



PHILIPPINE COUNCIL FOR AGRICULTURE AND FISHERIES

**CITIZEN'S CHARTER
2025 (1st Edition)**



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(PCAF)**

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I. Mandate

The Philippine Council for Agriculture and Fisheries (PCAF) is an attached agency of the Department of Agriculture (DA) created out of the consolidation of two councils - the National Agricultural and Fishery Council (NAFC) and the Livestock Development Council (LDC) pursuant to E.O. 366, Series of 2004.

With the transfer of the functions of the NAFC and LDC to PCAF, it assumed strengthened functions related to the coordination and monitoring of agricultural and fisheries modernization processes and the development of public-private partnerships as consultative bodies to the DA.

In terms of legal issuances, the mandates transferred to PCAF are essentially based on Executive Order No. 116, series of 1987, P.D. 914, series of 1976, DA Administrative Order No. 6, series of 1998 and RA 10601 or the Agricultural and Fisheries Mechanism (AFMec) Law, series of 2013, as follows:

1. Executive Order No. 116, Series of 1987
 - 1.1. Act as an advisory body to the Department of Agriculture (DA) to ensure the success of its programs and activities; and
 - 1.2. To establish a nationwide network of agricultural and fishery councils to serve as the forum for consultative and continuing discussions within the agriculture and fisheries sector.
2. P.D. 914, Series of 1976
 - 2.1. Formulate and establish comprehensive policy guidelines for the department of the livestock industry;
 - 2.2. Formulate long and short-range programs calculated to achieve major self-sufficiency, efficiency, and stability in food commodities of animal origin;
 - 2.3. Coordinate, integrate, and supervise all policies and programs of all government agencies charged with the implementation thereof;
 - 2.4. Evaluate the activities and accomplishments of all agencies of government charged with the implementation of the different aspects of livestock development programs;
 - 2.5. Assist, coordinate, and integrate private sector activities with that of the government sector with the purpose of involving the private sector in the food development programs of animal origin and allied industries;
 - 2.6. Call on any department, bureau, office, agency, and other instrumentalities of the government in the form of personnel, facilities, and other resources as the need arises in the performance of its function; and
 - 2.7. Perform such other as may be necessary to attain the objectives of the livestock development programs.
3. DA Administrative Order No. 142, Series of 1998
 - 3.1. Assist the DA in the broad-based monitoring and coordination of the agriculture and fisheries modernization process; and

- 3.2 Serve as an integrative and consultative structure for inter-agency and intersectoral collaboration in agriculture and fisheries modernization.
4. R.A. 10601 or the Agricultural and Fisheries Mechanism (AFMec) Law, Series of 2013
 - 4.1 Promulgate the national policies and guidelines on testing and evaluation of agricultural and fisheries machinery and equipment; Encourage and assist in the organization of a privately-led classification and accreditation system to develop and promulgate its operational guidelines and procedures;
 - 4.2 Provide necessary technical support to the privately-led classification and accreditation system to classify and accredit local agricultural and fisheries machinery manufacturers, importers and suppliers, distributors, and dealers into small, medium, and large firms;
 - 4.3 Act as an advisory body of the DA by providing policy recommendations to ensure the success of the implementation of DA programs and activities concerning agricultural and fisheries mechanization;
 - 4.4 Formulate a results-based monitoring and evaluation system for the implementation of the AFMech Law, including the NAFMP, and serve as an external monitoring body to the Bureau of Agricultural and Fisheries Engineering (BAFE);
 - 4.5 Monitor and coordinate the activities of the local AFMeCs; and
 - 4.6 Provide funding assistance on the organization and operationalization of the AFMeC at the national, regional, provincial/HUCs/ICCs, and city/municipal levels.
5. PCAF also draws its mandates on certain provisions cited in Article XIII of the 1987 Constitution of the Republic of the Philippines and RA 8435, or the Agricultural and Fisheries Modernization Act (AFMA), as follows:
 - 5.1 Article XIII, Section 15 of the Constitution states that "... the state shall respect the role of independent people's organizations to enable the people to pursue and protect, within the democratic framework, their legitimate and collective interest and aspirations through peaceful and lawful means..."
 - 5.2 Article XIII, Section 16 of the Constitution states that "...the right of the people and their organization to effective and reasonable participation at all levels of social, political and economic decision making shall not be abridged. The state shall by law facilitate the establishment of adequate consultation mechanisms."
 - 5.3 Section 2 of RA 8435 provides that "It is the policy of the state to enable those who belong to the agriculture and fisheries sectors to participate and share in the fruits of development and growth in a manner that utilizes the nation's resources."
 - 5.4 Section 3 of RA 8435 provides that "The state shall promote people empowerment by enabling all citizens through direct participation or through their elected, or chosen representatives the opportunity to participate in policy formulation and decision making by establishing the appropriate mechanisms by giving them access to information."

