. If both the Chairperson and vice chairperson are not present and/or not available to preside during the Board meeting, the present members constituting the quorum should designate the chairperson from the remaining private sector representatives.

Section IV. Maximum Allowable Single Contract Cost for each Size Classification

The NAMDAC Board not only accredits but also classifies agri-fisheries machinery and equipment suppliers based on their organizational strengths and track record, area of operation, marketing and distribution network, after-sales service and manufacturing capabilities. This size classification gives the DA procuring entities an overview of the general ability of a supplier to undertake different sizes of projects even without referring to specific contracts previously completed by a supplier. The table below shall indicate the maximum allowable amount of single contract cost for a particular size classification.

Size Classification	Maximum Allowable Single Contract Cost
Small	Php 10 Million
Medium	Php 30 Million
Large	As computed from its Net Financial Contracting Capacity (NFCC) or Line of Credit

The maximum limit mentioned above shall only apply for suppliers not entering a joint venture agreement for the particular project/contract. Likewise, the maximum allowable single contract cost of an entity should increase if it engages in a joint venture agreement that will boost its financial contracting capacity. A separate guidelines for the Joint Venture Agreement, Consortium or Partnerships among or between agri-fisheries machinery and equipment suppliers shall also be formulated.

Section V. Requirements for NAMDAC Accreditation and Classification

In addition to the requirements for the accreditation of Agricultural and Fisheries Machinery Suppliers stated in Section 11 of the DA DC No. 17, S 2018, the following information/documents shall also be submitted through PCAF-Agriculture and Fisheries Mechanization and Infrastructure Support Section (AFMISS). All the NAMDAC Forms are attached as Annexes A1 to A9.

- A. Pictures of main office establishment, branches, machine shop, show room, manufacturing plant (if applicable), and its products;
- B. Pictures of tools and equipment, vehicles (covered plate number), and facilities listed in the NAMDAC Form 1;
- C. Accomplished NAMDAC Form 7 (Breakdown of Sales) with information including the name of customer, brand/name of product, number of units sold and value of project. This is an attachment to the Audited Financial Statement and shall include sales of agricultural and fisheries machinery and equipment only within the year of the submitted Latest Audited Financial Statement;
- D. The NAMDAC Form 7 shall be supported with scanned or photocopied official receipts or sales invoices with clear details;
- E. Certificate of Dealership/Distributorship from foreign suppliers shall be accompanied with National ID or any proof of identity of the signatories to ensure authenticity.
- F. Proof of consultancy or service engagement with a licensed Agricultural and Biosystems Engineer (ABE);
- G. Signed undertaking that the entity applying for NAMDAC has no recurring violations in any court of law regarding machinery distribution & manufacturing and/or not currently blacklisted by the GPPB, and

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H. A supplier applying as an importer shall submit the following documents:

1. Company's Certificate of Registration and Accreditation as importer issued by the Bureau of Customs (BOC)
2. Latest Annual Volume of Importation (VOI) using the NAMDAC Form 8 (Volume of Importation) with details including the name of foreign supplier, country of origin, name and brand of product, number of units imported and total value, duly signed by the authorized representative with date of accomplishment.

Section VI. Services of an Agricultural and Biosystems Engineer (ABE)

- A. Based on its latest Audited Financial Statement (AFS), a company with sales of agri-fisheries machinery and equipment worth Php 100 million and above shall engage the services of an ABE as a permanent employee. Otherwise, the company shall be allowed to hire an ABE consultant.
- B. In the event that the hired Agricultural and Biosystems Engineer (ABE) consultant is as a regular employee of a government office, the ABE consultant shall secure a letter of consent duly signed by his/her immediate supervisor or head of office allowing him/her to take the consultancy role.

Section VII. Application Requirements for Newly Established Entities and New Business Ventures

- A. Newly established entities and new business ventures may apply for NAMDAC CoA as long as they can provide proof of sales (eg. DRs, ORs, Sales Invoice) for the agri-fisheries machinery and equipment they supply. Requirements that necessitate three (3) years of document coverage (ITR and Certificate of Completion/Acceptance of projects) may be waived and the applicant may present only the documents reflecting the year of which the entity started its operation.
- B. Nevertheless, the accreditation and classification of newly established or new business ventures will still be subjected to the standard evaluation process by the NAMDAC Board based on the documents submitted.

