



DEPARTMENT OF AGRARIAN REFORM

CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



## **I. Mandate:**

To lead in the implementation of the Comprehensive Agrarian Reform Program (CARP) through Land Tenure Improvement (LTI), Agrarian Justice and Coordinated delivery of essential Support Services to client beneficiaries.

- To provide Land Tenure security to landless farmers through land acquisition and distribution; leasehold arrangements' implementation and other LTI services;
- To provide legal intervention to Agrarian Reform Beneficiaries (ARBS) through adjudication of agrarian cases and agrarian legal assistance;
- To implement, facilitate and coordinate the delivery of support services to ARBs through Social Infrastructure and Local Capability Building (SILCAB); Sustainable Agribusiness and Rural Enterprise Development (SARED); and Access Facilitation and Enhancement Services (AFAES).

## **II. Vision:**

A just, safe and equitable society that upholds the rights of tillers to own, control, secure, cultivate and enhance their agricultural lands, improve their quality of life towards rural development and national industrialization.

## **III. Mission:**

DAR is the lead government agency that holds and implements comprehensive and genuine agrarian reform which actualizes equitable land distribution, ownership, agricultural productivity, and tenurial security for, of and with the tillers of the land towards the improvement of their quality of life.

## **IV. Service Pledge:**

We, the officials and employees of the Department of Agrarian Reform adhere to the Adhikain ng mga Kawani at Opisyal ng DAR

We pledge to serve the public consistently, efficiently, and to the utmost of our abilities. We are committed to help the administration govern responsibly, serve with fairness and transparency and push for social justice through *agrarian reform* – for the benefit of our agrarian reform beneficiaries, the CARP public and stakeholders, and the society we help make.

As such, we embrace the following DAR core values:



We are committed to the principles of transparency, accountability, gender equality, fairness and justice.

We are models of unity, integrity, dedication and innovativeness.

Our managers and executives are exemplars of vision, compassion, decisiveness, humility and inspiration.

For the good of all and the CARP public we serve.



## V. LIST OF SERVICES

### Central/Head Office

#### External Services

1. Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Information Center (PAIC)	12
2. Issuance of Certification as to the Case Status (Pending/No Pending Case)	17
3. Issuance of Entry of Judgment/Certificate of Finality	21
4. Issuance of Certified Copies of Documents and/or Photocopies of Documents and/or Transcript of Stenographic Notes (TSN)	25
5. Issuance of Certificate of Finality of Secretary's Order	28
6. Land Use Conversion Above 5 hectares)	30
7. Issuance of Certification of Status of Certificate of Land Transfer (CLT)/ Emancipation Patent (EP)/Certificate of Land Ownership Award (CLOA)/Tenancy and Certified True Copy of Masterlist of EPs	34
8. Issuance of Certification on Motion for Reconsideration/Appeal Filed on ALI Case/s	38
9. Issuance of Certified True Copies (CTC) of Orders/Documents	40
10. Issuance of Certified True Copies (CTC) of DAR Issuances	42
11. Payment to Service Providers (Processing of Disbursement Vouchers) (Goods, Services and other claims)	44



## **Central/Head Office**

### **Internal Services**

1. Provision of Data/Information to Clients	53
2. Provision of CARP-Related Data to Requesting Legislator/Office of the President/Judiciary	65
3. Drafting of DAR's Position Paper on Proposed CARP-Related Legislative Measures	67
4. Provision of Legal Assistance to Farmer Beneficiaries and Other Farm Workers	69
5. Provision of Position on Policy Concerns	71
6. Provision to Access over DAR completed research studies and other available research materials	73
7. Policy Formulation, Review and Policy Evaluation	75
8. Conduct of Legal Counselling	77
9. Collating/Consolidating/Finalizing DAR's Position Paper on Proposed CARP-Related Legislative Measures and other Agrarian-Related Documents	79
10. Legal Assistance to AR Stakeholders – ARBS, NGOs/POs and Landowners	81
11. Request for Inclusion in the DAR Scholarship Program for ARBs	83
12. Payment of Salary	87
13. Issuance of Personnel Records	91
14. Administration of Leave	93
15. Payment of Terminal Leave	96



16. Issuance of Certificate of Remittances and Premiums (GSIS, HDMF, BIR, PHILHEALTH)	103
17. Request for Internet Access	105
18. Issuance of Certificate of No Pending Case	107
19. Request for Inclusion in the Availment of Foreign/Local Scholarship (Scholarship (Foreign/Local)	108
20. Provision of Office Inventory Items and Equipment	113
21. Request for Repair and Maintenance of Property, Plant and Equipment (PPE)	115
22. Rental of DAR Gymnasium, Dormitories and HRD	119
23. Cancellation of Property Accountability	122
24. Legal Review of Contracts, Agreements and Undertakings of the Department	124
25. Legal Opinion and/or position paper on policies, guidelines, bills filed at congress that affect agrarian reform law implementation	127

## **Regional/Field Office**

### **External Services**

1. Public Assistance and Complaints Coordinating Unit (PACCU)	131
2. Issuance of Certificate of No Pending Case	139
3. Issuance of Certificate of Finality / Entry of Judgment	141



4. Issuance of Certified Copies of Documents (Case Records, Resolution, Decision, Orders)	143
5. Issuance of Certified Copies of Transcript of Stenographic Notes (TSN)	146
6. Resolution of Land Use Conversion Cases (involving 5 hectares and below)	148
7. Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Law Implementation (ALI) Case/s	153
8. Issuance of Certified True Copies (CTC) of Orders/Documents	155
9. Issuance of Certified True Copies (CTC) of DAR Issuances	157
10. Payment of Claims to Service Providers	159
11. Transfer of Awarded Lands (A.O. 8. S. 1995)	165

## **Regional/Field Office**

### **Internal Services**

1. Provision of Data/Information to Clients	169
2. Provision of ICT related services	176
3. Provision of Data and Information From EP/CLOA Database	180
4. Provision of Information and Communication Technology (ICT) Hardware and Software Repair/Maintenance to Requesting Employees	182
5. Procurement of Goods and Services Thru Competitive Bidding	184



6. Procurement of Goods and Services (Small Value)	189
7. Legal Counseling	192
8. Conduct of Mediation	194
9. Issuance Of Cease and Desist Order and Show Cause Order in ALI Cases (Regular & Special)	196
10. Issuance of Official Receipt for Payment of Bidding Documents	199
11. Issuance of Official Receipt for Payment of DAR Clearance	200
12. Certification of Funds Availability	201
13. Payment of Premium & Remittances (GSIS, Pag-ibig, PHILHEALTH)	202
14. Payment of Travelling and Other Claims of Employees	204
15. Issuance of Certificate of Last Payment Received	208
16. Leave Administration	209

## **Provincial Office**

### **External Services**

1. Public Assistance /Handling Queries or Complaints/QRO/PACCU	217
2. Issuance of Certificate of No Pending Case	223
3. Issuance of Certificate of Finality/Entry of Judgment	225





4. Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders)	227
5. Issuance of Certified Copies of Transcript of Stenographic Notes (TSN)	229
6. Processing of DAR Clearance (A.O. 1 s. 1989)	231
7. Payment to Service Providers	235
8. Transfer of Awarded Lands from ARBs Pursuant to PD 27, EO 228 and RA 6657 (DAR AO 8, s. 1995, Joint DAR-LRA MC 09- 06)	240
9. Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Reform Implementation (ALI) Case/s	245
10. Issuance of Certified True Copies (CTC) of DAR Issuances	246
11. Issuance of Certified True Copies (CTC) of Orders/Documents	248

## **Provincial Office**

### **Internal Services**

1. Provision of data & information to internal clients	251
2. Processing of Application for Vacant Positions	255
3. Issuance of Personnel Records	260
4. Retirement/Separation Benefits	261
5. Leave Administration	264



6. Payment of Salaries	269
7. Provision to Internal Clients Data and Information from EP/CLOA Database	271
8. Provision of conducting Information and Page Number Communication Technology (ICT) hardware and software repair/maintenance to requesting employees	272
9. Facilitation to Access Agricultural and Page Number Enterprise/ Livelihood Credit to ARBO members	273
10. Provision of Appropriate Trainings to ARB Organizations	275
11. Conduct of Dialogue	277
12. Request for Certification for the Annotation of Certificate of Full Payment and Release of Real Estate Mortgage (CFP and ROREM)	279
13. Request for the issuance of Certification that the EP/CLOA Page Number has no pending case, not subject to protest and petition for retention	281
Feedback and Complaints	283
List of Offices	285



## **CENTRAL OFFICE EXTERNAL SERVICES**



## 1. Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Information Center (PAIC)

This service provides meaningful and efficient public assistance to walk-in clients/visitors/stakeholders. It aims to deliver quality and timely services responsive to the needs and expectations of our clients/visitors/stakeholders. It starts from registration of walk-in clients/visitors up to client satisfaction survey for the continual improvement of the service.

<b>Office or Division:</b>	PAMRS-CRD			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Farmers, Farmworkers and Landowners as well as cooperatives, other independent farmer's organizations and walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Leaves a valid ID and signs at the Security Guard Logbook	Requests the Client/ Visitor to leave a valid ID and register at the Security Guard logbook, then issues pink colored DAR walk-in client's/visitor's ID and directs/ushers to the Public Assistance and Information Center (PAIC)	None	2 minutes	<i>Security Guard</i>
Client/Visitor registers at the PAIC logbook by writing his/her	Visitor (first time): Greets/welcomes the Walk-in Client/	None	1 minute	<i>The PAIC Information</i>



name, address, time-in, and purpose	Visitor and asks his/her concern. Requests the Client/ Visitor to register at the PAIC logbook			<i>Officer or the PAIC</i>
	In case the PAIC Information Officer is otherwise occupied with other Walk-in Clients/ Visitors inside the PAIC, the PAIC Frontline Office Point Person may act as information officers and undertake initial assessment of the DAR walk-in clients/visitors and route them to the appropriate PAIC Frontline Office Point Person that would address their concern	None	10-20 minutes	<i>PAIC Information Officer</i>
Fills up the Clientele Information Sheet (CIS) stating his name, address, telephone/mobile number, issues, concerns, case, requests	Requests the Walk-in Client/ Visitor to accomplish the Clientele Information Sheet (CIS)	None	2mins	<i>The PAIC Information Officer or the PAIC Frontline Office Point Person</i>
	Interviews the Walk-in Client/Visitor and	None	1 hr.5	<i>The PAIC Information Officer or the PAIC Frontline</i>



	evaluates the issue/concern presented and provide the appropriate advice or referral to DARCO/DARRO/DARPO Offices concerned, if warranted.			<i>Office Point Person</i>
Client/ Visitor follows-up the status of the concern/issue/case previously raised before the DAR	Greets/welcomes the Client/Visitor and asks his/her concern	None	30 secs.	<i>The PAIC Information Officer or the PAIC</i>
Client/Visitor registers at the PAIC logbook by writing his/her name, address, time-in, and purpose	Requests the Walk-in client to register on the PAIC logbook	None	5 minutes	<i>The PAIC Information Officer or the PAIC Frontline Office Point Person</i>
Waits for the signed Referral Slip and the issuance of the area ID.	Undertakes initial assessment of the DAR walk-in Client's/ Visitors' issues. The DAR walk-in Client's/Visitor's shall be given an official PAIC Referral Slip duly signed by the PAIC Secretariat Team Coordinator and the PAMRS Director. A corresponding DAR Area ID will also be issued to the client.	None	5 minutes	<i>The PAIC Information Officer or the PAIC Frontline Office Point Person</i>



The Client/Visitor seeks legal assistance	The PAIC Information Officer refers the Client/ Visitor to the Frontline Office Point Person for Legal assistance	None	4 mins	<i>The PAIC Information Officer or the PAIC Frontline Office Point Person</i>
If the concern of the Client/Visitor is Land Tenure Improvement (LTI) – Land Acquisition and Distribution (LAD) and other operational matters	The PAIC Information Officer refers the Client/ Visitor to the DARCO-Field Operations Office, DARRO-Field Operations Division, DARPO-Land Tenure Services Division.	None		<i>PAIC Information Officer</i>
	If the Clients'/ Visitors' issue raised cannot be resolved by the said PAIC Frontline Office Point Person, the said point person shall refer the Client/Visitor to the frontline office or Bureau/ Division for full satisfaction of the said Clients'/ Visitors' raised issues. PAIC shall issue a corresponding color coded DAR	None	30 minutes-60minutes	<i>PAIC Information Officer/Frontline Office Point Person</i>



	Area ID in exchange of the Pink colored DAR walk-in Client's/Visitor's ID. The Client/Visitor shall be given an official PAIC Referral Slip, duly accomplished by the PAIC Information Officer and signed by the PAIC Secretariat Team Coordinator and the PAMRS Director.			
Returns the Accomplished Referral Slip and the Clientele Satisfaction Form to the PAIC Officer.	PAIC Information Officer/Frontline Office Point Person shall give instruction to the Walk-in Client/Visitor to return the accomplished and signed Referral Slip and the Clientele Satisfaction to the PAIC.	None	1 minute	<i>PAIC Information Officer/Frontline Office Point Person</i>
The Client/ Visitor submits/returns the accomplished Referral Slip (RS) and Client Satisfaction Form (CSF) and DAR area ID to the PAIC	The PAIC Information Officer reviews the accomplished RS and CSF and replaces the DAR	None	2 mins	<i>The PAIC Information Officer</i>  <i>CARPO, PAMRS-CRD</i>





	area ID with the Pink ID			
	The PAIC Secretariat consolidates and analyzes the accomplished Client Satisfaction Form and prepares report to the Management and the concerned DAR Offices	None	1 hour	<i>PAIC Secretariat</i>
	Gives a copy of the report to the concerned DAR Offices	None	5 minutes	<i>Administrative Support Staff</i>

## 2. Issuance of Certification as to Case Status (Pending/No Pending)

The Certification as to the pendency/non-pendency of a case is issued to requesting party under the enumeration, to attest the actual status of the case.

<b>Office or Division:</b>	DARAB Secretariat
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen/G2G – Government to Government
<b>Who may avail:</b>	<b>For certification as to case status: Any Party to the Case; Any Counsel of Record; Any person authorized by a party/counsel to the case; Any interested party; Any government entity concerned</b>  <b>For certification of no pending case: Any interested party; Any government entity concerned</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Request Form/Written Request	DARAB Secretariat
Authorization/Special Power of Attorney (SPA)	From the person giving authority



Written Request (for interested party without written authorization/SPA) which must clearly establish his interest in the case		Requesting Party		
Valid I.D (to be presented)		Company, LTO, SSS, GSIS and other government issued I.Ds		
Valid I.D (photocopy)		From the person giving authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out and submit the accomplished DARAB Request Form or written request	1.Receive and evaluate the accomplished form/written request		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	1.1 Evaluate the authority and qualification of the requesting party		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	1.2 Verify status of the case from LCMS database or from the case records		10 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	1.3 Issue the request for Order of Payment		3 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
2. Proceed to Accounting Division for issuance of an Order of payment	2. Issue an Order of Payment		5 minutes	<i>Accountant, Accounting Division</i>



3. Proceed to Cashier Division for payment of fees	3. Issue an Official Receipt upon payment of fees	P50.00 per certification except pauper litigant (DAR MC No. 2 s 2011 and DAR Memo No. 246 s 2017)	5 minutes	Cashier, Cashiering Unit
	3.1 Prepare the necessary certification while client is paying the fees		10 minutes	For certification as to case status: Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat  For certification of No pending case: Administrative Assistant or Administrative Aide, DARAB Secretariat
4. Return to DARAB to present O.R	4. Receive and photocopy the O.R for recording purposes		5 minutes	Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat
	4.1 Release the certification		3 minutes	Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat



	4.2 Advise the client to fill-up a Client Satisfaction Form		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
5. Accomplish the Client Satisfaction Form	5. Accomplish and sign the Public Assistance and Information Center (PAIC) Form re: DARAB's action taken and instruct the client to return the form to PAIC		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
<b>TOTAL</b>		<b>P50.00 per certification</b>	<b>1 hour &amp; 1 minute</b>	



### 3. Issuance of Entry of Judgment/Certificate of Finality

The Entry of Judgment/Certificate of Finality is issued to requesting party interested to have the subject decision be entered in the registry book of judgment which has become final and executory.