II. Vision



An apex policy-making body with strong, vibrant, and visible private sector partners responsible for the attainment of a conducive policy environment towards a globally competitive and sustainable agriculture and fisheries sector.

III. Mission

In partnership with our consultative bodies and other stakeholders, we will zealously promote and strengthen capacities in participatory and collaborative governance.

Working together, we will uphold multi-stakeholder engagement, transparency, and accountability in policy and program development processes for the agriculture and fisheries sector.

Together, we will work with others to create a better and brighter future for the agricultural and fishery communities.

IV. Service Pledge

We, the officials and employees of the Philippine Council for Agriculture and Fisheries, commit to:

1. Provide effective and efficient participatory mechanisms and processes to come up with sound agricultural and fishery policy and program recommendations.
2. Conduct broad-based multi-stakeholder consultations on agricultural and fishery concerns.
3. Actively engage in shaping national and local agricultural and fishery development agenda.
4. Foster active participation of private and government sector representatives.

V. Quality Policy

The Philippine Council for Agriculture and Fisheries (PCAF) commits to:

1. Provide quality policy services that ensure inclusive and multi-sectoral engagement of agricultural and fishery stakeholders in the development and coordination of agriculture and fishery policies; planning, monitoring, and knowledge management; and partnership development initiatives; and
2. Inspire a results-based organizational development, implement employee welfare programs, and foster continual improvement of the agency quality management system.

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EXTERNAL SERVICES

1. Facilitate requests for approval of consultation services on current and emerging agri-fishery-related issues

PCAF serves as the consultation arm of the Department of Agriculture on agri-fishery-related issues. It links key industry players and government agencies through policy services by conducting industry consultations and identifying policy and program recommendations to address issues confronting the agri-fishery sector.

Division/Section:		Policy Development and Coordination Division (PDCD)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		Industry Value Chain Players and any government office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter or any form of request (one original copy)		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(1) Request for consultation on specific/emerging issues or concerns to PCAF	(1) Acknowledge receipt upon endorsement from the Executive Director	None	4 hours	Sarah Bales Chief, PDCD
	(2) Coordinate with the requesting party	None	1 day and 4 hours	Sarah Bales Chief, PDCD
	(3) Prepare a memorandum for approval of the Executive Director, including the consultation agenda, schedule, and list of the participants.	None	1 day	Sarah Bales Chief, PDCD
	(4) Approval	None	1 day	Executive Director
	(5) Coordinate the participation of relevant resource speakers, industry stakeholders, concerned DA bureaus/ attached agencies/ units, other NGAs, and concerned PCAF officials and staff	None	2 days	Sarah Bales Chief, PDCD
(2) Receive the status of the application from PCAF	(6) Inform the client on the status of its request	None	1 day	Sarah Bales Chief, PDCD
TOTAL:			7 days	

2. Facilitate the evaluation of applications for the Classification and Accreditation of A&F Equipment and Machinery Suppliers