Section VIII. Application Procedure for Sole Proprietorship which transitioned to Corporation/Cooperative/Partnership

A sole proprietorship company previously accredited by NAMDAC and has transitioned into a corporation/cooperative/partnership shall be awarded



with a new NAMDAC CoA through reapplication. The entity shall proceed with the standard NAMDAC application process and complete all applicable documentary requirements.

Section IX. Updating Information on NAMDAC Accreditation

A supplier accredited by NAMDAC, regardless of the time period of the accreditation, may re-apply to update its information. The supplier shall submit accomplished NAMDAC Form 9 (Request Form for Updating Information), letter to the PCAF Executive Director stating in the reason for the request, and other requirements specified for the given update in status. All changes in details shall be reflected in the list of NAMDAC-accredited machinery suppliers uploaded in the PCAF website.

A. Size Classification

An accredited supplier which intends to upgrade its size classification shall re-submit the updated requirements used to determine the size classification rating as follows:

1. Audited Financial Statement signifying increased Net Worth
2. Oldest DTI/SEC/CDA registration (if the previously submitted is not the oldest)
3. Area of Operation – Proof of operation expansion
 - a. Provincial to Regional- proof of sale transaction across provinces of other regions
 - b. Regional to National- proof of establishment of an operational branch located in another island (Luzon/Visayas/Mindanao)
4. After-sales and service- revised declaration of after sales service and supporting documents
5. Operational Equipment- updated list of equipment, tools, vehicles, facilities and supporting documents and pictures
6. Organizational structure for manufacturing and marketing- updated list of NAMDAC Form 4 and supporting documents
7. Annual Volume of Sales – Increased volume of sales as declared in the NAMDAC Form 7 (Breakdown of Sales) supported with proof of sales

On the other hand, supplier may also apply to downgrade its size classification by providing the abovementioned documents but should instead signify decrease in its operating capacity.



B. Type of Enterprise

An accredited supplier which intends to update its enterprise type shall re-apply and submit the requirements specific to its intended type.

1. Manufacturer/Assembler- list of testing and manufacturing equipment, updated NAMDAC Form 4 to include employees skilled in manufacturing/fabrication, new facilities such as machine shop or fabrication area, updated product data sheet, and other supporting documents
2. Dealer/Distributor- Certificate of Dealership and/or Distributorship, updated product data sheet; and
3. Importer- Certificate of Registration and Accreditation from the Bureau of Customs, Volume of Importation, updated product data sheet and other supporting documents

C. List of Products

Accredited and classified suppliers are highly encouraged to inform the PCAF-AFMISS if their respective company has secured an authorization to import/distribute/supply additional product lines and/or expanded to manufacture/assemble other agricultural and fisheries machinery and equipment. The procedures for updating list of products are as follows:

1. The concerned supplier shall accomplish and submit the *NAMDAC Form 9* and mark the box for updating Product Line/s. The supplier shall also submit a letter to the PCAF Executive Director stating in the reason for the request.
2. For NAMDAC accredited distributor, importer and dealer, a Certificate of Distributorship/Dealership from the supplier of the additional product/s and pictures/brochure/catalogue should also be submitted to the Secretariat.
3. For manufacturer and assembler, operational tools, pictures of products and other supporting documents should be submitted.

D. Entity's Office Address

1. An entity which intends to change or to update their office address shall submit a formal letter to the PCAF Executive Director stating in the reason/s for their relocation.
2. The concerned supplier shall also submit the accomplished NAMDAC Form 9 and their Current Business Permit reflecting the new address.