<b>Office or Division:</b>	DARAB Secretariat			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<b>Any interested party; Any government entity concerned</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form/Written Request		DARAB Secretariat		
DARAB Certification that No Motion for Reconsideration (MR) was filed or that MR has been resolved (prerequisite to Court of Appeals Certification)		DARAB Secretariat		
Court of Appeals Certification of No Petition for Review filed (as required by DARAB Circular No.02 Series of 2000)		Court of Appeals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out and submit the accomplished DARAB Request Form or written request	1.Receive and evaluate the accomplished form/written request	None	5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	1.1 Verify if the decision has become final and executory		10 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	1.2 Issue a DARAB certification of no Motion for Reconsideration (MR) filed or that MR has been resolved		10 minutes	<i>Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>



	1.3 Issue the request for Order of Payment		3 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
2. Proceed to Accounting Division for issuance of an Order of payment	2. Issue an Order of Payment		5 minutes	<i>Accountant, Accounting Division</i>
3. Proceed to Cashier Division for payment of fees	3. Issue an Official Receipt upon payment of fees	P50.00 per certification except pauper litigant (DAR MC No. 2 s 2011 and DAR Memo No. 246 s 2017)	5 minutes	<i>Cashier, Cashiering Unit</i>
4. Return to DARAB to present O.R	4. Receive and photocopy the O.R for recording purposes		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	4.1 Release the DARAB certification and advise client to proceed to the Court of Appeals to secure the		3 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>



	required certification			
5. Submit the CA certification	5. Receive and evaluate the CA certification		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	5.1 Prepare/encode draft Entry Judgment/Certificate of Finality		45 minutes	<i>Administrative Aide</i>
	5.2 Evaluate/edit the draft Entry of Judgment/Certificate of Finality and accomplish an Action Guide Form		30 minutes	<i>Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	5.3 Review and initials the draft		15 minutes	<i>Attorney VI</i>
	5.4 Approve/Sign the final draft of Entry of Judgment/Certificate of Finality		15 minutes	<i>Executive Director</i>
	5.5 Release an authenticated copy of the Entry of Judgment/Certificate of Finality and advise the client to fill-up a Client Satisfaction Form		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
6. Accomplish the Client Satisfaction Form	Accomplish and sign the Public		5 minutes	<i>Legal Assistant or Senior Agrarian</i>



	Assistance and Information Center (PAIC) Form re: DARAB's action taken and instruct the client to return the form to PAIC			<i>Reform Program Officer (SARPO), DARAB Secretariat</i>
<b>TOTAL</b>		<b>P 50.00</b>	<b>2 hours &amp; 46 minutes</b>	





#### 4. Issuance of Certified Copies of Documents and/or Photocopies of Documents and/or Transcript of Stenographic Notes (TSN)

The authenticated copy and/or photocopies of documents and Transcript of Stenographic Notes (TSN) is issued to requesting party for whatever valid purpose it may serve them.

<b>Office or Division:</b>	DARAB Secretariat			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G-Government to Government			
<b>Who may avail:</b>	<p><b>For certified copies/photocopies of documents (case records/TSN): Any Party to the Case; Any Counsel of Record; Any person authorized by a party/counsel to the case; Any interested party; Any government entity concerned</b></p> <p><b>For certified copies/photocopies of promulgated Decisions/Resolutions/Orders: Any interested party; Any government entity concerned</b></p>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form/Written Request		DARAB Secretariat		
Authorization/Special Power of Attorney (SPA)		From the person giving authority		
Written Request (for interested party without written authorization/SPA) which must clearly establish his interest in the case		Requesting Party		
Valid I.D (to be presented)		Company, LTO, SSS, GSIS and other government issued I.Ds		
Valid I.D (photocopy)		From the person giving authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out and submit the accomplished DARAB Request Form or written request	1.Receive and evaluate the accomplished form/written request		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	1.1Evaluate the authority and qualification of the requesting party		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>



	1.2 Review and verify the existence of the requested records from the case records in the custody of the Secretariat otherwise issue a request to retrieve case folder to the Ponente concerned		Case records: 30 minutes  Decisions/Resolutions/Orders and TSN: 10 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	1.3 Issue the request for Order of Payment		3 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
2. Proceed to Accounting Division for issuance of an Order of payment	2. Issue an Order of Payment		5 minutes	<i>Accountant, Accounting Division</i>
3. Proceed to Cashier Division for payment of fees	3. Issue an Official Receipt upon payment of fees	P10.00 per page except pauper litigant (DAR MC No. 2 s 2011 and DAR Memo No. 246 s 2017)	5 minutes	<i>Cashier, Cashiering Unit</i>
	3.1 Photocopy and authenticate the requested records/document		1 hour per case folder for case records	<i>Photocopy: Administrative Assistant or Administrative Aide, DARAB Secretariat</i>



	s while client is paying the fees		15 minutes for Decisions/Resolutions/Orders and TSN	<i>Authentication: Senior Agrarian Reform Program Officer</i>
4. Return to DARAB to present O.R	4. Receive and photocopy the O.R for recording purposes		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
	4.1 Release the requested documents		3 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
5. Verify the completeness of the requested documents	5. Advise the client to fill-up a Client Satisfaction Form		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
6. Accomplish the Client Satisfaction Form	6. Accomplish and sign the Public Assistance and Information Center (PAIC) Form re: DARAB's action taken and instruct the client to return the form to PAIC		5 minutes	<i>Legal Assistant or Senior Agrarian Reform Program Officer (SARPO), DARAB Secretariat</i>
<b>TOTAL</b>		<b>P10.00 per page</b>	<b>1 hour &amp; 6 minutes=Decisions/Resolutions/Orders and TSN</b>  <b>2 hours &amp; 11 minutes=case records</b>	



## 5. ISSUANCE OF CERTIFICATE OF FINALITY OF SECRETARY'S ORDER

Order/Resolution shall have final and executory after all parties have record an official copy thereof, after the lapse of fifteen (15 days) from the date of receipt by the last recipient of an official copy thereof, and there is no Motion for Reconsideration nor Appeal therefrom. (Sec. 33, AO 3, S 2017)

<b>Office or Division:</b>	Office of the Bureau Director (BALA)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party/counsel to the case.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Case Folder		DARCO Records		
Certification from the Records Section that No appeal/MR filed		DARCO Records		
Verification Slip from LCMS		BALA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File request for certificate of finality	1. Receive the request with attached documents and enters to the Office 365	None	10 minutes	<i>Admin. Staff</i>
	1.1 Request CF with certification to Records Section that No Appeal/MR filed	None	3 days	<i>Admin. Staff</i>
	1.2 Validates with OD, Lucd, CCD through the Legal Case Monitoring System	None	30 minutes	<i>Admin. Staff</i>



	1.3 Prepares Certificate of Finality and Memo implementation	None	1 hour	<i>ARPO II/Legal Researcher</i>
	1.4 Review and initial the finalized Certificate of Finality and Memo Implementation., then forward the same to the Office of the Bureau Director, for her signature	None	25 minutes	<i>Chief LRID</i>
	1.5 Forward the Certificate of Finality and Memo Implementation to the Bureau Director, for signature	None	25 minutes	<i>Admin. Staff</i>
	1.6 Sign the Certificate of Finality	None	25 minutes	<i>Bureau Director</i>
	1.7 Release the signed Certificate of Finality and Memo Implementation to the Records Division for mailing.	None	1 hour	<i>Admin. Staff</i>
<b>TOTAL</b>		None	3 days & 4 hours	



## 6. Land Use Conversion (above 5 hectares)

This serves as the procedure for application of land use conversion above 5 hectares, pursuant to Administrative Order 01, Series of 2002.

<b>Office or Division:</b>	Land Use Cases Division (LUCD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Owners of private agricultural lands or other persons duly authorized by the landowner;</li> <li>2. Beneficiaries of the agrarian reform after the lapse of five (5) years from the award, reckoned from the date of the issuance of the Certificate of Landownership Award (CLOA), and the applicant upon conversion shall fully pay the price of the land; and</li> <li>3. Government agencies, including government-owned or controlled corporations, and LGUs, which own agricultural lands as their patrimonial property.</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Administrative Order 01 Series of 2002		Records Division or downloadable at DAR Website ( <a href="http://www.dar.gov.ph">www.dar.gov.ph</a> )		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application Form	1. Hands out Form		5 minutes	Records Division or downloadable at DAR Website ( <a href="http://www.dar.gov.ph">www.dar.gov.ph</a> )
2. Install Public Notice Billboards in the subject property				
3. Furnish the Municipal Agrarian Reform Program Officer (MARPO) 2 copies of Accomplished Application Form together with a				



photocopy of title and directional map				
4. Fills Application with necessary data. Submission of the documentary requirements defined under the Rules. Reproduce in three clear photocopies and place in three separate folders and submit the same. Attaching therein the MARPO Certificate	4. Evaluate and review completeness and relevancy of documents. If incomplete, return to applicant. If complete, receive the application and documents		120 minutes	<i>Technical Staff</i>
	5. Compute assessment fees, application fee and inspection cost.		30 minutes	<i>Admin. Staff</i>
6. Pays necessary fees	6. Issue Order of Payment. Receive OR.	Filing Fee: 2,000 Inspection Fee: Luzon: 10,000 Visayas: 15,000 Mindanao: 20,000 Cash Bond (Cash or MC): 2.5% of the zonal value Surety Bond: 15% of the zonal	5 minutes	<i>Admin Staff</i>



		value payable with GSIS		
	7. Raffles the Application folder or case to LUCS-TWG		30 minutes	<i>Division Chief</i>
	8. Issues Notice of On-Site Inspection and Investigation (OSII)		Three (3) days from the date of filing of the application	<i>Technical Staff/Admin. Staff</i>
	9. Furnish PARPO and MARPO with the LUCF		Five (5) days from notice of OSII	<i>Technical Staff/Admin. Staff</i>
10. Transmits Notice of OSII/Public Consultation to MARPO and indicate the inspection date on the billboard				
11. Participates during the OSII	11. Conducts OSII		Five (5) days from Notice	<i>Technical Staff, Videographer</i>
	12. Submits OSII Report		Two (2) days from the completion of the OSII	<i>Technical Staff</i>
	13. Deliberate on the merits of the application/case		Five (5) days from receipt of the Field Investigation Report	<i>Land Use Cases Committee (LUCC) Chairperson and Committee</i>
	14. Issue Orders, Decisions or Resolutions		Thirty (30) working days from the date of filing and docketing	<i>Land Use Cases Committee (LUCC) Chairperson and Committee</i>
15. Posting of Performance Bond				





16. Request ROD to annotate land use				
17. Provide LUC with a copy of the Annotation by the ROD on land use				
18. Pay Disturbance Compensation				
19. Commence development				
<b>TOTAL: 50 days, 1 hour and 30 minutes</b>				

\* Unless there is a protest/opposition, then the remaining of the period is suspended until the protest/opposition is resolved.



## 7. Issuance of Certification of Status of Certificate of Land Transfer (CLT) / Emancipation Patents (EP) / Certificate of Land Ownership Award (CLOA) / Tenancy and Certified True Copy of Masterlist of EPs

This certification is requested by the party to ascertain the status of the processing on issuance of the CLT/EP/CLOA

<b>Office or Division:</b>	BLTI-Documentation and Coordination Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	ARBs/Landowners/PO representatives/Lawyers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Special Power of Attorney (SPA), if the requesting party is not the CLT/EP/CLOA holder (1 original)		Party concerned		
2. Letter Request from the concerned party addressed to the CARPO-BLTI, LTI Documentation and Coordination Division ( 1 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about Issuance of Certification/Certified True Copy of the Masterlist	1.1 Assess the concern of the client and provide request form	None	2 minutes	<i>Officer of the day / ARPO II / SARPO</i>
2. Prepare and submit letter request	2.1. Accept request letter and indorse to the Division Chief	None	10 minutes	<i>Division Chief, BLTI-DCD / Officer of the day / ARPO II / SARPO</i>



	<p>2.2. Assign the request of the Client to the assigned staff</p> <p>2.3. Search at the data base and look for the records of documents</p> <p>2.4. Issue Order of Payment</p>			
3. Pay to the Cashier	3.1. Accept payment and issue official receipt (OR)	<p>Php 50.00 for Certified True Copy</p> <p>Php 10.00 for ordinary copy per page</p>	5 minutes	Cashier



4. Present OR	4.1.	Photocopy OR and ID of Client	None	8 minutes	<i>Officer of the Day/ARPO II/SARPO</i>
	4.2.	Print certification/photocopy documents/attachments			
	4.3.	Review/certify requested copy/ies / documents			
	4.4.	Place requested certification/document in the envelop and give to the client			
5. Receive CLT Certification	5.1.	Ask if the client has no	None	1 minute	<i>Officer of the Day/ARPO II/SARPO/Client</i>



	more concern . If none, ask client to answer client's satisfaction form			
6. Fill-out Client's Satisfaction Form and drop it in designated box				
TOTAL			26 minutes	



## 8. Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Reform Implementation (ALI) Case/s

This certification is requested by the parties to the case to ascertain whether the order or the decision has a Motion for Reconsideration on file.

<b>Office or Division:</b>	Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen; Government to Government			
<b>Who may avail:</b>	Parties to the Case and other interested Parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
2. SPA for Authorized Representatives		Party to the Case		
3. Letter-Request		Interested Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for issuance of Certification on Motion for Reconsideration (CMR)	1. Attends to client to determine needs and endorses to responsible person	None	5 minutes	<i>Administrative Aide II</i> Records Division
2. Presents valid IDs, SPA (if Representative) , and Letter-request (if not Party to the case and Bureau of Agrarian Legal Assistance (BALA)	2. Issues Request Slip for Order of Payment	None	1 minute	<i>Administrative Aide II</i> Records Division
	Prepares official letter to	None	1 day	<i>Administrative Aide II</i> Records Division



	BALA-Division Chief (if requested by (BALA))			
3. Presents Order of Payment to Accounting Division	3. Issues Official Order of Payment	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division
4. Pays to Cashiering Unit	4. Issues Official Receipt	P50/page *	3 minutes	<i>Administrative Assistant</i> Cashiering Unit
5. Presents Official Receipt to Records Division	5. Issues CMR	None	2 minutes	<i>Administrative Aide II</i> Records Division
6. Receives Copy of CMR	6. Asks Client to sign in the logbook	None	2 minutes	<i>Administrative Aide II</i> Records Division
7. Fills-out Client's Satisfaction Form	7. Places Client Satisfaction Form in the box	None	2 minutes	<i>Administrative Aide II</i> Records Division
	<b>TOTAL</b>			
<b>Parties/Not-Parties to the Case</b>		<b>P50*</b>	<b>17 minutes</b>	
<b>Farmers and ARBs</b>		<b>Free**</b>	<b>12 minutes</b>	
<b>BALA</b>		<b>Free</b>	<b>1 day</b>	

\*- Memorandum Circular No. 2, Series of 2011

\*\* - Memorandum Circular No. 246, Series of 2017



## 9. Issuance of Certified True Copies (CTC) of Orders/Documents

This Certified True Copy of order or decision is requested by parties to the case and other interested parties as their reference in whatever legal purpose this may serve

<b>Office or Division:</b>	Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Parties to the Case/Interested Parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
2. SPA for Authorized Representatives		Party to the Case		
3. Letter-Request		Interested Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for CTC of Order/Documents	1. Provides Letter-Request Form (if not Party to the case)	None	5 minutes	<i>Administrative Aide II</i> Records Division
2. Presents the form to BALA for Approval (if not-party to the case)	2. BALA evaluates and approves the request	None	5 minutes	<i>Attorney IV</i> Bureau of Agrarian Legal Assistance (BALA)
3. Presents approved request to Records Division (if not party to the case)	3. Issues Request Slip (RS) for Order of Payment	None	2 minutes	<i>Administrative Aide II</i> Records Division
4. Presents RS to Accounting Division	4. Issues Official Order of Payment	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division
5. Pays to Cashiering Unit	5. Issues Official Receipt		3 minutes	<i>Administrative Assistant</i> Cashiering Unit
	Certified True Copy	P50/page*		