Division/Section:	PDCD-AFMISS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Local Agricultural and Fisheries Machinery Suppliers of DA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. NAMDAC FORMs 1-4 2. DTI/SEC/CDA Registration 3. Articles of Incorporation/Partnership 4. Authority to sign and transact 5. Latest Audited Financial Statement (w/ Breakdown of sales-NAMDAC Form 7 and proof of sales) 6. Income Tax Returns for the last 3 years 7. Certificate of Distributorship/Dealership 8. Certificate of Acceptance of Completed Agri-fisheries contracts/projects for the last 3 years 9. Current Year Business Permit 10. Pictures 11. ABE Consultant/Employee (w/ accomplished NAMDAC Form 3, Valid PRC license and Proof of consultancy) <p>If importer,</p> <ol style="list-style-type: none"> 12. Latest Volume of Importation 13. BOC Registration 		PCAF Website for NAMDAC forms only (pcaf.da.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit NAMDAC Forms and Complete Requirements to PCAF through a. Mail or hand-carried b. electronic mail	(1) Receive application (2) Check the completeness of the documents submitted by the client (3) Accomplish the Documentary Checklist of requirements. If the submission is incomplete, proceed to step 4. (4) Return the application to the client and notify the client of the list of lacking requirements through phone call or email. If complete submission proceed to step.	None	3 days	Engr. Pamela Joy Cruz Chief, AFMISS Engr. Marvin Emmanuel Plaza, Chief, AFMISS
(2) Provide clarifications and answers to the	(5) Validation and verification of the veracity of documentary requirements submitted (6) Conduct an interview and seek clarification and answers	None	3 days	Engr. Pamela Joy Cruz Chief, AFMISS Engr. Marvin Emmanuel

pre-evaluation questions	to standard pre-evaluation questions from applicant-suppliers.			Plaza, Chief, AFMISS
(3) Receive the status of application from the PCAF.	(7) Send confirmation that their documentary requirements for the application are complete and are subject to evaluation by the NAMDAC Board.	None	1 days	Engr. Pamela Joy Cruz Chief, AFMISS Engr. Marvin Emmanuel Plaza, Chief, AFMISS
TOTAL:			7 days	

3. Facilitate Stakeholder Membership to the PCAF Consultative Bodies (CB)

PCAF continuously expands its membership by recruiting private sector stakeholders for a more vibrant representation during decision-making processes and effective partnerships. Agri and fishery value chain players are invited to apply and become members of the Consultative Bodies (CBs). Applications of interested parties are evaluated to ensure CBs' effective membership.

Division/Section:	Partnership Development Division - Volunteer Management Section (PDD-VMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/G2NGO - Government to NGO			
Who may avail:	Accredited CSOs and Industry Value Chain Players/Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Organizations Duly accomplished Membership Information Sheet (PCAF-WIO6-QF01) with supporting documents: <ol style="list-style-type: none"> List of Officers and Members List of Member Organizations of Cooperative Associations for federation/national organization (if applicable) Authorization Letter for the Representative Certified True Copy of Registration (if applicable) For Individuals <ol style="list-style-type: none"> Duly accomplished Membership Information Sheet Certified true copy of business registration certificate (if applicable) Invitation Letter from PCAF or Endorsement letter from any private organization or government entity or Council member/Secretariat-Coordinator 		PDD-VMS/PCAF-Website/PCAF QMS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

(1) Submit completed Membership Information Sheet, through email or hard copy, addressed to the PCAF Executive Director through the Partnership Development Division (PDD). The supporting documents should be attached.	(1) Evaluate the application and check the completeness of the submitted documents.	None	2 Days	Alvin Racho Chief, PDD-VMS
	(2) Validate the submitted documents through email or phone call.			
	(3) Facilitate the preparation of the Memorandum of Approval and Membership Agreement			
(2) Receive approval letter & membership agreement from the PCAF.	(4) Inform the client of the result of the application.	None	6 Hours	Alvin Racho Chief, PDD-VMS
	(5) Facilitate the preparation of the Memorandum of Approval and Membership Agreement			
(3) Receive approval letter & membership agreement from the PCAF.	(6) Inform the client of the result of the application.	None	6 Hours	Alvin Racho Chief, PDD-VMS
TOTAL:			2 Days and 6 Hours	

4. Facilitate Forging a Partnership with CSOs

As part of its effort to strengthen its network, PCAF builds strategic alliances with potential partners (CSOs) through collaborative activities and projects. It aims to identify, develop, and support CSOs to contribute to PCAF's work.