Section X. Non-Acceptance, Rejection and Re-submission of NAMDAC Application

- A. PCAF-AFMISS shall not accept submission with incomplete NAMDAC Forms and documentary requirements; and are not compliant with the prescribed format in filing an application to PCAF. Attached as Annex B is the documentary checklist and filing format. Only when the requirements are completed and complied with by the applicant shall the processing of its application proceed.
- B. PCAF-AFMISS and NAMDAC Board may reject applications due to the following grounds:
1. With unsettled complaint/s filed with DA offices – regional field offices, bureaus, attached agencies and corporation;
 2. Currently suspended by any DA offices at the time of application;
 3. With recurring violations in any court of law regarding machinery distribution & manufacturing;
 4. Included in the Consolidated Blacklisting Report of the GPPB; and
 5. Have committed any of the grounds for cancellation/revocation of NAMDAC CoA as stated in Section 15 of the DA DC No. 17, S. of 2018.
- C. The supplier with rejected application shall be informed in writing indicating the ground/s committed for rejection.
- D. A supplier whose application was rejected due to either of the grounds (1) or (2), shall be allowed to re-apply for NAMDAC once it has settled its pending concerns with any DA offices and can provide evidences that it had satisfactorily complied with the requirements and resolved all standing issues with the said office/s.
- E. On the other hand, a supplier who have committed any of the grounds (3), (4), and/or (5) shall not be allowed to re-submit their NAMDAC application until such time that it had served all its dues and penalties and can provide proof/certification that the company is cleared from all its violations. Nevertheless, the supplier shall also be given seven (7) working days to respond and/or file for an appeal supported with relevant documents upon the receipt of the notification letter. This will then be deliberated by the NAMDAC Board. If no response/appeal is received within the allotted period, the rejection of the NAMDAC application of the concerned supplier will be final and irrevocable. The applicant may then file a new application once the required proof/certification is available.

Section XI. Suspension Period for Entities with Cancelled/Revoked NAMDAC CoA

All entities with cancelled or revoked NAMDAC CoA under the grounds specified in Section 15 of the DA DC No. 17, S of 2018 shall be banned from reapplying for NAMDAC accreditation for at least two (2) years from the time of revocation/cancellation.

Section XII. Late Submission/Completion of Documentary Requirements

- A. Applicants who have submitted and/or completed the requirements beyond the specified monthly deadline published in the PCAF website shall be evaluated in the following month.
- B. The deadline for the acceptance of application to be evaluated still holds even when the NAMDAC Board Meeting is rescheduled to a later date.

Section XIII. Evaluation Criteria for Accreditation and Classification

The applicant shall be rated according to the following parameters:

Parameter	Assembler	Manufacturer	Importer	Distributor	Dealer
Current Value (net worth)	✓	✓	✓	✓	✓
Number of Years in Business	✓	✓	✓	✓	✓
Area of Operation	✓	✓	✓	✓	✓
After-sales service	✓	✓	✓	✓	✓
Operational Equipment Present	✓	✓	-	-	-
a. Testing/Manufacturing Equipment	✓	✓	✓	✓	✓
b. Vehicle	✓	✓	✓	✓	✓
c. Tools for servicing	✓	✓	✓	✓	✓
d. Facilities	✓	✓	✓	✓	✓
Organizational Structure for manufacturing	✓	✓	-	-	-
Organization Structure for marketing	✓	✓	✓	✓	✓
Annual Volume of Sales (A&F machinery only)	✓	✓	✓	✓	✓

A. Current Value (Net worth)

The current value of the entity shall be based solely on the total assets and total liabilities stated in its latest Audited Financial Statement (AFS) properly received by the Bureau of Internal Revenue (BIR).



B. Number of Years in Business

1. An entity that has been operating longer than the date stated in their submitted DTI/SEC/CDA registration shall provide proof in addition to its latest DTI/SEC/CDA registration. The Board shall consider the following as supporting documents:
 - a. Oldest DTI registration
 - b. Certificate of Registration from the BIR
 - c. Original SEC Registration (in case of any amendments)
2. In any case that the submitted supporting document does not reflect the present entity name due to a recent change of business name, an affidavit of oneness or article/certificate of incorporation shall also be attached.

C. Area of Operation

1. The area of operation shall be categorized as either provincial, regional or national in accordance with Section 3 of the DA DC No. 17, S. 2018;
2. In addition, categorizing applicants as provincial or regional shall depend on the location of completed projects as reflected on their certificates of completion/ acceptance, official receipts, sales invoices or other proof of sales submitted.

D. After-Sales Service

1. The after-sales service shall be rated based on the list of employees and the declaration of after-sales service submitted.
2. The point score depends on the following:
 - a. existing parts and services warranty provided by the supplier-applicant;
 - b. availability and number of in-store and field mechanic/s with vehicle; and
 - c. supplier-applicant's response time to any request for repair or any inquiry from its customers (including the travel time for on-site services).