	Plain Copy	P10/page*		
		Free of Charge** - for Farmers/ARBs		
6. Presents Official Receipt to Records Division	6. Issues copy of CTC	None	5 minutes	<i>Administrative Aide II</i> Records Division
7. Receives Copy of CTC	7. Asks Client to sign in the logbook	None	2 minutes	<i>Administrative Aide II</i> Records Division
8. Fills-out Client Satisfaction Form	8. Places Client Satisfaction Form in the box	None	2 minutes	<i>Administrative Aide II</i> Records Division
<b>TOTAL</b>				
<b>CTC for Party/Not-Party to the Case</b>		<b>P50/page*</b>	<b>26 minutes</b>	
<b>Plain Copy for Party/Not-Party to the Case</b>		<b>P10/page*</b>	<b>26 minutes</b>	
<b>Farmer and ARBs</b>		<b>Free of charge**</b>	<b>21 minutes</b>	

\*- Memorandum Circular No. 2, Series of 2011

\*\* - Memorandum Circular No. 246, Series of 2017



## 10. Issuance of Certified True Copies (CTC) of DAR Issuances

This Certified True Copy is requested by clients to support their legal, administrative, and financial obligations or requirements

<b>Office or Division:</b>	Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government; Government to Citizen			
<b>Who may avail:</b>	DAR Personnel and Publics			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Transaction				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for CTC of DAR Issuances	1.1. Attends to client to determine needs and endorses to responsible person	None	5 minutes	<i>Administrative Aide II</i> Records Division
	1.2. Checks for the availability of the DAR issuance	None	1 minute	<i>Administrative Aide II</i> Records Division
	1.3. Issues Request Slip for Order of Payment	None	2 minutes	<i>Administrative Aide II</i> Records Division
2. Presents to Accounting Division the Order of Payment	2. Issues Official Order of payment	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division
3. Pays to Cashiering Unit	3. Issues Official Receipt	P1/page* Free of charge - for	3 minutes	<i>Administrative Assistant</i> Cashiering Unit



		Farmers and ARBs**		
4. Presents Official Receipt to Records Division	4. Issues CTC of DAR Issuance	None	2 minutes	<i>Administrative Aide II</i> Records Division
5. Receives CTC	5. Asks Client to sign in the logbook	None	2 minutes	<i>Administrative Aide II</i> Records Division
6. Fills-out Client Satisfaction Form	6. Places Client Satisfaction Form in the box	None	2 minutes	<i>Administrative Aide II</i> Records Division
<b>TOTAL</b>				
<b>Publics</b>		<b>P1/page*</b>	<b>19 minutes</b>	
<b>Farmer and ARB</b>		<b>Free of charge**</b>	<b>11 minutes</b>	
<b>DAR Personnel</b>		<b>Free of charge</b>	<b>11 minutes</b>	

\*- Memorandum Circular No. 2, Series of 2011

\*\* - Memorandum Circular No. 246, Series of 2017



## 11. Payment To Service Providers (Processing of Disbursement Vouchers) (Goods, Services, and other claims)

The processing of Disbursement vouchers for goods, services and other claims are being undertaken by the Budget Division, Accounting Division and the Office of the Director of the

Finance and Management Service and Cashiering Unit of the Administrative Service . It caters to DAR Officials Employees, Contract of Service and Service Providers of the Department

<b>Office or Division:</b>	Finance and Management Service (Budget and Accounting Divisions) and Cashiering Unit of Administrative Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C, G2G, G2B	
<b>Who may avail:</b>	DAR Employees and Service Providers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Required Attachment per ORS Document:</b>		Budget Division
<b>For Purchase Order:</b>		Procurement Division End User
1. Original Copy of Approved PR		
2. Approved WFP with highlight on the item to be purchased. (photocopy)		
3. Original Copy of Abstract of Bids		Procurement Division
4. Signed BAC Resolution		Procurement Division
5. Signed Notice of Award		Procurement Division
<b>For Lease of Venue</b>		
1. Signed BAC Resolution		Procurement Division
2. Signed Notice of Award		Procurement Division
3. Signed Contract by Both parties (DAR and Owner of Venue)		Procurement Division
4. Approved Activity Proposal		Procurement Division
<b>For Contracts of COS/Consultants</b>		
1. Signed Contract by DAR and Contracting party with Signed Annex A		
2. Clearance OSG ( for Lawyers )		End user Office of Solicitor General
<b>For Traveling Vouchers</b>		
1. Appendix A Itinerary of Travel		Claimant
2. Appendix B – Certificate of Travel Completion		Claimant
3. Approved Travel Order		Personnel Division



4. Used Plane Ticket or other transpo tickets 5. Certificate of Appearance 6. Certificate of Use of Private Vehicle or Taxi Bill Payment		Claimant Claimant Claimant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare ORS and Disbursement Vouchers	Receive ORS/BUR with <b>COMPLETE ATTACHMENTS</b> , update ODTs, record and forwards out to Budget Officer concerned for review.	None	5 minutes	<i>Admin Aide VI- Budget Division</i>
2	Review and process the documents and forwards to Admin Aide VI for assignment of ORS/BUR Number.	None	5 minutes	<i>Admin Officer IV- Budget Division</i>
3	Assign obligation number on the ORS/BUR and gives copy to budget officer for recording.	None	2 minutes	<i>Admin Aide VI- Budget Division</i>
4	Review and initials the ORS/BUR.	None	3 minutes	<i>Supervising Admin Officer</i>
5	Final review/certify availability of allotment and signs the ORS/BUR.	None	3 minutes	<i>Chief Admin Officer Budget Division</i>
6	Record to release processed ORS/BUR together with the supporting documents to Accounting Division	None	3 minutes	<i>Admin Aide VI - Budget Division</i>
	7.1 Receive Copy 1-4 of Disbursement Voucher (DV), Supporting Documents (SDs) and Copy 2-3 of duly signed Obligation Request and Status (ORS) or Budget Utilization Request and Status (BURS), whichever is applicable, from the Budget Division.	None	5 minutes	<i>Administrative Aide VI - Receiving/ Releasing Section – Accounting Division</i>



	<p>7.2 Stamp "Received" and indicates date of receipt and initials on the stamped "Received" portion of the DV Form.</p> <p>7.3 Assign DV number and records in the logbook the DV number and date, creditor/ payee, particular and amount. Forwards Copy 1-4 of DV, SDs and Copy 2-3 of ORS/ BURS to the Admin Aide IV for indexing.</p> <p>57.4 Retrieve Index of Payment (IoP) and determines if claim is in order. Records the following in the IoP: DV date and number, particulars and amount. Forwards the DV form, SDs, Copy 2-3 of ORS and IoP to the Accountant I or Admin Assistant III for processing.</p>			
	<p>8.1 Receive Copy 1-4 of DV, SDs, Copy 2-3 of ORS and IoP from the Receiving Staff/ Admin Aide IV. Reviews DV for completeness, validity, and propriety of the supporting documents.</p> <p>28.2 Verify IoP and determines whether there was prior payment of the said claim. If the claim was already paid, return Copy 1-</p>	None	5 minutes	<i>Accountant I / Administrative Assistant III - Accounting Division</i>



	<p>4 of DV Form and supporting documents to the Receiving/ Releasing Staff to be returned to claimant. A logbook is maintained for monitoring and future reference.</p> <p>8.3 If not yet paid, computes the final amount for payment, net of applicable tax rate. Analyzes the corresponding accounting entry for the said claim. Verifies ORS/ BURS against DV, if the amounts are the same, records in the IoP including the amount of tax withheld and net amount. The processor affixes initials in Box C.</p> <p><i>Note 3 – In case there is NORSA attached to the DV, it shall be included among the SDs of the DV.</i></p> <p>8.4 Forward the Copy 1-4 of DV, SDs, and Copy 2-3 of ORS/ BURs to the Funding Section.</p>			
	<p>9.1 Retrieve the RANCA/RANTA from file and determines availability of NCA. If NCA is sufficient to cover the disbursement, records in the RANCA/RANTA the DV</p>	None	5 minutes	Accountant III - Accounting Division



	<p>date and number, and amount under the 'Utilized' column and indicates NCA balance. Otherwise, notes that cash is not yet available and returns the DV and SDs to the Designated Staff for safekeeping.</p> <p>9.2 Stamp the fund, ex. "Fund Cluster 01" on the DV. Affixes initials in Box C.</p> <p>9.3 Forward Copy 1-4 of processed and funded DV, SDs, Copy 2-3 of ORS/ BURS to designated staff for the preparation of Certificate of Taxes Withheld for claims with taxes withheld. For claims with no taxes withheld, forwards Copy 1-4 of processed and funded DV, SDs, copy 2-3 of ORS/ BURS to the Accountant IV for initial review.</p>			
	<p>10.1 Check the computation of taxes withheld and prepares BIR Certificate of Taxes Withheld. Affix initial on box C of the DV and below the name of the Chief Accountant in the Certificate of Taxes Withheld.</p> <p>10.2 Forward Copy 1-4 of processed and funded DV, SDs, Copy 2-3 of ORs/ BURS and Certificate of Taxes Withheld to the Chief</p>	None	5 minutes	<i>Administrative Assistant III - Accounting Division</i>





	Accountant for final review and approval.			
	<p>11.1 Receive Copy 1-4 of processed and funded DV, SDs, Copy 2-3 of ORS/ BURS and Certificate of Taxes Withheld.</p> <p>11.2 Review DV for completeness and propriety of SDs, computation and appropriate taxes withheld. Affixes initials below the name of the Chief Accountant in Box C of the DV and Certificate of Taxes Withheld.</p> <p>11.3 Forward Copy 1-4 of processed, funded, and initially reviewed DV, SDs, Copy 2-3 of ORS/ BURS and Certificate of Taxes Withheld to the Chief Accountant.</p>	None	5 minutes	<i>Accountant IV – Accounting Division</i>
	<p>12.1 Receive Copy 1-4 of processed and funded DV, SDs, Copy 2-3 of ORS/ BURS and Certificate of Taxes Withheld from the Assistant Chief.</p> <p>12.2 Do final review and certify as to completeness and propriety of supporting documents and</p>	None	5 minutes	<i>Accountant V - Accounting Division</i>



	<p>availability of funds. Affixes signature in Box C of DV and Certificate of Taxes Withheld.</p> <p>12.3 Forward the certified and signed Copy 1-4 of DV, SDs, Copy 1-3 of ORS/ BURS and Certificate of Taxes Withheld to the Receiving/ Releasing Section for log-out and control.</p>			
	<p>13.1 Record in the logbook the date of release of certified/ signed Copy 1-4 of DV, SDs, Copy 1-3 of ORS/ BURS and Certificate of Taxes Withheld from the Chief Accountant.</p> <p>13.2 Forward the certified/ signed Copy 1-4 of DV, SDs, Copy 1-3 of ORS/ BURS and Certificate of Taxes Withheld to the Office of the Director – FMS for approval for payment.</p>	None	2 minutes	<i>Administrative Aide IV - Accounting Division</i>
14	<p>Receive DV from Accounting Division with <b>COMPLETE ATTACHMENTS</b>, update ODTs, forwards to the Director IV, FMS for approval.</p>	None	2 minutes	<i>Admin Aide VI- Office of the Director- FMS</i>
15	<p>Approve payment of the claims and forwards the</p>	None	2 minutes	<i>Director IV – Office of the Director- FMS</i>



	signed copy of DV to the Receiving/Releasing Section for log-out and control			
16	Record the DV and its Supporting Documents in the logbook and update the ODS. Forwards to the Cashiering Unit for preparation of ADA/Check.	None	2 minutes	<i>Admin Aide VI- Office of the Director- FMS</i>
17	Receive approved DV with ORS, Billing Statements and Order of Payment for issuance of checks or LDDAP/ADA	None	2 minutes	<i>Admin Aide VI- Cashiering Unit</i>
18	Prepare checks and LDDAP.ADA	None	2 minutes	<i>Admin Asst. - Cashiering Unit</i>
19	Forward Checks for signature	None	5 minutes	<i>Admin II Officer – Cashiering Unit</i>
20	Receive and Sign Checks/LDDAP ADA	None	2 minutes	<i>Director FMS/Admin</i>
21	Forward Countersigned checks/LDDAP ADA to Cashiering Unit	None	5 minutes	<i>Admin Aide VI- Office of the Director- FMS</i>
22	Record and Deliver LDDAP ADA to Land Bank	None	10 min	<i>Admin Aide VI - Cashiering Unit</i>
23	Record in the warrant Register	None	2 minutes	<i>Admin Aide VI - Cashiering Unit</i>
24. Receives payment and issue official receipt	Attached official receipts to the voucher,	None	2 minutes	<i>Admin Aide VI - Cashiering Unit</i>
25	Submit RCI report to Accounting for auditing	None	3 minutes	<i>Admin Aide VI- Cashiering Unit</i>
<b>TOTAL</b>			1 hr and 32 minutes	



## **CENTRAL OFFICE INTERNAL SERVICES**



## 1. Provision of Data/Information to Clients

Data or information on the status of programs and projects implemented by the Department of Agrarian Reform are provided to requesting clients for whatever legal purpose they may serve.

<b>Office or Division:</b>	Planning Service (PS - Plan Implementation Monitoring Division (PIMED))			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Client) G2G (Government to Government)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b><i>If Walk-in Client:</i></b> a. Valid Identification Card (Original or photocopy for presentation to Designated Officer of the Day (DOD) only) b. Request Letter (1 copy, original), <b>and</b> c. Filled-up PS-Client Data Request Form (PS-CDR Form)		Any Government institution, Office of the Requesting Client, School where the client is currently enrolled Office of the requesting organization DAR-Planning Service, Designated Officer-of-the Day (DOD)		
<b><i>If Thru Mail (Snail Mail or e-Mail, Courier):</i></b> a. Valid Identification Card of the requesting party (Scanned Image) b. Request Letter *Letter must clearly specify the data/information needed, when it is needed, and the purpose for which the data will be used		Any Government institution, Office of the Requesting Client, School where the client is currently enrolled Office of the requesting organization, School where the client is currently enrolled, or from the Client himself/herself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. IF WALK-IN CLIENT</b>				
1. Presents ID Card and Request Letter to the Designated Officer-of-the-Day- (DOD/ Planning	1. Receives and peruses the request letter and identification card of the client. If it	None	15 Mins	Designated Officer of the Day (DOD)  *The DOD who first received the request



Officer II, Planning Officer III	is in order, assesses if data requested is available in DAR.			shall be the staff responsible until the request is fully complied with
	<b>If Data requested is not available in DAR</b>			
2.a Receives information from DOD that data requested is not available in DAR	2.a Informs the client that the data being requested is not available in DAR. If possible, advises the client on where and how he can avail the data needed.	None	15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	<b>If Data requested is available in DAR</b>			
2.b Provides additional details to the DOD, finalizes arrangement on when and how data will be claimed, and receives client's portion of the PS-CDR Form	2.b.1 Interviews client to get contact details and details about the requested data, and assesses if data requested is readily available or is still to be processed/generated	None	20 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	2.b.2 Informs the client on when the data will be available and finalizes arrangements with the client on when and how the data will be claimed	None	15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>



	2.b.3 Prints copy of the filled-out PS-CDR Form. Attaches the PS portion to the request letter and gives the Client's portion to the client.	None	15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	*Details of the interview and arrangements on when and how the data will be claimed by the client are encoded in the e-PS-CDR Form			
3.b Waits for notification from DAR on availability of data requested or for the agreed time/day of release of data requested	3.b Undertakes completed staff work (CSW) to comply with the request letter:	None		<i>DOD- PO II or PO III, PIMED-PS</i>
	<b>(If Data is readily available)</b> 3.b.1 Retrieves data from the Officer of the Day's Kit (e-copy or hard copy), makes a copy, and compiles all data requested if request involves multiple data		2 hours	<i>DOD- PO II or PO III, PIMED-PS</i>