Division/Section:	Partnership Development Division/ Volunteer Management Section
Classification:	Highly Technical
Type of Transaction:	G2NGO - Government to NGO
Who may avail:	Accredited Civil Society Organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal with Letter of Intent and copy of DA CSO Accreditation Certificate 2. Partnership Agreement		Partner Civil Society Organization PDD - Volunteer Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit project proposal	1. Acknowledge receipt of the proposal upon receipt of the endorsement from the Office of the Executive Director.	None	2 Hours	Alvin Racho Chief, PDD-VMS
	2. Evaluate the proposal		3 Days	
	3. Prepare a memorandum on the result of the evaluation.		3 Days	
	4. Review and approval		3 Days	Executive Director Alvin Racho Chief, PDD-VMS
	5. If approved, prepare the partnership agreement package, else prepare a letter informing the proponent		2 Days	
2. Submit (3) three original signed copies of the partnership agreement	3.1. Facilitate the signing of the Partnership Agreement	None	3 Days	Alvin Racho Chief, PDD-VMS
	3.2. Facilitate the notarization of the signed Partnership Agreement.		6 Hours	
TOTAL			15 Days	

5. Facilitate National Level DA CSO Accreditation

The Department of Agriculture, through PCAF, recognizes the role of CSOs in community development and acknowledges their capacities in the successful implementation of A&F programs and projects in the countryside, and to ensure that government programs and projects are properly, efficiently, and effectively carried out by the DA in partnership with CSOs, PCAF must promulgate guidelines for accreditation of CSOs.

Division/Section:	Partnership Development Division (PDD)
Classification:	Highly Technical
Type of Transaction:	G2NGO

Who may avail:	Civil Society Organizations (CSO)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>Notarized accomplished data sheet (application form) with organizational set-up</p> <p>Certification of good standing from LCE or head of the agency of a local religious organization</p> <p>Valid mayor's permit and BIR registration</p> <p>Certificate of registration from SEC/CDA/DOLE-BRW (Certificate of compliance from CDA)</p> <p>Certificate of good standing from government agencies or certification of the chairperson that they did not receive any interventions/projects and programs from any government agency</p> <p>Notarized Omnibus sworn statement</p> <p>Copy of bio-data of Chairperson and Article of Incorporation/Cooperation latest amend by-laws, showing the original incorporators/organizers and notarized Secretary's certificate for incumbent officers</p> <p>CSO that have been in operation for the past three years need to submit an Audited Financial Report while CSO with less than three years in operation may submit a report of any accomplishment or any equivalent proof certified by its President and Secretary that it has previously implemented similar projects in addition to the audited FS that they have been in operation</p> <p>Notarized disclosure of the CSO Directors and Trustees of other related businesses, if any, the extent of ownership therein</p> <p>A notarized affidavit of the CSO secretary that none of its incorporators, organizers, directors, or officials is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of the implementing agency who are authorized to process the accreditation application.</p>	<p>PCAF Website</p> <p>PDD Office</p>	
<p>Notarized Omnibus Sworn Statement</p> <p>a. CSOs that have been in operation for the past three (3) years are required to submit two (2) comparative years of financial statements audited by an independent auditor or at least signed by a certified public accountant</p> <p>b. CSOs that have been in operation for less than three (3) years shall submit a report of accomplishment or any equivalent proof that it had previously implemented similar projects certified by the President and the Secretary in addition to the audited financial report for the year that they have been in operation</p> <p>c. Non-profit organizations/foundations shall submit a report on grants or</p>		

<p>assistance received and liquidated for the last 3 years and a statement with positive net cash flow</p> <p>d. Start-ups are not required to submit financial reports but shall submit a board resolution clearly stating their commitment to serve the purpose of being accredited with a specific business or action plan.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished application and requirements in triplicate. Receive the status of the application.	1. Check the application form and the completeness and validity of submitted documentary requirements. If found incomplete, inform the CSO applicants.	None	3 days	CSO National Technical Secretariat
	2. If the documentary requirements are complete, conduct field validation	None	3 days	CSO National Technical Secretariat
	3. Post advisory at PCAF website and in two conspicuous places in the vicinity of the CSO's principal place of business, inviting the public to submit sworn reports of any derogatory record of the CSO applicant for the period of 7 days.	None	7 days	CSO National Technical Secretariat
	4. Facilitate the conduct of the NTC Meeting for deliberation.	None	4 days	CSO National Technical Secretariat and National Technical Committee
	5. Endorsement to the DA Secretary for Approval	None	1 day	CSO National Technical Secretariat and National Technical Committee

	6. Prepare certificates of accreditation and other post-meeting documents	None	1 day	CSO National Technical Secretariat
3. Receive Certificate of Accreditation	7. Send out e-copies of the certificates of accreditation to accredited CSO upon receipt from the Office of the Secretary.	None	1 day	CSO National Technical Secretariat
TOTAL:			20 days	

6. Facilitate Request for Approval of Capability-Building Activities

PCAF conducts capability-building activities for the members of the Consultative Bodies.