E. Operational Equipment Present

The operational equipment present as declared by the entity in the NAMDAC Form 1 shall be rated based on the following:

1. testing/manufacturing equipment;
2. tools for servicing;
3. facilities; and
4. vehicles.

F. Organizational Structure for Manufacturing

The organizational structure for manufacturing shall be rated based on the list of employees and personal data sheet of technicians/technical personnel submitted. The grading of the structure for manufacturing shall be guided by the employment of the following:

1. Class 1: Draftsman, CAD operator, Quality Assurance Officer, Product Development Officer, Research Analysts
2. Class 2: Engineers, Supervisor and Warehouse Manager
3. Class 3: Laborer, Welder, Tinsmith, Painter, Machinist and other skilled labor

G. Organizational Structure for Marketing

The organizational structure for marketing shall be rated based on the list of employees submitted. The grading of the structure for marketing shall be guided by the employment of the following:

1. Class 1: In-house Accountant, Executive Officers, Social Media Manager/Officer
2. Class 2: Outsourced Accountant, Engineers
3. Class 3: Cashier, Bookkeeper, Supervisor/Manager, In-house Technician/Mechanic
4. Class 4: Administrative officer, Driver, Purchaser
5. Class 5: Sales Representative, On-call Technician/Mechanic

H. Annual Volume of Sales

1. The supplier shall declare the amount of sales for agricultural and fisheries machinery sold, indicated in its Audited Financial Statement (AFS), through the duly accomplished NAMDAC Form 7 (Breakdown of Sales).
2. In case that the submitted AFS includes equipment or services not related to agri-fisheries machinery and equipment, the NAMDAC Board shall only consider the sales of agricultural and fisheries machinery and equipment in rating the entity's annual volume of sales.

Section XIV. Procedure for the Evaluation of NAMDAC Applications

All entities applying for NAMDAC Accreditation shall adhere to the standard application process. Hence, all applications received by the PCAF-AFMISS shall be subjected to the following evaluation procedures:

- A. PCAF-AFMISS should initially assess the completeness and veracity of the documents submitted by the applicants. List of lacking requirements if there are any, will be emailed to the applicant.
- B. PCAF-AFMISS should strictly implement that only completed applications on or before the monthly deadline published in the PCAF Website shall be accepted and included in the Board Evaluation. No special meeting shall be scheduled and conducted by the NAMDAC Board in favor of the evaluation of a particular agri-fisheries machinery supplier. Likewise, no request of expediting the issuance of NAMDAC CoA from any supplier shall be accepted.
- C. PCAF-AFMISS should prepare an initial review of each completed application.
- D. PCAF-AFMISS should schedule a monthly Board meeting (or as deemed necessary) depending on the number of applications to be classified and accredited by the Board.
- E. Attendance to the Board meeting shall be at least three (3) Board members to reach a quorum. The Secretariat shall immediately reschedule the meeting if a quorum is not met.
- F. Results of the final review and evaluation of each applicant shall be signed by all the Board members present during the meeting. Moreover, the NAMDAC Board shall issue a Resolution for the issuance of NAMDAC CoA and the inclusion of the supplier/s with approved application/s in the list of classified and accredited suppliers qualified

to participate in the procurement of agricultural and fisheries machinery and equipment of the Department of Agriculture for endorsement to the PCAF Executive Director. This resolution shall also be signed by all the NAMDAC Board members present during the meeting.

- G. PCAF-AFMISS shall inform the applicant via e-mail of the status of its application, whether approved or held in abeyance for further discussion and evaluation by the Board, after the Board meeting.
- H. The NAMDAC Board may request a representative from the applicant-supplier to attend the next Board meeting, if deemed necessary.

Section XV. Issuance of NAMDAC Certificate of Accreditation (CoA)

PCAF is the sole agency that facilitates the issuance of NAMDAC CoA. No other entity is authorized to process the application and issuance of NAMDAC Certificate of Accreditation aside from the PCAF.

- A. PCAF-AFMISS shall prepare the necessary documents and proceed with the issuance of the NAMDAC CoA only to the suppliers with approved applications.
- B. For suppliers within NCR, an entity representative shall pick up the NAMDAC CoA at the PCAF office.
- C. For those suppliers located outside NCR, PCAF shall facilitate the delivery through postage or private courier.
- D. The electronic copy of the NAMDAC CoA shall also be forwarded to the accredited agri-fishery machinery suppliers.