	3.b.2 Records appropriate updates in the PS-CDR Form.		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	3.b.3 Informs client that data requested is already available and ready for release  * thru agreed mode, i.e., text, email, phone call or messenger		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	3.b.4 Waits for the client to claim data requested		(Paused clock)	
	<b>(If Data is still to be processed)</b>			
	3.b.1 Requests concerned Technical Staff to generate the data requested by client		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	3.b.2 Processes and generates data requested by client and gives it to the staff-in-charge of complying with the client's request.		2 days	<i>PO II or PO III Program In-Charge, PIMED-PS</i>
	3.b.3 Receives documents from Technical Staff and Compiles all data requested (if		20 mins	<i>DOD- PO II or PO III, PIMED-PS</i>





	multiple data requirements)			
	3.b.4 Prepares transmittal letter/memo, seeks clearance from Division Chief or PS Director for release of data requested		20 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	3.b.5 Signs transmittal memo/letter and instructs staff-in-charge to release data requested		30 mins	<i>PS Director / Division Chief- PIMED</i>
	3.b.6 Records appropriate updates in the PS-CDR Form		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	3.b.7 Informs client that data requested is already available and ready for release		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	3.b.8 Waits for the client to claim the data, if for pick-up		(paused clock)	
4.b Receives data from DAR, acknowledges receipt of data requested with filled-out Client Satisfaction Form.	4.b Releases data to client and records release of data in the PS-CDR Form, if for pick up; or		30 mins	<i>DOD- PO II or PO III, PIMED-PS</i>



	*Transaction is deemed ended as soon as the client is informed that the requested data is available.			
	<p>4.b Sends requested data to client based on agreed mode (email, mail or courier)</p> <p>*Transaction is deemed ended as soon as the data is sent through email, post office or courier.</p>			
<b>TOTAL</b>				
	<b>Data is not Available in DAR</b>	<b>None</b>	<b>30 minutes</b>	
	<b>Data is Available in DAR and does not require additional processing</b>	<b>None</b>	<b>3 hours and 50 minutes</b>	
	<b>Data is Available at DAR but requires additional processing</b>	<b>None</b>	<b>2 days, 3 hours and 15 minutes</b>	
<b>B. IF THRU E-MAIL/SNAIL MAIL or COURIER</b>				
1.a Sends request email to Planning Service thru <b>letecia61@gmail</b>	1.a Receives and prints request e-mail, and forwards it to the DOD	None	20 minutes *Cut-off time is 2:00 PM.	<i>PO II or PO III (in-charge of manning the e-mail accounts)</i>



<b>.com AND</b> <a href="mailto:ps.pimd@gmail.com">ps.pimd@gmail.com</a>			Mails received after the cut-off time shall be considered as received on the following working day.	
1.b Sends request letter to Planning Service thru:  The Director, Planning Service 4/F DAR Main Building Department of Agrarian Reform- Central Office Elliptical Road, Diliman Quezon City	1.b Receives request letter, records receipt of documents in PS receiving logbook, and forwards document to DOD	None	20 mins  *Cut-off time is 2:00 PM. Mails received after the cut-off time shall be considered as received on the following working day.	<i>Admin Aide</i> Office of the Director
	1. Receives request letter from Admin Aide or staff in-charge of emails and assesses whether data requested is available or not available in DAR, and whether it is readily available or is still to be generated, if available in DAR.		15 mins	<i>DOD- PO II or PO III,</i> PIMED-PS
	<b>If Data requested is not available in DAR</b>			



2.a Receives information from DOD that data requested is not available in DAR	3.a Informs the client that the data being requested is not available in DAR. If possible, advises the client on where and how he can avail the data needed.		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
2.b Provides additional details to the DOD, finalizes arrangement on when and how data will be claimed, and waits for notification from DAR on availability of data requested	3.b Communicates with the client to: - acknowledge receipt of his/her request; - get details on data being requested, if needed; and - firm up contact details, and arrangements on when the data will be available and how it will be claimed		20 mins  *Estimated time only includes the time it will take the DOD to prepare communication and send it out to the client.	
	4.b Encodes client's contact information, details about the data requested and agreed arrangement on when the data requested will be available and how it will be claimed in the PS-CDR Form.		20 mins	<i>DOD- PO II or PO III, PIMED-PS</i>



	Prints copy of filled-out PS-CDR Form and attaches it to the request letter			
	5.b Undertakes completed staff work (CSW) to comply with the request letter:			<i>DOD- PO II or PO III, PIMED-PS</i>
	<b>(If Data is readily available)</b>			
	<b>(If Data is readily available)</b> 5.b.1 Retrieves data from the Officer of the Day's Kit (e-copy or hard copy), makes a copy, and compiles all data requested if request involves multiple data		3 hours	<i>DOD- PO II or PO III, PIMED-PS</i>
	5.b.2 Records appropriate updates in the PS-CDR Form.		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	5.b.3 Informs client that data requested is already available and ready for release  * thru agreed mode, i.e., text,		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>



	email, call, phone call or messenger			
	5.b.4 Waits for the client to claim data requested		(paused clock)	
	<b>(If Data is still to be processed)</b>			
	5.b.1 Requests concerned Technical Staff to generate the data requested by client		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	5.b.2 Processes and generates data requested by client and gives it to the staff-in-charge of complying with the client's request.		2 days	<i>PO II or PO III (Program In Charge) PIMED-PS</i>
	5.b.3 Receives documents from Technical Staff and Compiles all data requested (if multiple data requirements)		20 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	5.b.4 Prepares transmittal letter/memo, seeks clearance from Division Chief or PS Director for release of data requested		20 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	5.b.5 Signs transmittal		30 mins	<i>PS Director / Division Chief</i>



	memo/letter and instructs staff-in-charge to release data requested			
	5.b.6 Records appropriate updates in the PS-CDR Form		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	5.b.7 Informs client that data requested is already available and ready for release		15 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	5.b.8 Waits for the client to claim the data, if for pick-up		(paused clock)	<i>DOD- PO II or PO III, PIMED-PS</i>
3. Receives data from DAR, acknowledges receipt of data requested with filled-out Client Satisfaction Form.	6. Releases data to client and records release of data in the PS-CDR Form, if for pick up, or  *Transaction is deemed ended as soon as the client is informed that the requested data is available, if data is for pick up.		30 mins	<i>DOD- PO II or PO III, PIMED-PS</i>
	6. Sends requested data to client based on agreed mode (email, mail or courier)			



	*Transaction is deemed ended as soon as the data is sent through email, post office or courier.			
<b>TOTAL</b>				
	<b>Data is not Available in DAR</b>	<b>None</b>	<b>55 minutes</b>	
	<b>Data is Available in DAR and does not require additional processing</b>	<b>None</b>	<b>3 hours and 30 minutes (if thru email); 3 hours and 45 minutes if thru mail</b>	
	<b>Data is Available at DAR but requires additional processing</b>	<b>None</b>	<b>2 days, 3 hours and 25 minutes if thru email; 2 days, 3 hours and 40 minutes if thru mail</b>	





## 2. Provision of CARP-Related Data to Requesting Legislator/ Office of the President/ Judiciary

The data requested are collected from the DAR Bureau/Service/Office concerned and submitted to the House of Representatives (HOR)/Senate/Office of the President (OP)/Judiciary in aid of legislation, executive order and judicial decision.

<b>Office or Division:</b>	External Affairs and Relations Service (EARS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	HOR/Senate/OP/Judiciary			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorsement/ Referral of request for information	1. Receives and records the documents in the logbook	None	5 mins	<i>Administrative Support Staff II/ III</i>
	2. Reviews the documents	None	15 mins	<i>Technical Support Staff IV</i>
	3. Prepares letter-request to the offices concerned re: request for data	None	1 hour	<i>Technical Support Staff I/ III/DLLS</i>
	4. Reviews/signs letter-request	None	5 mins	<i>Director</i>
	5. Forwards signed letter-request to offices concerned	None	20 mins	<i>Administrative Support Staff II/ III</i>
	6. Follows-up the request from the offices concerned	None	30 mins	<i>Technical Support Staff I/ III/ Administrative Support Staff II</i>
	7. Collects and collates data	None	1 day	<i>Technical Support Staff I/ III</i>



	8. Prepares cover-letter	None	30 mins.	<i>Technical Support Staff IV/ I/ III/DLLS</i>
	9. Signs the cover-letter	None	5 mins	<i>Director</i>
	10. Submits the data requested to the requesting party/office	None	1 day	<i>Technical Support Staff IV/ II // Administrative Support Staff II</i>
			<b>2 days, 1 hr., 50 mins.</b>	



### 3. Drafting of DAR's Position Paper on Proposed CARP-Related Legislative Measures

The draft DAR's Position Paper on Proposed CARP-Related Legislative Measures is forwarded to the Office of the Secretary or to the Office of Undersecretary of Legal Affairs for their review/signature and submitted to the House of Representatives (HOR)/Senate/Office of the President (OP).

<b>Office or Division:</b>	External Affairs and Relations Service (EARS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	HOR/Senate/OP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Endorsement/ Referral of letter-request	11. Receives and records the documents in the logbook	None	5 mins	<i>Administrative Support Staff III</i>
	12. Reviews the documents	None	15 mins	<i>Technical Support Staff IV</i>
	13. Assigns the documents to a technical staff for drafting of comments/ position paper	None	5 mins	<i>Director</i>
	14. Drafts comments/ Position Paper	None	7 days	<i>Technical Support Staff I/ III/DLLS</i>
	15. Reviews/approves draft comments/ position paper	None	2 days	<i>Director</i>



	16. Forwards the documents for the signature of the Secretary/ Undersecretary for Legal Affairs	None	20 mins	<i>Administrative Support Staff III</i>
	17. Receives and records in the logbook the approved/signed comment/ position paper from OSEC/ULAO	None	5 mins	<i>Administrative Support Staff III</i>
	18. Reviews/verifies the documents for its appropriate action	None	10 mins	<i>Technical Support Staff IV</i>
	19. Submits comment/ position paper to HOR/ Senate/OP	None	8 hours	<i>Technical Support Staff IV/ II /II/ Administrative Support Staff II</i>
			<b>9 days, 9 hrs.</b>	



#### 4. Provision of Legal Assistance to Farmer Beneficiaries and Other Farm Workers

This process involves the provision of legal assistance to our farmer beneficiaries and other farm workers as well responding to queries filed by farmer beneficiaries and other stakeholders involving agrarian reform matters.

<b>Office or Division:</b>	Office of the Assistant Secretary for Legal Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	C2G-Citizen to Government/G2G-Government to Government			
<b>Who may avail:</b>	For request for Legal Assistance-Farmer beneficiaries and other farm workers For Queries regarding Agrarian Reform Matters -Anyone			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File/submit the written queries or request for legal assistance	1. Receive and record the letter request and forwards to the Chief of Staff	None	5-minutes	<i>Administrative Staff/Receiving Clerk</i>
	2. Review, evaluate and assign the letter request/queries to Technical Staff	None	30-minutes	<i>Chief of Staff</i>
	3. Conduct research and	None	1-day	<i>Technical Staff</i>



	prepare the letter reply			
	4. Review the draft letter	None	15-minutes	<i>Chief of Staff</i>
	5. Finalize and forward the letter reply to the Assistant Secretary for Consideration/signature	None	15-minutes	<i>Assistant Secretary for Legal Affairs</i>
	6. Release the letter/reply (with customer feedback survey form	none	15-minutes	<i>Administrative Staff</i>
	<b>TOTAL: 6 steps</b>		<b>DURATION: 2 days and 20 minutes</b>	
<b>END OF PROCESS</b>				



## 5. Provision of Position on Policy Concerns

To draft position paper on agrarian-related policy issues, needs and concerns that may require legislative measures.

<b>Office or Division:</b>		Policy and Research Service		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DAR offices; Congress		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for position paper on specific policy issue		<ul style="list-style-type: none"> <li>• Direct source of policy issue</li> <li>• Sector head</li> <li>• Other DAR units</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of request for position paper on policy issue or draft policy	Log the request in the ODTS	None	10 mins	<i>Receiving clerk</i>
	Initial review of the request and attached document for routing		10 mins	<i>Director of PRS</i>
	Research/inquire with concerned sector/conduct meeting with concerned offices		5 days	<i>Director of PRS/ Concerned Staff</i>
	Preparation of position paper		5 days	<i>Director of PRS/ Concerned Staff</i>
	Review and signing of the position paper		3 mins	<i>Director of PRS</i>
	Log position paper in ODTS		6 mins	<i>Receiving clerk</i>
	Forward for mailing to		10 mins	<i>Admin Staff</i>



	Records Division/ Submit to DAR office concerned			
Receipt of position paper				
	<b>TOTAL</b>		10days 39mins	





## 6. Provision to access DAR completed research studies and other available research materials at the Research Division

This procedure covers from receipt of letter request to the release of issuance of the request and; provides efficient public research assistance to walk-in clients/visitors.

<b>Office or Division:</b>		Policy and Research Service-Research Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2G		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government issued Identification Doc		GSIS, SSS, PSA, BIR, Post Office, DFA, Pag-Ibig Fund		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires the availability of DAR completed research studies and other research materials needed	1. Attends/assists to the concerned of the researcher/client	None	5 min	<i>Research Staff</i>
2. Requests permission to access the copy of DAR completed research studies and other research materials	1. Evaluates and approves on the request	None	2 min	<i>Research Staff</i>
3. Requests for permission to borrow the copy/ies of DAR completed research studies and other research	1. Approves and issues the request after the researcher/ client signs in the logbook for the proof of issuance	None	5 min	<i>Research Staff</i>



materials for photocopying				
4. Returns the copy/ies of DAR completed research studies borrowed	1. Accepts and administers client satisfaction form	None	2 min	Research Staff
5. Submits accomplished client satisfaction form to the Research	1. Records feedback in the Clientele Feedback Report Template	None	2 min	Research Staff
<b>TOTAL</b>			12 min	



## 7. Policy Formulation, Review and Policy Evaluation

To formulate, review and evaluate policy guidelines, implementing rules and regulations and other issuances to facilitate delivery of program outputs.

<b>Office or Division:</b>	Policy and Research Service			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C			
<b>Who may avail:</b>	DAR offices, CARP stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter/memo specifying policy issue, needs, concerns		<ul style="list-style-type: none"> <li>• Direct source of policy issue</li> <li>• Sector head</li> <li>• Other DAR units</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of policy issue, needs and concerns	Draft/review initial draft policy guidelines/IRR	None	5 days	<i>Assigned staff</i>
	Solicit comments/suggestions on the formulated initial draft policy		5 days	<i>Assigned staff</i>
	Review and revise initial draft policy guidelines/IRR/issuance based on consolidated comments/suggestions from concerned sectors/units/offices of DAR/CSOs/NGOs/POs/stakeholders, if necessary		3days	<i>Assigned staff</i>
	Submit to PRFC-TWG/PRFC for discussion		1 day	<i>Assigned staff / PRS Director</i>



	Conduct PRFC TWG/PRFC meeting or workshop		3 days	<i>Assigned staff/PRS Director/PRFC TWG/PRFC</i>
	Revise guidelines based on PRFC TWG/PRFC agreements		1 day	<i>Assigned staff</i>
	Approval/issuance and publication of guidelines/IRR		3 days	<i>DAR Secretary/Records Division</i>
	<b>TOTAL</b>		21 days	



## 8. CONDUCT OF LEGAL COUNSELLING

This service is free and is provided by the **DAR Central Office (DARCO)** through **Agrarian Reform Beneficiaries Legal Assistance Division (ARBLAD)** of the **Bureau of Agrarian Legal Assistance (BALA)**. It serves the needs of the farmers, actual tillers, Agrarian Reform Beneficiaries (ARBs), and the general public who seek legal advice involving problems, concerns, or issues that are related to the implementation of the agrarian program or any agrarian laws in the country, **such as but not limited to** the following, *viz*: tenurial status/arrangement, payment of just or disturbance compensation, ejectment, maintenance of peaceful possession, execution of agricultural leasehold contracts (ALCs), protest against CARP coverage, classification, identification, disqualification, inclusion, exclusion, and/or installation of farmer-beneficiaries, cancellation of any agrarian reform titles, retention, redemption, and pre-emption rights; also including matters relating to land use conversion, illegal, premature, and unauthorized conversion, exclusion and exemption from CARP coverage.