Division/Section:	Partnership Development Division/Capacity Development Section/Volunteer Management Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Consultative Bodies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit a letter requesting the conduct of capability-building activities	1. Acknowledge receipt	None	2 Hours	Andrea Louise Gutierrez Chief, PDD-CDS
	2. Evaluate the request letter	None	1 Day	Andrea Louise Gutierrez Chief, PDD-CDS
	3. Prepare a memorandum recommending to the Executive Director	None	4 Hours	Andrea Louise Gutierrez Chief, PDD-CDS
	4. Approval	None	4 Hours	Executive Director
	5. Coordinate with the concerned CB and notify them of the action taken.	None	4 Hours	Andrea Louise Gutierrez

			Chief, PDD-CDS
Total:			2 Days & 6 Hours

INTERNAL AND EXTERNAL SERVICES

1. Facilitate Request for the Use of Conference Rooms

PCAF provides the use of Apacible Conference Rooms A, B, and BAC Conference Room located on the 3rd and 4th floor of the PCAF building.

Division/Section:		Administrative, Financial, and Management Division - General Services Section (AFMD-GSS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		PCAF employees, DA agencies, other government entities, and stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Conference Reservation Request Form (one original copy)		1. PCAF Audio Visual Room 2. PCAF QMS Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(1) Accomplish and submit the request form	1. Receive the request form and verify the availability of the conference room.	None	15 min.	Rosano Donasco, GSS Staff
	2. If the conference room is available, accept and log the request form. If not, inform the client.	None	15 min.	
	2. Review and approve the request form.	None	30 min.	Celso Mateo, Jr. Chief, GSS
TOTAL:		-	1 hour	

2. Facilitate Requests for the Use of Dormitory

PCAF provides dormitory rooms located on the 4th floor of the PCAF building.

Division/Section:		Administrative, Financial, and Management Division (AFMD) General Services Section (GSS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

Dormitory Reservation Request Form (one original copy)		1. Office of the GSS 2. PCAF QMS Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit request form	1. Receive the request form and verify the availability of the dormitory.	None	15 min.	Evangeline Cabarrios, Staff, GSS
	2. If the dormitory is available, accept and record the request form. If not, inform the client.	None	15 min.	
	3. Review and approve the request form	None	30 min.	Celso Mateo, Jr. Chief, GSS
TOTAL:		-	1 hour	

3. Facilitate Payment of Financial Claims

PCAF provides settlement of all obligations due to clients (internal and external) in accordance with government laws, rules, and regulations.

Division/Section:	AFMD, Budget Section, Accounting Section, Cash Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees and other claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) (four original copies) 2. Disbursement Vouchers (DV)/Payroll (four original copies) 3. Other Supporting Documents (OSD) as prescribed under COA Circular 2012-001 dated June 14, 2012, as amended by COA Circular 2023-004 dated June 14, 2023		COA Official Website PCAF QMS Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claim documents	1. Receive, verify completeness of the documents, availability of allotment, assign a	None	4 hours	Carolyn Tabancura Staff, Budget Section (BS)

	control number on the ORS/BURS, and record the amount obligated			
	2. Review and sign the ORS/BURS	None	1 hour	Jose Redentor Besenio Chief, BS
	3. Check completeness of supporting documents and journalize accounting entry	None	4 hours	Jeodith Diyan Staff, Accounting Section (AS)
	4. Certify completeness of supporting documents, the amount claimed proper, cash availability, and subject to authority to debit account (when applicable)	None	1 hour	Maria Divina Gonzales Chief, Accounting Section (AS)
	5. Approved for payment upon receipt of the claim documents	None	4 hours	Marisa R. Lo OIC-AFMD Chief Cyril Soliaban OIC-Deputy Executive Director
	6. Prepare and sign LDDAP/ADA or Check/Advice of Checks issued and canceled (ACIC)	None	6 hours	Maria Divina Gonzales Chief, AS Ken Ryan Eleazar Chief, CS Cyril Soliaban OIC-Deputy Executive Director
2. Receive information	7. Submit to the servicing bank the LDDAP/ADA or Checks, Advice of Check Issued/Advice to Debit, and inform the concerned claimant	None	4 hours	Ken Ryan Eleazar Chief, Cash Section
TOTAL:		-	3 days	

4. Facilitate Release of Accounting Records

PCAF provides accounting records and/or copies of accounting documents and other accounting concerns to claimants, current or former officials, and employees who shall state the purpose of their request.