Section XVI. NAMDAC CoA Marks of Authenticity

The NAMDAC CoA issued by PCAF to NAMDAC Board accredited and classified suppliers is characterized by the following marks of authenticity:

- A. The accreditation number given to a classified and accredited supplier is unique to that supplier. No two different entities are given the same accreditation number.
- B. The NAMDAC CoA is duly signed by the incumbent PCAF Executive Director and NAMDAC Board Chairperson.
- C. The NAMDAC CoA is stamped with the PCAF official dry seal and shall not be valid without the seal.

Section XVII. Posting of the List of Accredited Agricultural and Fisheries Machinery Suppliers

- A. PCAF-AFMIS, as the secretariat, shall facilitate the monthly updating of the official list of accredited agri-fisheries machinery suppliers in the PCAF website to serve as reference for all DA procuring entities and the public.
- B. The list shall include the following details:
 1. Accreditation Number
 2. Type of Application (New or Renewal)
 3. Entity Name
 4. Type of Enterprise (e.g. Assembler, Manufacturer, Importer, Distributor, Dealer)
 5. NAMDAC Classification (Small, Medium, Large)
 6. Date of Issuance of NAMDAC CoA
 7. Date of Expiration of NAMDAC CoA
 8. Location (Region)
 9. Product line/s (Brand Name)

Section XVIII. Pre and Post Validation and Monitoring

A. Before approval of NAMDAC CoA (Pre-validation)

1. The NAMDAC Board may schedule an on-site or virtual validation of the operations of any applicant prior to the final review and approval of the NAMDAC CoA.
2. The NAMDAC Board may delegate to PCAF-AFMIS the conduct/facilitation of the on-site validation provided that the team shall present the results of the activity to the Board during its regular/special meeting. The results shall be supported with geotagged pictures, if available/possible, for verification of the location and other documents requested by the NAMDAC Board.
3. The NAMDAC Board may also task PCAF-AFMIS to collate feedback on the machinery performance of previously supplied equipment by the applicant from any procuring entity that had a history of transaction with the applicant.

B. After approval of NAMDAC CoA (Post-validation and Monitoring)

1. The NAMDAC Board and PCAF-AFMIS shall continuously monitor the status of operation of all classified and accredited agri-fisheries

machinery suppliers within the five-year validity period of the NAMDAC CoA. The NAMDAC Board may review and re-classify the accreditation of the suppliers during this period.

2. Post validations and post monitoring could be done on-site or virtually with the suppliers and/or its customers to observe and inspect the operations and after-sales services declared by the supplier.
3. The NAMDAC Board and PCAF-AFMISS shall conduct annual assessments of the performance of the accredited suppliers.
4. In any case of misconduct and/or unresolved issues encountered with the accredited supplier during the conduct of post validation, PCAF shall schedule a special meeting (whenever deemed necessary) with the NAMDAC Board and other concerned agencies to discuss and reach an agreement on the actions to take regarding the pending issues.

Section XIX. Filing and Processing of After-Sales Service Complaints, and Temporary Suspension of NAMDAC CoA

- A. PCAF-AFMISS shall acknowledge receipt of after-sales service complaints against NAMDAC-accredited machinery suppliers within eight (8) working hours. PCAF-AFMISS may accept complaints from/by any DA offices or farmer and fisherfolk beneficiaries/cooperatives.
- B. PCAF-AFMISS shall advise the complainant to accomplish the NAMDAC Form 5 (Customer's Complaint Form) and inform the NAMDAC Board.
- C. PCAF-AFMISS shall notify the concerned supplier of agri-fisheries machinery in writing, through email, phone call and/or text message on the issue/s raised by their customer. The notification shall specify that the supplier is required to render after-sales services, accomplish and submit the NAMDAC Form 6 (After-Sales Service Completion Report), duly signed by representatives from both the supplier and the complainant to PCAF within seven (7) calendar days. It shall also reiterate that only submissions with complete details will be considered and accepted by PCAF-AFMISS.
- D. The NAMDAC Form 6 to be submitted by the concerned supplier shall also be supplemented with geotagged pictures, and other supporting documents (e.g. screenshot of text message conversation).