Counselling on the criminal consequences as a result of the penal sanctions imposed by agrarian laws is also included.

<b>Office or Division:</b>	Agrarian Reform Beneficiaries Legal Assistance Division (ARBLAD), Bureau of Agrarian Legal Assistance (BALA), DAR Central Office (DARCO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government/Business/Client			
<b>Who may avail:</b>	ARBs, Tenants, Farmers, Walk-in Clients, General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the logbook		None	1 minute	<i>Admin Staff</i>
2. Seeks for legal advice	2.2 Gathers and analyzes the facts to ascertain the issue/s or concern/s involved.	None	30 minutes	<i>Officer of the Day (OD) based on the OD Schedule; and/or</i>



	If client brings with him/her documents, analyzes the documents and ascertain the issue/s or concerns involved.			<i>SARPO/ARPO II</i>
	1.1 If issue/s or concerns raised are agrarian in nature, render the appropriate advice based on existing agrarian laws and jurisprudence  Otherwise, refer to the appropriate person/division/a agency		30 minutes	<i>Officer of the Day (OD) based on the OD Schedule;  and/or SARPO/ARPO II</i>
2. Answers the Customer Satisfaction Form			5 minutes	
<b>TOTAL</b>		None	66 minutes	



## 9. Collating/Consolidating/Finalizing DAR's Position Paper on Proposed CARP-Related Legislative Measures and other Agrarian-Related Documents

The Collated/Consolidated DAR's Position Paper on Proposed CARP-Related Legislative Measures is forwarded to the Office of the Secretary or to the Office of Undersecretary of Legal Affairs for review/signature and submitted to the House of Representatives (HOR)/Senate/Office of the President (OP).

<b>Office or Division:</b>	External Affairs and Relations Service (EARS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	HOR/Senate/OP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Endorsement/ Referral of letter-request for comment/position paper	20. Receives and records the documents in the logbook	None	5 mins	<i>Administrative Support Staff II/ III</i>
	21. Reviews the documents	None	15 mins	<i>Technical Support Staff IV</i>
	22. Assigns the documents to a technical staff for drafting of endorsement/ referral letter to the office concerned	None	5 mins	<i>Director</i>
	23. Drafts the endorsement/ referral letter	None	20 mins	<i>Technical Support Staff I/ III/DLLS</i>
	24. Reviews/approves/ signs the endorsement/ referral letter	None	10 mins	<i>Director</i>



	25. Forwards the endorsement/ referral letter together with the documents to the office concerned	None	20 mins	<i>Administrative Support Staff II/ III</i>
	26. Receives and records in the logbook the draft comment/ position paper submitted by the requested office/s	None	5 mins	<i>Administrative Support Staff II/ III</i>
	27. Reviews/verifies the received documents for its appropriate action	None	10 mins	<i>Technical Support Staff IV</i>
	28. Collates/ consolidates and finalizes comments/ position paper	None	1 day	<i>Technical Support Staff I/ III/DLLS</i>
	29. Reviews the comments/position paper	None	30 mins	<i>Director</i>
	30. Forwards the documents for the signature of the Secretary/ Undersecretary, Legal Affairs Office	None	20 mins	<i>Administrative Support Staff II/ III</i>
	31. Receives and records in the logbook the approved/signed comment/ position paper from OSEC/ULAO	None	5 mins	<i>Administrative Support Staff II/ III</i>
	32. Submits comment/position paper to HOR/ Senate/OP	None	1 day	<i>Technical Support Staff IV/ II // Administrative Support Staff II</i>
			<b>2 days, 2 hrs., 25 mins.</b>	





## 10. Legal assistance to AR stakeholders – ARBs, NGOs/POs, and Landowners

This service assists walk-in clients-AR stakeholders particularly agrarian reform beneficiaries, non-government organizations, people's organizations, and landowners requesting for legal assistance and advice regarding their problems, issues and concerns on agrarian related matters. This service also assist walk-in clients who have complaints on their pending agrarian cases delayed for resolution by tracking the whereabouts and status of their pending agrarian cases.

<b>Office or Division:</b>	Office of the Undersecretary for Legal Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	AR stakeholders - FBs, NGOs/POs, Land Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not applicable		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
File, report or submit their written queries or request for legal assistance	1. Receive and record the written request and forwards to the Chief of Staff/ Senior Executive Assistant	None	15-minutes	<i>Administrative Staff/Receiving Clerk</i>
	2. Review and evaluate the request, and assign a legal officer or lawyer consultant to talk and assist the client	None	15-minutes	<i>Chief of Staff/ Senior Executive Assistant</i>
	3. Interview the client to determine the	None	1 hour to 2 hours	<i>Technical Support Staff/ Legal Officer,</i>



	legal issues and concerns and provide the necessary legal advice.			<i>Lawyer Consultant</i>
	4. If needed, the Client will be referred/ indorsed to an appropriate office of the Department for further action and assistance.	None	15-minutes	<i>Administrative Staff</i>
	<b>TOTAL: 4 steps</b>		<b>DURATION: 2 hours and 45 minutes</b>	



## 11. Request for inclusion in the DAR Scholarship Program for ARB Dependents

This procedure covers the availment of financial support for qualified dependents of ARBs from the poorest municipalities in the identified priority provinces.

<b>Office or Division:</b>	Learning and Development Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Citizen/Government to Government		
<b>Who may avail:</b>	<p>Qualified Dependents of ARBs in the following order of priority: 1<sup>st</sup> – son/daughter 2<sup>nd</sup> – grandchildren 3<sup>rd</sup> – nephew or niece 4<sup>th</sup> – applicants related to their guardian</p> <p>Qualified Dependents who are incoming 1<sup>st</sup> year college taking up 4-year agri-related courses from the selected State Universities/Colleges</p>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Certification from the DARRO/DARPO that the applicant is a qualified dependent of an ARB		DAR Regional Office/Provincial Office	
2. DSP-DARBs Application Form		DAR Provincial Office	
3. Authenticated Copy/Certified machine copy of the Birth Certificate of the applicant		Philippine Statistics Authority	
4. Health certificate issued by a government hospital or physician		Government Hospital/Medical Center	
5. Barangay Clearance		LGU-Barangay Office	
6. Certified photocopy of Form 137 (High School Report card)		School Registrar’s Office	
7. Statement of commitment and support by the parents/guardian of the applicant		Signed letter of support and commitment by parents/guardian	
8. Certification of Good Moral character issued by the High School Principal or Religious Leader in the Community		School Registrar’s Office	
9. Certified True copy of Income Tax Return (ITR) of applicant’s parents		Bureau of Internal Revenue	



10. Certificate of Rating from State Universities/Colleges (SUC) for passing the entrance examination		State Universities/Colleges (SUC) Registrar's Office		
11. Certificate of enrollment		State Universities/Colleges (SUC) Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires the DAR Scholarship Program to the Regional/ Provincial Office	Provides necessary information and documentary requirements about the DSP-DARBs	None	1 hour	<i>Regional/ Provincial Scholarship Point Person</i>
2. Applicants' secure the documentary requirement				
3. Submits application and the documentary requirements to DAR Provincial Offices	Endorses/forwards to NSC Secretariat all applications and documents	None	1 day	<i>Provincial Scholarship Point Person</i>
	Reviews completeness of documents submitted	None	1 day	<i>ARPO I/ARPO II LDD-ARCDS</i>
	Prepares checklist /comparative qualification chart of applicants to include criteria and order of priority to facilitate evaluation process Sends notice of deliberation meeting to NSC members	None  None	1 day  .5 day	<i>ARPO I/ARPO II LDD-ARCDS</i>  <i>ARPO I/ARPO II LDD-ARCDS</i>



Conducts deliberation process of the most qualified nominees, for urgent NSC decision, the secretariat routes the agenda to committee members	None	.5 day	ARPO I/ARPO II LDD-ARCDS, National Scholarship Committee (NSC)
Prepares deliberation agreements for approval of NSC	None	1 day	ARPO I/ARPO II LDD-ARCDS
Communicates the deliberation results to respective DAR Regional/Provincial Offices, SUCs & qualified scholars, & non-qualified applicants	None	1 day	ARPO I/ARPO II LDD-ARCDS
Prepares DAR-SUC Memorandum of Agreement (MOA) and contract of scholars for signing during the conduct of Orientation of DSP-DARBs	None	1 day	ARPO I/ARPO II LDD-ARCDS
Endorses the signed MOAs and contracts by the SUCs and scholars for approval & signature of the Secretary	None	1 day .	Dir. ARCDS, Usec. FMA,OSEC



	Facilitates notarization of MOAs and contracts	None	1 hr.	<i>ARPO I/ARPO II</i> LDD-ARCDS
<b>TOTAL</b>			8 days, & 2 hrs. .	



## 12. Payment of Salary

Documentary requirements and step by step processes for the payment of first and last salary for actual services rendered by Central Office personnel with original, coterminous, transfer and reemployment appointment, as well as those officials appointed by the President.

<b>Office or Division:</b>	Personnel Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Central Office Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. FIRST SALARY</b>	
<ol style="list-style-type: none"> <li>1. Certified copy of duly approved appointment by appointing authority</li> <li>2. Certified copy of certificate of assumption to duty</li> <li>3. Certified copy of oath of office</li> <li>4. Statement of Assets, Liabilities and Networth (SALN) as of date of assumption to duty</li> <li>5. Duly signed finger scan report/daily time record</li> <li>6. Tax Identification Number</li> <li>7. Phil-health Identification Number</li> <li>8. Pag-IBIG Member's Identification Number</li> <li>9. LBP Payroll Account Number</li> <li>10. Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA)</li> </ol> <p><b><i>Additional Requirements for transferees and re-employment</i></b></p> <ol style="list-style-type: none"> <li>11. GSIS Business Partner (BP) Number</li> </ol>	<p><a href="http://www.csc.gov.ph">www.csc.gov.ph</a> / Personnel Division</p> <p>Personnel Division</p> <p>BIR Office Phil-health Office Pag-IBIG Office</p> <p>LBP with Endorsement from the Personnel Division Records Division or through Office 365 Account for SOs, Personnel Division for TOs and OBs and CAs from visited office/agency</p> <p>Former office</p>



12. Copy of authority to transfer 13. Certificate of last salary received from former office certified by the Chief Accountant and approved by the COA Resident Auditor 14. Approved office clearance 15. Updated Service Record 16. Certificate of available leave credits 17. BIR W2 or Income Tax Return (ITR) 18. Certificate of Service Vehicle – for 3 <sup>rd</sup> level officials of Regional and Provincial Offices		Former office Former office  Former office Former office Former office Former office Administrative Division		
<b>B. LAST SALARY</b>				
1. Duly signed finger scan report/daily time record 2. Approved office clearance 3. Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA)		Personnel Division  Personnel Division Records Division or through Office 365 Account for SOs, Personnel Division for TOs and OBs and CAs from visited office/agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. FIRST SALARY</b>				
1. Secure checklist of requirements 2. Submit to Personnel Division the complete requirements	1. Issue checklist of requirements	None	5 minutes	<i>Administrative Staff</i>
	2. Receives documents, encodes to ODTS and forwards to the Payroll Officer		20 minutes	<i>Administrative Staff</i>
	3. Evaluates submitted documents as to completeness and correctness of entries or		90 minutes	<i>Administrative Officer IV</i>





	<p>information and encodes personnel information in the payroll system database</p> <p>4. Prepares Disbursement Voucher (DV) and Obligation Request (OBR) and affix initials</p> <p>5. Forwards DV &amp; OBR together with the complete documents to the CAO for final evaluation and initials</p> <p>6. Update status of claim document in the ODTs and forward to the Office of the Director for Administrative Service</p>		<p>20 minutes</p> <p>10 minutes</p> <p>30 minutes</p> <p>20 minutes</p>	<p><i>Administrative Officer IV</i></p> <p><i>Administrative Officer IV</i></p> <p><i>Chief Administrative Officer</i></p> <p><i>Administrative Staff</i></p>
<b>END OF TRANSACTION</b>				
<b>TOTAL</b>			<b>3 hours &amp; 15 minutes</b>	
<b>B. LAST SALARY</b>				
1. Submit letter of intent (retirement, resignation, transfer)	1. Issue Copy of Office Clearance	None	5 minutes	<i>Administrative Staff</i>
3. Secure copy of office clearance for	2. Receives documents, encodes to ODTs and forwards to the Payroll Officer		20 minutes	<i>Administrative Staff</i>
	3. Evaluates submitted		60 minutes	<i>Administrative Officer IV</i>



signature and approval 4. Secure copy of the finger scan report/daily time record 5. Submit to Personnel Division the complete requirements	documents as to completeness and correctness of entries or information and updates the payroll system database			
	4. Prepares Disbursement Voucher (DV) and Obligation Request (OBR) and affix initials		20 minutes	<i>Administrative Officer IV</i>
	5. Forwards DV & OBR together with the complete documents to the CAO for final evaluation and initials		10 minutes 30 minutes	<i>Administrative Officer IV</i> <i>Chief Administrative Officer</i>
	6. Update status of claim document in the ODTS and forward to the Office of the Director for Administrative Service		20 minutes	<i>Administrative Staff</i>
<b>END OF TRANSACTION</b>				
<b>TOTAL</b>			<b>2 hours &amp; 45 minutes</b>	



### 13. Issuance of Personnel Records

Processes to be observed in the request and issuance of personnel records (Service Record, Certifications and available Leave Balances).

The Personnel Division is the repository of personnel records and must be readily available anytime, provided there is a valid request and is not classified as confidential.

<b>Office or Division:</b>		Personnel Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Central Office Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
19. Request form		Personnel Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
6. Secure copy of the request form	7. Issue request form	None	2 minutes	<i>Administrative Staff</i>
7. Properly fill up and submit request form	8. Receives properly filled up request form		2 minutes	<i>Administrative Staff</i>
8. Receives copy of the requested record	9. Evaluates request and forward to concern section		5 minutes	<i>Administrative Staff</i>
	10. Verifies employee records and prepares requested document		10 minutes	<i>Administrative Assistant III or Administrative Office II/III/IV</i>
	11. Reviews and sign by authorized officer		5 minutes	<i>Chief Administrative Officer</i>
	12. Releases approved record to the concern personnel and		5 minutes	<i>Administrative Assistant III</i>



	records in the logbook			
<b>END OF TRANSACTION</b>				
<b>TOTAL</b>			<b>29 minutes</b>	



## 17. Administration of Leave

Prescribed documentary requirements and step by step processes in the application and approval/disapproval of leave of absence of officials and employees at the Central Office. However, where the application for leave of absence, including terminal leave, is not acted upon by the head of agency or his duly authorized representative within five working days after receipt thereof, the application for leave of absence shall be deemed approved.

<b>Office or Division:</b>	Personnel Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Central Office Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
20. Application for leave of absence		Personnel Division		
21. Medical Certificate for application for sick leave of absence in excess of five successive days		Attending Physician		
22. Approved office clearance for application for leave of absence of one month or more but not to exceed one year		Personnel Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
9. Secure copy of application for leave of absence and office clearance (for 1 month or more but not to exceed one year)	13. Issue application for leave of absence and office clearance	None	5 minutes	<i>Administrative Staff</i>
10. Inquire available leave balances (optional)	14. Issue slip as to available leave credit balances		5 minutes	<i>Administrative Staff</i>
11. Properly fill up and submit application	15. Receives and encode in the ODTS and forwards to the		10 minutes	<i>Administrative Staff</i>



<p>for leave of absence duly recommended and signed by the immediate supervisor with the required supporting documents</p> <p>12. Secure copy of the approved application for leave or check status in the ODTs</p>	<p>Administrative Staff/Officer</p> <p>16. Evaluates application for leave of absence as to completeness of information</p>		5 minutes	<i>Administrative Assistant III</i>
	<p>17. Fill out available leave balances in the application for leave form and indicate whether with or without pay and affix initial</p>		5 minutes	<i>Administrative Assistant III</i>
	<p>18. Records the type of leave of absence and the number of days applied for in the leave card index /Automated leave carding system</p>		10 minutes	<i>Administrative Assistant III</i>
	<p>19. Evaluates and signs in the certificate of available leave balances portion of the application form.</p>		5 minutes	<i>Chief Administrative Officer</i>
	<p>20. Records in the ODTs and forwards the application for leave absence to the Office of</p>		10 minutes	<i>Administrative Staff</i>



	the Director for Administrative Service/Usec-FMA for initial or approval /disapproval			
	21. Provide copy to the personnel concern the approved /disapproved application for leave of absence		3 minutes	<i>Administrative Staff</i>
	22. File approved application for leave of absence in the 202 file of the concerned personnel		5 minutes	<i>Administrative Staff</i>
<b>END OF TRANSACTION</b>				
<b>TOTAL</b>			<b>1 hour &amp; 3 minutes</b>	



## 15. Payment of Terminal Leave Benefit

Prescribed documentary requirements and step by step processes in the application and approval of terminal leave benefits of officials and employees of DAR.