Division/Section:		Administrative, Financial, and Management Division - Accounting Section (AFMD-AS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Current or former employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accounting Records Request Form		Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Accounting Records Request Form	1. Receive and record request form	None	30 minutes	Jocelyn Jacinto Staff, AS
	2. Approve request	None	1 hour	Maria Divina Gonzales Chief, AS
	3. Check the record on file, prepare and print and/or photocopy the documents requested	None	2 days	Jeodith Diyan Staff, AS
	4. Review and sign the documents requested	None	4 hours	Maria Divina Gonzales Chief, AS
2. Receive requested document/s and provide feedback	5. Issue requested document/s	None	30 minutes	Jocelyn Jacinto Staff, AS
TOTAL:		-	3 days	

5. Facilitate the Release of Official Personnel Documents

PCAF provides official personnel documents and/or copies of documents in their 201 File to current or former officials and employees, and it shall state the purpose of their request.

Division/Section:		Administrative, Financial, and Management Division - Human Resource Development Section (AFMD-HRDS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Current or former employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Personnel Document Request Form (one original copy)		Office of the Human Resource Development Section (HRDS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Official Personnel Document Request Form	1. Receive and record request	None	1 hour	Jeffrey V. Lozada Staff, HRDS
	2. Approve request	None	1 hour	Braulio B. Castro, Jr. Chief, HRDS
	3. Check the record on file, prepare and print and/or photocopy the documents requested	None	1 day	Jeffrey V. Lozada Staff, HRDS
	4. Review and sign the documents requested	None	1 hour	Braulio B. Castro, Jr. Chief, HRDS
2. Receive requested document/s and provide feedback	5. Issue requested document/s. Conduct CSS	None	1 hour	Jeffrey V. Lozada Staff, HRDS
TOTAL:		-	1 day and 4 hours	

6. Facilitate Request for Provision of Knowledge Products and Services

PCAF provides knowledge products and services to both internal and external clients.

Division/Section:		Planning, Monitoring, and Knowledge Management Division (PMKMD) - Knowledge Management Section (KMS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Knowledge Products and Services Request Form (one original copy)		Knowledge Management Section (KMS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Knowledge Products and Services Request Form	1. Receive and record request	None	1 hour	Jane Brina Staff, PMKMD
	2. Approve request	None	1 hour	Floreliz Avellana Chief, AFMD
	3. Prepare a draft of the requested knowledge product/service	None	1 day	Bernard Masa, Chief, Knowledge Management Section
	4. Approve the requested knowledge product/service	None	1 hour	Floreliz Avellana Chief, AFMD
2. Receive knowledge product/service	5. Provide the requested knowledge product/service	None	1 hour	Bernard Masa, Chief, Knowledge Management Section
TOTAL:		-	1 day and 4 hours	



INTERNAL SERVICES

1. Facilitate Application for Leave

All PCAF officials and employees are entitled to CSC-prescribed leave benefits following the provisions of applying for leave of absence according to the type of leave.

Division/Section:	Administrative, Financial, and Management Division (AFMD) - Human Resource Development Section (HRDS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application for Leave (CSC Form No. 6, Revised 2020) 2. Clearance Form (CS Form No. 7, Revised 2018) - if leave is more than 30 calendar days 3. Medical Certificate - if sick leave is more than 5 days 4. Solo Parent Identification Card - if to avail Parental Leave for Solo Parent 5. Letter and relevant reports - for Rehabilitation Leave 6. Approved Contract between PCAF and employee for Study Leave 		CSC website or Office of the Human Resource Development Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit Application for Leave Vacation Leave/Special Privilege Leave: Form shall be submitted at least 5 calendar days, whenever possible, before actual leave. Emergency Sick Leave: Form shall be submitted the day after the leave	1. Receive and process Application for Leave as to the availability of leave credits and review supporting documents based on the type of leave	None	4 hours	Jeffrey V. Lozada Staff, HRDS
	2. Review completeness of documentary requirements and certify the availability of leave credits	None	2 hours	Braulio B. Castro, Jr. Chief, HRDS
	3. Recommend approval or disapproval of the Application for Leave (for more than 5 days)	None	4 hours	Chief of concerned Division
	4. Decide whether the recommendation is	None	1 day	