- E. PCAF-AFMISS shall coordinate and give timely updates to the NAMDAC Board and concerned DA offices regarding the status of the complaint/s.
- F. Upon receipt of all the necessary documents, the NAMDAC Board shall convene to assess and evaluate the response received. The NAMDAC Board shall also determine if the supplier has committed any violation justifiable for revocation of NAMDAC CoA.
- G. Any decision reached by the NAMDAC Board shall be communicated by PCAF-AFMISS to the concerned supplier, complainant and DA offices in writing.
- H. In case the concerned supplier has neither acknowledged nor addressed the complaint raised against them as communicated by PCAF-AFMISS, another letter shall be issued requiring response from the supplier within three (3) working days. The said letter shall also serve as a warning to the supplier that non-compliance within the given period may lead to temporary suspension of their NAMDAC CoA.
- I. The Board may issue a temporary suspension for a period of one (1) week to correspond to the compliance or settlement of the reported complaint, or for indefinite period with the lifting thereof conditioned upon the supplier's full compliance with the requirements and conditions set forth by the Board for such lifting.
- J. During the period of temporary suspension of NAMDAC CoA, the concerned supplier shall be prohibited from joining in any of the DA's procurement activity.
- K. PCAF-AFMISS shall facilitate issuance of a memorandum apprising the DA procuring offices of the supplier/s with temporarily suspended NAMDAC CoA. In addition, a remark stating that a supplier is temporarily suspended shall also be posted in the list of accredited agri-fisheries machinery suppliers published in the PCAF Website.
- L. Processing of other NAMDAC-related complaints raised against accredited suppliers shall also follow the above-mentioned courses of action.

Section XX. Closure of Business

In case of closure of business that may be validated during the post-monitoring of the accredited suppliers, PCAF-AFMISS shall facilitate the removal of the entity from the roster of NAMDAC accredited suppliers published in the PCAF Website.

Section XXI. Issuance of New/Replacement NAMDAC CoA

A. Format of new/replacement NAMDAC CoA

The new/replacement CoA shall include the following modifications:

1. Accreditation Number will be hyphenated with an alphabet corresponding to the number of times of CoA replacement; and
2. Footnote indicating the date of reissuance of CoA, and that the replacement NAMDAC CoA will nullify the old/lost CoA, stating also the original Accreditation Number.

B. Update of Information

A new NAMDAC CoA shall be issued to accredited suppliers which applied for update of information reflected in the NAMDAC CoA.

C. Lost NAMDAC CoA

1. In case of lost NAMDAC CoA, the concerned entity shall submit a formal letter of request for issuance of replacement CoA addressed to the PCAF Executive Director.
2. The letter request shall be supported with an Affidavit of Loss.

Section XXII. Penalties

Any violation of the provisions in this Supplemental Guidelines shall, upon conviction, be penalized with the applicable penalties imposed under Republic Act No. 7394, otherwise known as the "Consumer Act of the Philippines", Republic Act No. 9184, otherwise known as the "Government Procurement Reform Act", and Republic Act No. 10601, otherwise known as the "Agricultural and Fisheries Mechanization Law".

Section XXIII. Separability Clause

Should any provision of this Department Circular or any provisions thereof be declared invalid, the other provisions of this Circular, so far as they are separable, shall remain in force and effect.

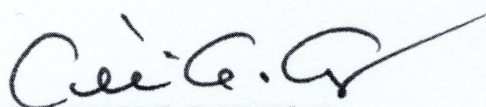
Section XXIV. Repealing Clause

All issuances or parts thereof, in conflict with, or inconsistent with any provisions of this Circular are hereby repealed or modified accordingly.

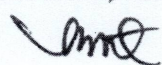
Section XXV. Effectivity

This Circular shall take effect upon approval by the Department of Agriculture Secretary and fifteen (15) days after its publication in the Official Gazette or in two (2) newspapers of general circulation.

Approved and promulgated this 1st day of June 2022.



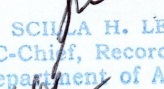
WILLIAM D. DAR, Ph.D.

Secretary 



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SCHILDA H. LEGASPI
OIC-Chief, Records Division
Department of Agriculture


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with empowered and prosperous farmers and fisherfolk