This is the payment for the money value of the total accumulated leave credits of an employee based on the highest salary rate received prior to, or upon retirement date or voluntary resignation.

Request for payment of terminal leave benefits must be brought within ten years from the time the right of action accrues upon an obligation created by law.

<b>Office or Division:</b>	Personnel Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	All DAR officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
23. Approved application for leave	Personnel Division
24. Statement of Leave of Absence	Personnel Division
25. Certified copy of leave cards	Personnel Division
26. Certified copy of appointment	Personnel Division
27. Certified copy of NOSA or NOSI	Personnel Division
28. Complete service record	Personnel Division
29. Statement of Assets, Liabilities & Networth (SALN) as of date of retirement /separation	Personnel Division/www.csc.gov.ph
30. Office clearance/s	Personnel Division
31. LBP Bank Account	
<b><i>Additional requirements in case of death of claimant</i></b>	
<b><i>a. If Married</i></b>	
32. Death Certificate of the employee	Philippine Statistics Office
33. Marriage Certificate	Philippine Statistics Office
34. Birth Certificates of all surviving legal heirs	Philippine Statistics Office
	Personnel Division/Law Office





35. Notarized Affidavit of Next of Kin of the spouse with corroboration of two disinterested persons 36. Notarized Waiver of rights of children 18 years old and above  <b>b. If Single</b> 37. Marriage Certificate of parents 38. Affidavit of Next of Kin of parents with corroboration of two disinterested persons 39. If both parents are dead – a. Affidavit of Next of Kin of the siblings b. Birth Certificate of all siblings c. Waiver of Rights of other siblings		Personnel Division/Law Office  Philippine Statistics Office Personnel Division/Law Office  Personnel Division/Law Office  Philippine Statistics Office Personnel Division/Law Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. CENTRAL OFFICE</b>				
13. Secure copy of forms for application for leave, SALN and office clearance	23. Issue application for leave of absence, office clearance and SALN	None	5 minutes	<i>Administrative Staff</i>
14. Properly fill up all forms and submit the approved application for leave and office clearance and the attested copy of SALN	24. Receives terminal leave documents, encode in the ODTS and forwards to the Administrative Staff/Officer		10 minutes	<i>Administrative Staff</i>
	25. Facilitates signing /approval of the Central office clearance to		2 days	<i>Administrative Staff and Administrative Assistant III</i>



	authorized signatories			
	26. Evaluates application for terminal leave and SALN,		5 minutes	<i>Technical Staff and Administrative Aide VI</i>
	27. Secure certified copies of approved appointment, NOSA/NOSI from the retirees 201 file		30 minutes	<i>Technical Staff</i>
	28. Generates updated service record (SR), leave cards (LCs) and statement of leave of absence (SOLA)		1 hour	<i>Administrative Aide VI and Administrative Assistant III</i>
	29. Fills up application for terminal leave based on the total accumulated leave credits of the retiree for signature together with the generated SR, LCs, SOLA		10 minutes	<i>Administrative Assistant III</i>
	30. Records in the ODTS and forward the application for terminal leave to the Office of the Director for		10 minutes	<i>Administrative Staff</i>



	Administrative Service and USEC-FMA/OSEC for initial and approval			
	31. Upon approval, prepares disbursement voucher (DV) and obligation request (OBR) and attached all supporting documents		1 hour	<i>Technical Staff</i>
	32. Reviews thoroughly application for terminal leave claim together with all the supporting documents as to completeness and correctness and affix initials in the DV & OBR		2 hours	<i>Administrative Officer IV</i>
	33. Reviews terminal leave claim and affix initials in the DV & OBR		30 minutes	<i>Chief Administrative Officer</i>
	34. Updates the ODTS and forwards the application for terminal leave claim to the		10 minutes	<i>Administrative Staff</i>



	Office of the Director for Administrative Service for signature 35. Files duplicate copies of the terminal leave documents in the employee's 201		10 minutes	<i>Administrative Staff</i>
<b>END OF TRANSACTION</b>				
<b>TOTAL</b>			<b>2 days &amp; 6 hours</b>	
<b>B. FIELD OFFICE</b>				
	1. Receives terminal leave documents, encode in the ODTs and forwards to the Administrative Staff/Officer		10 minutes	<i>Administrative Staff</i>
	2. Prepared central office clearance & facilitates signing /approval to authorized signatories		2 days	<i>Administrative Staff / Administrative Aide VI</i>
	3. Evaluates application for terminal leave and its supporting		4 hours	<i>Technical Staff</i>



	documents as to completeness and correctness			
	4. Coordinates to concern AOs any discrepancies or lacking requirements observed if there are any and awaits compliance		1 hour	<i>Technical Staff / Administrative Aide VI</i>
	5. Prepares disbursement voucher (DV) and obligation request (OBR)		3 days	<i>Regional/Provincial Officer</i>
	6. Reviews thoroughly application for terminal leave claim together with all the supporting documents as to completeness and correctness and affix initials in the DV & OBR		10 minutes	<i>Technical Staff</i>
	7. Review DV and OBR and affix initials		2 hours	<i>Administrative Officer IV</i>
	8. Updates the ODTS and forwards the		30 minutes	<i>Chief Administrative Officer</i>
			10 minutes	<i>Administrative Staff</i>



	application for terminal leave claim to the Office of the Director for Administrative Service for signature 9. Files duplicate copy of terminal leave documents in the employee's 201		10 minutes	<i>Administrative Staff</i>
<b>END OF TRANSACTION</b>				
<b>TOTAL</b>			<b>2 days 7 hours &amp; 10 minutes if w/o inconsistencies / lacking requirements</b>  <b>6 days &amp; 10 minutes if with inconsistencies / lacking requirements</b>	



## 16. Issuance of Certificate of Remittances and Premiums

(GSIS, HDMF, BIR, PHILHEALTH)

Certification on the remittances/premiums made by the employee for whatever purpose it may serve.

<b>Office or Division:</b>	ACCOUNTING DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-Out Request Form/Logged Request		Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fills out Request Form or Logs Request in Logbook	Receives Request Form	None	2 minutes	<i>Administrative Aide VI</i>
	Prepares/ Generates from Payroll Index Sub-System (PISS) the requested Certificate of remittances/premiums and forwards to the Chief Accountant.	None	5 minutes	<i>Administrative Aide VI</i>
	Signs/Approves the Certificate and forward to the Administrative Aide IV the signed certificate	None	2 minutes	<i>Accountant V</i>
	Records the certificate in the	None	2 minutes	<i>Administrative Aide IV</i>



	logbook for releasing/outgoing			
Receives signed certificate	Releases the signed certificate to the requesting party	None	1 minute	<i>Administrative Aide IV</i>
<b>TOTAL</b>			12 minutes	





## 17. Request for Internet Access

This procedure covers from receipt of the online application form to configuration of equipment.

<b>Office or Division:</b>	IT Support Division-MISS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DARCO Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Fully Accomplished Online Application Form		IT Support Division, can be accessed online through <a href="http://bit.ly/DARRqstInternet">bit.ly/DARRqstInternet</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Online Application Form	1. Completely fills-up the online application form.	None	5 minutes	<i>Client</i>
	2. Service Desk Level 1 personnel Check/Validate Request/Profile of applicant	None	5 minutes	<i>Service Desk Level 1</i>
	3. Service Desk Level 1 conducts readiness Assessment	None	30 minutes	<i>Service Desk Level 1</i>
	4. Service Desk Level 1 prepares and endorses to Service Desk Level 2	None	5 minutes	<i>Service Desk Level 1</i>
	5. Service Desk Level 2 conducts configuration procedures	None	60 minutes	<i>Service Desk Level 2</i>



2. Fill-up Feedback Form	1. Fill-up the feedback form and sign the Job Order Form	None	5 minutes	<i>Client</i>
<b>End of Transaction</b>		None	<b>1hr. 50 mins</b>	



## 18. Issuance of Certificate of No Pending Case

The Certificate of No Pending Administrative Case is issued to requesting DAR employees who are not issued any Formal Charge, for whatever legal purpose it may serve.

<b>Office or Division:</b>	Legal Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government employees			
<b>Who may avail:</b>	DAR employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Request Form	1. Receive Request Form.	None	10 Mins	<i>Officer of the Day (OD)</i>
	2. Verify from data base and confirm from folders the existence of Formal Charge.		1 hour	<i>Administrative Staff (AS)</i>
	3.Prepare, initial and assign number to the Certificate		15 mins	AS
	4. Sign the Certificate		15 mins	<i>Chief</i>
	5. Release Certificate to the requesting party.		10 mins	AS
		TOTAL	1 hour & 50 minutes	



## 19. Request for inclusion in the availment of foreign/local scholarship (Scholarship (Foreign/Local))

This procedure covers the dissemination of information regarding available scholarship opportunities, requirements and instructions on how DAR Personnel can avail the foreign/local scholarship.

<b>Office or Division:</b>	Learning and Development Division (LDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Government	
<b>Who may avail:</b>	All Permanent Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Recommendation letter from the head of office taking into consideration the following; <ul style="list-style-type: none"> <li>- Relevance and usefulness of the course to the competency requirement of the applicant and to the needs of the office/unit</li> <li>- Availability of funds</li> <li>- Delivery of the office services shall not be disrupted by the applicant's availment of scholarship</li> </ul>		(Usec/Asec/Bureau or Service Director/Regional Director/PARPO II)
2. Personal Data Sheet (PDS) / CSC Form 212 (Revised 2017) 3. Service Record 4. Photo copy of TOR (Baccalaureate/Graduate) 5. Photo copy of Diploma (Baccalaureate/Graduate) 6. Statement of actual duties and responsibilities duly certified by the immediate supervisor; 7. Performance Rating for the last two rating period		Personnel Division/ Personnel Officer (STOD)       Immediate Supervisor   Personnel Officer/ STOD



8. Certification of no pending Administrative/Criminal Case issued by the legal service or its field counterpart; 9. Certification of no pending nomination to any scholarship (foreign/local); 10. Certification of no obligation from previous training programs attended; 11. Certification of non-withdrawal signed by the applicant and attested by head of office 12. Consent of spouse, if married 13. Service Obligation Contract 14. Invitations from donor institutions		Legal Service/Legal Division  ARCDS/Usec FMA  ARCDS/Usec FMA  Applicant  Spouse of the Applicant Grantees/ OSEC Donor Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application together with the complete documentary requirements	1.Records receipt of forwarded documents of applicant/s	None	5 mins.	ARPO I/ARPO II, LDD- ARCDS
	1.1 Reviews completeness of documents submitted using the DAR Scholarship Form 1 (DAR QF-018 Checklist of Documents) and DAR Scholarship Form 5 Checklist of post training/other requirements of grantees	None	1 day	ARPO I/ARPO II, LDD- ARCDS
	1.2 Informs applicants on the lacking documents submitted, if any	None	1 day	ARPO I/ARPO II, LDD- ARCDS
2. Submits the lacking documents	2.Prepare Comparative Qualification Chart of pre-screened applicants(DAR Scholarship Form 2 Comparative Qualification Chart) – includes remarks	None	1day	ARPO I/ARPO II, LDD- ARCDS



	to facilitate NSC's decision			
	2.1 Prepares presentation materials for deliberation	None	1 day	ARPO I/ARPO II, LDD- ARCDS
	2.2 Sends Notice of Meeting to National Scholarship Committee members (DAR Scholarship Form 3- Notice of NSC Meeting) with attached CAF	None	1 day	ARPO I/ARPO II, LDD- ARCDS
	2.3 Conducts deliberation/selection of the most qualified applicants; In any case, if any item needs the Committee's urgent decision, the NS Secretariat sends notice of meeting to conduct special deliberation/selection of the most qualified	None	1 hour per scholarship program	National Scholarship Committee, ARPO I/ARPO II, LDD- ARCDS
	2.4 Prepares deliberation Agreements for approval of NSC	None	1 day	ARPO I/ARPO II, LDD- ARCDS
	2.5 Prepares communications/ feed-back to applicants (nominees/ recommendees and those who are not nominated/ recommended	None	1 day	ARPO I/ARPO II, LDD- ARCDS, Dir. ARCDS



	<ul style="list-style-type: none"> <li>• DAR Scholarship Template No. 1a (Feedback Letter of Nominated Applicant) or based on format given by donor institution</li> <li>• DAR Scholarship Template No1.b (Feedback Letter of Not Nominated applicant)</li> <li>• DAR Scholarship Template 2- Nomination Letter</li> </ul>			
	2.6 Prepares and transmits nomination letter to TESDA and other donor institutions	None	1day	ARPO I/ARPO II, LDD- ARCDS, Dir. ARCDS/ Usec.FMA
	2.7 Receives acceptance of recommended nominee from TESDA and other donor institutions			ARPO I/ARPO II, LDD- ARCDS
	2.8 Informs nominee of acceptance and instructions to submit the required documents		1day	ARPO I/ARPO II, LDD- ARCDS
3. Submits required documents to donor institution				



4.Submits signed service obligation contract DAR Scholarship Template No. 3.a (Scholarship Service Obligation Contract for Foreign)	4.Records receipt of submitted documents  For the accepted nominees/approved application:  Prepares documents and submits to OSEC and Usec FMA for approval	None	1day	ARPO I/ARPO II, LDD- ARCDS
DAR Scholarship Template No. 3.b (Scholarship Service Obligation Contract for Local	a. For foreign: Travel Authority, SO and Service Contract Obligation b. For Local : Special Order and Contract			ARPO I/ARPO II, LDD- ARCDS, OSEC, USEC FMA
5. Facilitates notarization of service obligation contract				
	5.Approves the Travel authority, SO and Service Obligation Contract		1 day	OSEC
6.Applies visas and secures international certification on vaccination	6.Provides the foreign grantees checklist of DFA, Embassy and Bureau of Quarantine required documents	None	1 hour	ARPO I/ARPO II, LDD- ARCDS
<b>TOTAL</b>		None	11 days, 2 hrs. and 5 mins.	





## 20. Provision of Office Inventory Items and Equipment

This process is for the issuance of inventory items and equipment available on stock for official use of DARCO Operating Units.

<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Various offices within DARCO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip (RIS) ( 3 copies, original) Inventory Custodian Slip ( 3 copies original)		GSD Supply Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly filled up RIS Form.	1.1 Receives and checks the avail-ability of the inventory items listed in the RIS.	None	5 minutes	End User /Requesting Unit
	1.2 Checks the column "Yes" if the stocks are available and "No", if the stocks are not available	None	2 minutes	<i>Administrative Assistant -GSD</i>
	1.3 Prepares ICS for semi expendable inventory items and equipment (3 original copies)	None	5 minutes	<i>Administrative Aide VI -GSD</i>
	1.4. Signs the approved column of the RIS form	None	1 minute	<i>Chief Admin Officer-GSD</i>
	1.5 Prepares/packs the requested inventory items	None	15 minutes	<i>Admin Aide VI GSD</i>
2. Accepts supplies, materials and	Issues inventory items and equipment.	None	5 minutes	



equipment and signs documents				
<b>TOTAL:</b>			33 minutes	



## 22. Request for Repair and Maintenance of Property, Plant and Equipment (PPE)

This process applies to all requests for civil works like masonry, plumbing, electrical, carpentry including repair of motor vehicles, furniture and fixtures, and other equipment within the Department.