Maternity Leave: Form shall be submitted at least 30 calendar days in advance	approved or disapproved and sign the leave form			Secretary/Undersecretary or Assistant Secretary concerned/ Executive Director/ Deputy Executive Director
	Not exceeding 5 days			
	More than 5 days			Secretary/ Undersecretary or Assistant Secretary concerned
2. Receive information on the status of the request	5. Record, file, and inform the concerned employee on the status of the Application for Leave.	None	2 hours	Jeffrey V. Lozada Staff, HRDS
TOTAL:		-	2 days and 4 hours	

2. IT Repair and Maintenance Service

This service ensures the timely repair and maintenance of IT equipment used by the Philippine Council for Agriculture and Fisheries (PCAF). It covers troubleshooting, hardware and software repairs, and preventive maintenance to keep systems operational and efficient. Employees may request this service for desktops, laptops, printers, and other IT-related devices.

Division/Section:	Planning, Monitoring, and Knowledge Management Division - Knowledge Management Section (PMKMD-KMS)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	PCAF Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
IT Repair and Maintenance Request		PCAF QMS Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit IT Repair and Maintenance Request	1. Receive, record, and document details in the IT Maintenance Database.	None	1 hour	Svenjo Nicdao or Jeremy Comilang Staff, KMS
	2. Inspect the issue and attempt to resolve it. If repair is not feasible, notify the end-user for possible replacement.	None	1 day	Svenjo Nicdao or Jeremy Comilang Staff, KMS
	3. Record all actions taken and subsequent preventive measures in the IT Repair and Maintenance Form.	None	1 hour	Svenjo Nicdao or Jeremy Comilang Staff, KMS
2. Sign acknowledgement on the IT Repair and Maintenance Form	4. Sign the IT Repair and Maintenance Request upon completion.	None	1 hour	Bernard Masa Chief, KMS
	TOTAL	-	1 day and 3 hours	

VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How do you send feedback?	<p>Please complete the Customer Satisfaction Survey Form and drop it in the designated drop box located in front of the Public Assistance and Complaints Desk.</p> <p>For online submission, use the form provided by the concerned Operating Unit and submit it accordingly.</p> <p>For inquiries and follow-ups, clients may contact 8928-8751, local 2621</p>
How is feedback processed?	<p>Every Friday, the Management Section collects feedback from the drop box and the online customer survey matrix, compiles, and records all submissions.</p> <p>Feedback requiring a response is forwarded to the concerned divisions or operating units using the System Improvement Request (SIR) form. The respective unit must provide a reply within three (3) days of receiving the feedback.</p> <p>Once received, the response is relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact 8928-8741, local 2621</p>
How to file complaints	<p>Prepare a letter and drop it at the designated drop box in front of the Public Assistance and Complaints Desk.</p> <p>Complaints can also be filed via telephone/email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, the clients may email or contact the following: pcafofficial@pcaf.da.gov.ph; 89288751 to 65 local 2601 to 2614.</p>
How are complaints processed?	<p>The Secretariat of the Grievance Committee opens the complaints</p>

	<p>dropbox/email on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Grievance Committee shall start the investigation and forward the complaint to the concerned office for their explanation.</p> <p>The Grievance Committee will prepare a report after the investigation and shall submit it to the Executive Director for appropriate action.</p> <p>For inquiries and follow-ups, the clients may contact the following number: 89288751 to 65 locals 2601 to 2614.</p>
<p>Contact information of PCAF, ARTA, Presidential Complaint Center (PCC), Contact Center ng Bayan (CCB)</p>	<p>PCAF: pcafofficial@pcaf.da.gov.ph ARTA: complaints@arta.gov.ph or 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565</p>

VIII. List of Offices

Office	Address	Contact Information
Head Office	Elliptical Road., Department of Agriculture Compound, Apacible Hall, Diliman, Quezon City	89288751 to 65 locals 2601 to 2614
Regional Office	None	None
Provincial Office	None	None
Bureau	None	None
Field Office	None	None