<b>Office or Division:</b>	General Services Division			
<b>Classification :</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Central Office Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Program of Works Design and Layout Project Proposal Bill of Materials Pre and Post Repair Inspection RRDPS – Request for Replacement of Defective Parts and Services RSPS – Request for Spare Parts and Services RMIS – Request for Materials and Infrastructure Services Purchase Request		General Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the defective PPEs and other civil works request	Receives and records the report/request and forwards to the concern personnel, for checking and verification	None	3 minutes	Admin Assistant-GSD



	<p>Checks/assess the nature of defects/request and prepares the following</p> <ol style="list-style-type: none"> <li>1. Program of Works, design and lay out for civil works</li> <li>2. Project Proposal for the new repair request</li> <li>3. RRDPS – request for Replacement of Defective Parts and Services</li> <li>4. RSPS – Request for Spare Parts and Services</li> <li>5. RMIS – Request for Materials and Infrastructure Services</li> </ol>	None	3 days	<i>Administrative Officer III , Engr. II and Admin Aide VI- GSD</i>
	Prepares Request for Inspection with complete attachment for approval.	None	3 minutes	<i>Administrative Officer III , Engr. II and Admin Aide VI- GSD</i>
	Reviews and signs the attached documents	None	3 minutes	<i>Chief Admin Officer - GSD</i>
	Records and Forwards the request to the	None	5 minutes	<i>Admin Aide VI - GSD</i>



	Management Division for the pre repair inspection :			
	Conduct of Pre Inspection	None		<i>Designated Technical Inspector – Management Division</i>
	1.6. Records thru ODTS the approved pre repair inspection	None	2 minutes	<i>Administrative Aide VI</i>
	1.7 Preparation and Processing of Project Proposal , Purchase Request	None	10 days	ARCDS, Planning, FMS, Budget, ULAO, FMAO
	1.7. Forwards thru ODTS the complete documents to the Budget Division, for earmarking	None	2 minutes	<i>Administrative Aide VI</i>
	Procurement process	None		Procurement Division
	1.9 Delivery , inspection and acceptance	None	30 minutes	<i>Administrative Aide VI</i>
	1.10 Informs the requesting unit on the scheduled repair.	None	3 minutes	<i>Administrative Officer III</i>
	1.11 Implements repair/Project implementation	None	10 days depending on the nature of repair	<i>Administrative Officer III, Job Orders, Technical Staff</i>
	1.12 Prepares/process certification of acceptance	None	5 minutes	<i>Administrative Officer III</i>
Receives, signs certification of acceptance		None	3 minutes	Requesting Unit



	1.12. Prepares /request for Post Inspection	None	3 minutes	<i>Administrative Aide VI</i>
	1.13 Receives approved Post Repair inspection	None	3 minutes	<i>Administrative Aide VI</i>
	1.14 Prepares, process , release thru ODTs the Disbursement Voucher to end user	None	5 minutes	<i>Admin Assistant</i>
<b>TOTAL:</b>			13 days and 1 hours, 10 minutes	



### 23. Rental of DAR Gymnasium, Dormitories and HRD

Rental of gymnasium is open to all government and private institutions provided that they shall abide with the DARCO rules and regulations. Rental of DAR Dormitories is for exclusive use of DAR employees nationwide. The free use of the HRD Training Center is for all employees at DAR only.

<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Public			
<b>Who may avail:</b>	All employees of DARCO, DARRO/PO (for dormitories and HRD) including private organizations. (for gym)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter with Complete Information (Date and Time of Event, Number of Participants, Contact Person)		<b>Requesting party</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the request letter / Direct inquiries at GSD	1.1 Receives letter request and forwarded to the GSD.  1.2 Checks the availability schedule of the requested facilities  1.3 Calls the client for inspection of facilities	None	1 Minute  1 Minute  5 Minutes	<b>For Dorm</b> <i>Admin Aide VI</i> Admin. Service – OD <b>For HRD and Gym</b> Admin. Aide VI GSD



<p>2. Proceeds to DAR for ocular inspection.</p>	<p>2.1 Assists the Ocular inspections and discuss to the requesting party regarding rules and policy guidelines about the facilities</p> <p>2.2 Records the Schedules of the event. Presents the rental rate of gymnasium, dormitories</p> <p>2.3 Informs the requesting party to secure Order of Payment to the Accounting Division as a requirement for final rental payment</p>	<p><b>For Gym:</b>  <b>Option 1:</b>          Php1,500 per hour for 10 hours used, except the lawn tennis area or P15,000 for 10 hours use.  <b>For Dorm:</b>          Php 50.00/per night  <b>For HRD:</b>          DAR Employees – Free</p>	<p>1 hour</p> <p>2 minutes</p> <p>2 minutes</p>	<p><i>Admin. Aide VI</i> GSD</p> <p><i>Admin. Aide VI</i> GSD</p> <p><i>Admin. Aide VI</i> GSD</p>
<p>3. Proceed to Accounting Division to secure Order of Payment</p>	<p>3.1 Issues Order of Payment to the client</p>	<p>None</p>		<p>Accounting Division</p>
<p>4. Proceed to Cashier Unit and present</p>	<p>4.1 Receives the Order of Payment</p>	<p>None</p>	<p>1 minute</p>	<p><i>Admin. Assistant III</i> Cashier Unit</p>





the order of payment	4.2 Issuance of Official Receipt			
5. Proceed to GSD and present the 1 duplicate copy of OR	<p>5.1 Receives duplicate copy of Official Receipt (OR)</p> <p>5.2. Finalize the schedule of the activity in the calendar. Secures relevant information to the requesting party. i.e. contact person, contact numbers, time of arrival, number of pax, all equipment to be entered, vehicles, sound system etc.</p> <p>5.3 Provides copy of request letter to the Guards.</p> <p>5.4 Informs the guard and janitors for the final arrangement of the rented facilities</p>	None	15 Minutes	<i>GSD Supply Admin staff</i>
6. Conducts of activity				
<b>TOTAL:</b>			1 hour and 30 minutes	



## 23. Cancellation of Property Accountability

Cancellation of property accountability shall only happen when an employee surrenders the equipment to the Property Unit- General Services Division.

<b>Office or Division:</b>	General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Central Office Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Return of Equipment Form (ROEF) 2. Equipment itself to be returned 3. Copy of Property Accountability Report (PAR), Inventory Custodian Slip (ICS), Acknowledgement Receipt of Equipment (ARE)		GSD - Property Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Return of Property, Plant and Equipment (PPE)	1.1 Checks the surrendered equipment as stated in the received copy - Return of Equipment form (ROEF).	None	5 Minutes	<i>Admin Aide VI - GSD</i>
	1.2. Take pictures of returned PPE. Determines the serviceability of PPE. Encodes the surrendered	None	15 minutes	<i>Administrative Assistant</i>



	PPE in the Inventory of Returned Property, Plant and Equipment (IRUP).			
	1.3 Cancels the accountability and furnishes copy of duly cancelled PAR/ ARE/ICS to the requesting party	None	3 minutes	<i>Administrative Officer -GSD</i>
	1.4 Determines/ Ensures the safe storage of all returned PPE.	None	1 hour	<i>Admin Aide VI - GSD</i>
	1.5. Reconciles copy of inventory report in the property database, Files the signed documents .	None	5 minutes	<i>Admin Aide VI - GSD</i>
Receives copy of cancelled property accountability		None	1 minute	<i>Requesting party</i>
<b>TOTAL:</b>		None	1 hour and 29 Minutes	



## 24. Legal review of Contracts, Agreements and Undertakings of the Department

This service assists the different offices, bureaus, service and field offices of the Department to provide review on the legality and appropriateness of contracts, agreements and other undertakings of the Department before the approval and signing of the said undertakings by concerned Department officials.

<b>Office or Division:</b>	Office of the Undersecretary for Legal Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Department Offices, Bureaus, Services, DAR Field Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
contracts, agreements and other undertakings of the Department		Requesting party/ client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for legal review/ comment	1. Receive and record the letter request and forwards the documents to the Chief of Staff/ Senior Executive Assistant	None	30-minutes	<i>Administrative Support Staff/ Receiving Clerk</i>
	2. Review, evaluate and assign the request and forward the documents to designated	None	30-minutes	<i>Chief of Staff/ Senior Executive Assistant</i>



	lawyer consultant			
	3. Review of the contracts, agreements and other undertakings of the Department	None	2-days (16 hours)	<i>Lawyer Consultant</i>
	4. Draft legal comment/ reply	None	(4 hours)	<i>Lawyer Consultant</i>
	5. Technical review of the draft opinion/ position paper	None	2 hours	<i>Technical Support Staff/ Language Editor</i>
	6. Finalize and print draft legal comment/ reply and forward to the Chief of Staff/ Senior Executive Assistant	None	1 hour	<i>Administrative Support Staff</i>
	7. Review of the finalized legal opinion and/or position paper and forward to the Undersecretary for approval and signature	None	30-minutes	<i>Chief of Staff/ Senior Executive Assistant</i>
	8. Review and approval of the Legal Comment/ Reply on the subject contract,	None	1 hour	Undersecretary Legal Affairs Office



	agreement or undertaking.			
	9. Advise client availability of the requested legal comment/reply document, for pick up	None	15 minutes	<i>Administrative Support Staff/ Releasing Clerk</i>
2. Pick-up of legal comment/ reply document	10. Release and record the legal comment/reply document	None	15-minutes	<i>Administrative Support Staff/ Releasing Clerk</i>
	<b>TOTAL: 10 steps</b>		<b>DURATION: 2 days and 10 hours</b>	



## 25. Legal opinion and/or position paper on policies, guidelines, bills filed at congress that affect agrarian reform law implementation

This service assists the different offices, bureaus, service and field offices of the Department as well as other government agencies by providing a legal opinion and/or position paper that affect agrarian reform law implementation

<b>Office or Division:</b>	Office of the Undersecretary for Legal Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Department Offices, Bureaus, Services, DAR Field Offices and other government agencies.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Rules, laws and statutes, government circulars and memoranda, proposed bills, policies and guidelines		Requesting party/ client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for legal opinion and/or position paper	1.1 Receive and record the letter request and forwards the documents to the Chief of Staff/ Senior Executive Assistant	None	30-minutes	<i>Administrative Support Staff/ Receiving Clerk</i>
	1.2 Review, evaluate and assign the request and forward the	None	30-minutes	<i>Chief of Staff/ Senior Executive Assistant</i>



	documents to designated lawyer consultant			
	1.3 Review the rules, laws and statutes, government circulars and memoranda, proposed bills, policies and guidelines subject for legal opinion or position paper.	None	2-days (16 hours)	<i>Lawyer Consultant</i>
	1.4 Conduct further research	None	2 days (16 hours)	<i>Technical Support Staff/ Legal Researcher</i>
	1.4 Draft legal opinion/ position paper	None	1 day (8 hours)	<i>Lawyer Consultant</i>
	1.5 Technical review of the draft opinion/ position paper	None	4 hours	<i>Technical Support Staff/ Language Editor</i>
	1.6 Finalize and print draft legal comment/ reply and forward to the Chief of Staff/ Senior Executive Assistant	None	2 hours	<i>Administrative Support Staff</i>





	1.7 Review of the finalized legal opinion and/or position paper and forward to the Undersecretary for approval and signature	None	30-minutes	<i>Chief of Staff/ Senior Executive Assistant</i>
	1.8 Review and approval of the Legal Comment/ Reply on the subject contract, agreement or undertaking.	None	1 hour	Undersecretary Legal Affairs Office
	1.10 Advise client availability of the requested legal opinion and/or position paper, for pick up	None	15 minutes	Administrative Support Staff/ Releasing Clerk
2. Pick-up of legal opinion and/or position paper	2.1 Release and record the legal opinion/ position paper	None	15-minutes	Administrative Support Staff/ Releasing Clerk
	<b>TOTAL: 11 steps</b>		<b>DURATION: 5 days and 9 hours</b>	



## **REGIONAL OFFICE EXTERNAL SERVICES**



## 1. Public Assistance and Complaints Coordinating Unit (PACCU)

This service provides meaningful and efficient public assistance to walk-in clients/visitors/stakeholders. This procedure starts from registration of walk-in clients/visitors up to updating of clients' database.

<b>Office or Division:</b>	Support to Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Farmers, Farmworkers and Landowners as well as cooperatives, other independent farmer's organizations and walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card		Any Government-Issued Identification Card		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon entry of the DAR Walk-In Client/Visitor	1.1 Requests the Client/ Visitor to leave a valid ID and register at the Security Guard logbook, then issues pink colored DAR walk-in client's/visitor's ID and directs/ushers to the PACD	NONE	30seconds	<i>Security Guard</i>
	1.2 Visitor (New): Greets/ welcomes the Walk-in Client/ Visitor and asks his/her concern.	NONE	2seconds	<i>Admin Aide Support to Operations Division</i>



2. Client Registration	<p>2.1 Requests the Client/ Visitor to register at the PACD logbook (stating his name, address, time-in, and purpose);</p> <p>2.2 In case the PACD Officer of the Day is otherwise occupied with other Walk-in Clients/ Visitors inside the PACD, the PACD Officer of the Day may act as information officers and undertake initial assessment of the DAR walk-in clients/visitors and appropriately route them to the appropriate PACD Officer of the Day that would address their concern</p>	NONE	3minutes	Admin Aide Support to Operations Division
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3. Fills up the Clientele Information Sheet	3.1 Requests the Walk-in Client/ Visitor to accomplish the Clientele Information Sheet (CIS) stating his name, address, telephone/mobile number, issues, case, requests.	NONE	2minutes	<i>Admin Aide</i> Support to Operations Division
	3.2 Interviews the Walk-in Client/Visitor and evaluates his/her issue/concern presented and provide the appropriate advice or referral to Sector concerned, if warranted.	NONE	1 hour 30 minutes	<i>Admin Aide</i> Support to Operations Division
4. Client/ Visitor (Who follows-up status of concern)	4.1 Greets/ welcomes the Client/Visitor and asks his/her concern	NONE	2 seconds	<i>Admin Aide</i> Support to Operations Division
	4.2 Requests the Walk-in Client/Visitor to register at			<i>Admin Aide</i> Support to Operations Division



	the PACD logbook (stating his name, address, time-in, and purpose).			
	4.3 Undertake initial assessment of the DAR walk-in Client's/Visitors' issues. The DAR walk-in Client's/Visitor shall be given an official PACD Referral Slip duly signed by the PACD Officer of the Day and the corresponding DAR Area ID.	NONE	5 minutes	<i>Admin Aide Support to Operations Division</i>
5. The Client/Visitor seeks legal assistance	5.1 The PACD Officer of the Day refers the Client/ Visitor to the Frontline Office Point Person for Legal assistance	NONE	10 minutes	<i>Admin Aide Support to Operations Division</i>
6. If the concern of the Client/Visitor	6.1 The Visitor to the Field	NONE	10 minutes	<i>Admin Aide</i>



is Land Tenure Improvement (LTI) – Land Acquisition and Distribution (LAD) and other operational matters	Operations Division,			Support to Operations Division
	<p>6.2 If the Clients'/ Visitors' issue cannot be resolved by the PACD Officer of the Day, the said point person shall refer the Client/Visitor to the frontline office for full satisfaction of the said Clients'/ Visitors' raised issues.</p> <p>PACD shall issue a corresponding color coded DAR Area ID in exchange of the pink colored DAR walk-in Client's/ Visitor's ID. The Client/Visitor shall be given an official PACD referral</p>	NONE		



	<p>slip, duly accomplished by the PACD Officer of the Day and signed by RAO</p> <p>PACD Officer of the Day shall give instruction to the Walk-in Client/Visitor to return the accomplished Referral Slip to the PACD.</p>			
7. The Client/ Visitor submits the accomplished Referral Slip (RS) and Client Satisfaction Form (CSF) and DAR area ID to the PACD	7.1 The PACD Officer of the Day reviews the accomplished RS and CSF and replaces the DAR area ID with the Pink ID.	NONE	2minutes	<i>Admin Aide Support to Operations Division</i>
8. The Client / Visitor shall surrender the DAR Pink ID to the Security Guard on duty at the main entrance of the Office.	8.1 The Security Guard on Duty retrieves the DAR Pink ID in exchange for the Client's/Visitor's' personal ID.	NONE	30 seconds	<i>Security Guard</i>
	8.2 When necessary, the	NONE	1 hour 30 hours	<i>Admin Aide RAO/ ARD</i>





	PACD Officer of the Day shall immediately prepare an Action Document addressing the Clients/ Visitors' concern/issue for review and initial by the RCAO and for approval/signature by the ARD			Support to Operations Division
	8.3 The Client/ Visitor shall be furnished with a copy of the signed Action Document.	NONE	2minutes	<i>Admin Aide</i> Support to Operations Division
9. The Client / Visitor accomplishes the CSF and shall submit to PACD	9.1 The PACD Officer of the Day shall review the accomplished CSF	NONE	5minutes	<i>Admin Aide</i> Support to Operations Division
	9.2 The Regional Information Officer assigned shall maintain and update the PACD Clientele Database and	NONE	5minutes per case	<i>Regional Information Officer</i>



	encode the case of the client in the said database and update the same on a monthly basis or upon receipt of an update from the concerned DAR Office.			
<b>TOTAL</b>			<b>3 Hours 15 minutes</b>	



## 2. Issuance of Certificate of No Pending Case

The Certification is issued to attest that the requesting party as no pending case at the Regional Adjudicator's Office. The Certification is a requirement for transfer of awarded lands under Administrative Order No.8, series of 1995, Landbank transactions and for purposes of determining non-forum shopping.

<b>Office or Division:</b>	Office of the Regional Adjudicator			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form (DARAB Request Form) or Letter-request.		Office of the PARAD		
2. For No. 3 in the above enumeration: 2.1 letter-authority (1 original) 2.2 valid I.D. from the principal and the representative ( 1 photocopy)		Party to the case/Counsel of record		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form/ written request	1. Receive and review the accomplished form	None	5 Minutes	<i>Clerk of the Adjudicator/Agrarian Reform Program Officer II (ARPO II)</i>
2. Wait while the case records are being verified	2. Verify case records if there is a pending case before the RARAD  Issue Order of Payment if with no pending case	None	10 Minutes	<i>Clerk of the Adjudicator/ ARPO II</i>
3. Pay to the cashier and present official receipt (OR)	3. Prepare the Certification	PHP 50/ Document	10 Minutes	<i>Clerk of the Adjudicator/ ARPO II</i>



		(Pauper litigant free of charge)		
4. Receive the Certification	4. Release the Certification	None	2 Minutes	Cashier / <i>Clerk of the Adjudicator/ ARPO II</i>
5. Accomplish the Client's Satisfaction Form	5. Request the client to accomplish the Clients Satisfaction form	None	5 minutes	<i>Clerk of the Adjudicator/ ARPO II</i>
<b>TOTAL</b>		<b>PHP 50.00</b>	<b>32 Minutes</b>	



### 3. Issuance of Certificate of Finality / Entry of Judgment

The Certificate of Finality / Entry of Judgment is issued to requesting party interested to have the subject decision be entered in the registry book of judgment which has become final and executory.

<b>Office or Division:</b>	Office of the Regional Adjudicator			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form (DARAB Request Form) or Letter-request.		Office of the RARAD		
2. For No. 3 in the above enumeration: 2.1 letter-authority (1 original) 2.2 valid I.D. from the principal and the representative. ( 1 photocopy)		Party to the case/Counsel of record		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form/ written request	1. Receive and review the accomplished form/written request	None	5 minutes	<i>Clerk of the Adjudicator/ Agrarian Reform Program Officer II (ARPO II)</i>
2. Wait while the case record is retrieved and verified	2.1. Retrieve case record and verify if the decision has become final & executory (FINEX)	None		<i>Clerk of the Adjudicator/ ARPO II</i>
	1. 5 years & below		10 minutes	
	2. Above 5 years;		30 minutes	
	3. Archived		45 minutes	



	2.2. Prepare the Certificate of Finality & Release to the Client	None	10 minutes	<i>Clerk of the Adjudicator/ ARPO II</i>
3. Accomplish the Clients Satisfaction Form	3. Request to fill-up the Client Satisfaction Form	None	5 minutes	<i>Clerk of the Adjudicator/ ARPO II</i>
<b>TOTAL</b>				
<b>5 years &amp; below</b>		<b>None</b>	<b>30 minutes</b>	
<b>above 5 years</b>		<b>None</b>	<b>50 minutes</b>	
<b>Archived</b>		<b>None</b>	<b>1 hour, 5 minutes</b>	



#### 4. Issuance of Certified Copies of Documents (Case Records, Resolution, Decision, Orders)

The Certified Copies of Documents which include case records, resolution, decision, and orders are requested by interested parties for personal files, as annexes to any appeal in any court or tribunal or for other legal purposes.

<b>Office or Division:</b>	Office of the Regional Adjudicator			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Clients			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form (DARAB Request Form) or Letter-request.		Office of the RARAD		
2. For No. 3 in the above enumeration: 2.1 letter-authority (1 original) 2.2 valid I.D. from the principal and the representative ( 1 photocopy)		Party to the case/Counsel of record		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form/ written request	1. Receive and review the accomplished form	None	5 minutes	<i>Clerk of the Adjudicator/ Agrarian Reform Program Officer II (ARPO II)</i>
2. Wait while the requested document is being retrieved	2.1. Retrieve case records and verify the requested document	None	12 minutes	<i>Clerk of the Adjudicator/ ARPO II</i>
	2.2. Prepares, reproduce the requested document and Issues Order of Payment ( <b>If case folder is at the office</b> ):	None		<i>Clerk of the Adjudicator/ ARPO II</i>



	50 pages & below, active cases  50 pages & below, 5 years & above  above 50 pages, active cases  above 50 pages, 5 years & above		30 minutes  40 minutes  1 Hour  1 hour,10 minutes	
3. Come back after three working days	<b>(if case folder is not yet available):</b>  3. 1 Retrieved document  50 pages & below, archived  above 50 pages, archived	None	  3 days  3 days	<i>Clerk of the Adjudicator/ ARPO II</i>
4. Pay to the cashier and Present official receipt (OR)	4. Authenticate the document while the Client is paying the corresponding fee at the cashier  Records the OR number in the logbook	Php 50.00/ document  (Pauper litigant is free of charge)	10 minutes	<i>Cashier / Clerk of the Adjudicator/ ARPO II</i>
5. Receive the certified copies of document	5. Release the certified copies of document to Client	None	3 minutes	<i>Clerk of the Adjudicator/ ARPO II</i>





6. Accomplish Client's Satisfaction Form and drop in the designated box provided	6. Request the Client to accomplish the Client's Satisfaction Form	None	5	<i>Clerk of the Adjudicator/ ARPO II</i>
<b>TOTAL</b>				
<b>For 50 pages and below</b>		<b>PHP 50.00</b>		
<b>Active Cases</b>			<b>1 hour, 5 minutes</b>	
<b>5 years and above</b>			<b>1 hour, 15 minutes</b>	
<b>Archived</b>			<b>3 days, 35 minutes</b>	
<b>For 50 pages and above</b>		<b>PHP 50.00</b>		
<b>Active Cases</b>			<b>1 hour, 35 minutes</b>	
<b>5 years and above</b>			<b>1 hour, 45 minutes</b>	
<b>Archived</b>			<b>3 days, 35 minutes</b>	



## 5. Issuance of Certified Copies of Transcript of Stenographic Notes (TSN)

The authenticated copy of the Transcript of Stenographic Notes during a case hearing is issued to requesting parties for whatever valid purpose it may serve to the requesting party.

<b>Office or Division:</b>	Office of the Regional Adjudicator			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form (DARAB Request Form) or Letter-request (1 original)		Office of the RARAD		
2. For No. 3 in the above enumeration: 2.1 letter-authority (1 original) 2.2 valid I.D. from the principal and the representative ( 1 photocopy)		Party to the case/Counsel of record		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form/ written request	1. Receive and review the accomplished form	None	5 minutes	<i>Clerk of the Adjudicator/Agrarian Reform Program Officer II (ARPO II)</i>
2.Wait while the requested TSN is being retrieved	2.1. Retrieve case records and verify the requested document	None	10 minutes	<i>Clerk of the Adjudicator/ (ARPO II)</i>
	2.2. Prepares, reproduce the requested document and Issues Order of Payment <b>(If case folder is at the office)</b>	None	20 Minutes	<i>Clerk of the Adjudicator/ (ARPO II)</i>



3. Come back after 3 working days	<b>(if TSN is not yet available)</b> 3. Transcribe TSN	None	3 days	<i>Stenographer</i>
4. Pay to the cashier and Present official receipt (OR)	4. Authenticate the TSN while the Client is paying the corresponding fee at the cashier  Records the OR number in the logbook	PHP 10/ page  (Pauper litigant is free of charge)	10 Minutes	<i>Cashier / Clerk of the Adjudicator/ (ARPO II)</i>
5. Receive the certified copies of TSN	5. Release the certified copies of TSN to Client	None	2 minutes	<i>Clerk of the Adjudicator/ (ARPO II)</i>
6. Accomplish Client Satisfaction Form and drop in the designated box provided	6. Request the Client to accomplish the Clients Satisfaction Form	None	5 minutes	<i>Clerk of the Adjudicator/ (ARPO II)</i>
<b>TOTAL</b>				
<b>TSN is available</b>		<b>PHP 10.00</b>	<b>52 minutes</b>	
<b>TSN is yet to be transcribed</b>		<b>PHP 10.00</b>	<b>3 working days</b>	



## 6. Resolution of Land Use Conversion Cases (involving 5 hectares and below)

Land use conversion is a regulatory measure designed to guide the applicant in securing necessary DAR conversion permit priority any development of the subject area. This will serve in ensuring compliance of existing policy regulations and laws for conversion of agricultural land to non-agricultural uses.

<b>Office or Division:</b>	Legal Assistance Division		
<b>Classification:</b>	Highly Technical Transaction		
<b>Type of Transaction:</b>	Government to Client/Business/Government		
<b>Who may avail:</b>	<ul style="list-style-type: none"><li>• Owners of private agricultural lands or other persons duly authorized by the landowner</li><li>• Beneficiaries of the agrarian reform program after the lapse of five (5) years from award and who have fully paid their obligations and are qualified under DAR A.O 1, 2002</li><li>• Government agencies, including GOCCs and LGUs which own agricultural lands as their patrimonial property</li></ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Must Six (6) copies			
Sworn Application (LUC Form No. 1)		RLUCC Secretariat, DAR Regional Office	
Certified / Electronic Copy of Title		Register of Deeds	
Certification of DENR / Court for Untitled Property		DENR / Court	
Certified Copy of Tax Declaration		Assessor's Office	
Project Feasibility Study		Landowner / Applicant / Licensed Civil Engineer / Architect	
Business Agreement / Joint Venture Agreement (if applicable) for titles covered by CLOA/EP			
Narrative Job Description			
Probable Cost Estimate			
Job Description / Work Schedule			
Statement of Justification as to Funding Requirements / Source			
Company Profile			
Audited Financial Statement			
Special Power of Attorney / Secretary Certificate			
Vicinity Map			
Topographic Map (if applicable)			



Direction Map				
Site Development and Perspective				
Socio Economic Study				
Pictures / Photographs of the Property				
Business Registration (if company GIS)		Securities and Exchange Commission		
If Sole Proprietor		Department of Trade and Industry		
Affidavit of Undertaking (LUC Form No. 2)	RLUCC Secretariat, DAR Regional Office			
Certification of Land Use Conversion (LUC Form No. 3)				
Notice of Posting (LUC Form No. 4)				
Zoning Certification		HLURB		
Certification (NIPAS)		DENR		
Environment Compliance Certificate (ECC) for project within environmentally critical areas (ECA)		DENR		
		Landowner / Applicant		
Certification Issued by PARO (if applicable for properties covered by CLOA / EP)		Office of the PARPO II		
If applicable, Certification of Full Payment of Amortization for EP/CLOA		Land Bank of the Philippines		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Comply with the required documents and submits the same to the Legal Staff	Receive the Application Folder and checks the completeness of the requirements. If found complete, advises for its filing. Otherwise, return to applicant.	None	1 hour	<i>Legal Officer</i>
	If complete, receive the LUC Application and issues assessment fee, inspection cost	Filing Fee = P 1,000  Inspection Cost = P 10,000, additional	20 minutes	<i>RLUCC Secretariat</i>



	and cash/surety bond	5,000 if land is outside the island where the regional office is located  Bond = 2.5% of the zonal value if paid in cash. 15% of the zonal value if paid in surety bonds		
Secure Order of Payment	Assign the appropriate code and sign the Order of Payment	None	15 minutes	<i>Accountant</i>
Pay to the Cashier the required fees	Receive payment and issue Official Receipt	None	15 minutes	<i>Cashier</i>
Submit the Official Receipt on the required fees to the RLUC Secretariat as proof of payment	Docket the LUC Application and logbooks the same. Registers in the LCMS portal	None	15 minutes	<i>RLUC Secretariat LCMS Point Person</i>
	Transmit the application to the Chief Legal for assignment	None	5 minutes	<i>RLUC Secretariat</i>
	Assign the application to a Legal Officer	None	2 hours	<i>Chief Legal</i>



	Prepare Notice for the Conduct of OCI on the property subject of the application, and mails the same	None	1 day and 4 hours	<i>Legal Officer</i>
	Prepare the Travel Order	None	2 hours	<i>Legal Staff</i>
	Conduct of OCI by the RLUCS Inspection Team	None	3 days	<i>RLUCS Inspection Team, PARPO's and MARPO's Representative/s</i>
	Prepare and execute an Investigation Report for the deliberation of the RLUCS	None	2 days	<i>Legal Officer</i>
	Schedule the date of the deliberation and sends the notice of meeting indicating the schedule thereof	None	3 hours	<i>RLUCS Secretariat</i>
	Deliberate on the findings and recommendations of the investigating team, and make its own decision whether to adopt the recommendation or not. Said deliberation shall be recorded by the RLUCS Secretariat.	None	1 day	<i>RLUCS Plenary Board</i>



	Prepare the draft Order of Conversion for the signature of the Regional Director, with the necessary counter signatures from the members of the RLUCC	None	6 days	<i>Legal Officer</i>
	Review the draft Order. If in order, countersign the same and transmit to the Office of the ARD.	None	2 days	<i>Chief Legal</i>
	Review the Order. If in order, countersign and transmit the same to the Office of the RD	None	2 days	<i>ARD Concerned / Regional Director</i>
	Review and sign the Order if in order	None	4 days	<i>Regional Director</i>
<b>TOTAL</b>			<b>21 days 12 hours 55 minutes</b>	





## 7. Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Law Implementation (ALI) Case/s

The certification is requested by the parties to the case to ascertain whether the order or the decision has a Motion for Reconsideration on file.

<b>Office or Division:</b>		Support to Operations Division, DAR Regional Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Parties to the Case and other interested Parties		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4. Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
5. Special Power of Attorney for Authorized Representatives		Party to the Case		
6. Letter-Request		Interested Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for issuance of Certification on Motion for Reconsideration (CMR)	1. Attend to client to determine needs and endorses to responsible person	None	5 minutes	<i>Records Officer</i> Support to Operations Division
2. Present valid IDs, SPA (if Representative), and Letter-request (if not Party to the case)	2. Issue Request Slip for Order of Payment	None	1 minutes	<i>Records Officer</i> Support to Operations Division
3. Present Order of Payment to Accounting	3. Issue Official Order of Payment	None	2 minutes	<i>Accountant III</i> Support to Operations Division
4. Pay to Cashiering	4. Issue Official Receipt	P50/ certification*  free of charge – for farmers and ARBs	3 minutes	<i>Cashier</i> Support to Operations Division



5. Present Official Receipt to Support to Operations	5. Issue CMR	None	2 minutes	<i>Records Officer</i> Support to Operations Division
6. Receive Copy of CMR	6. Ask Client to sign in the logbook	None	2 minutes	<i>Records Officer</i> Support to Operations Division
7. Fills-out Client's Satisfaction Form	7. Place Client's Satisfaction Form in the box	None	2 minutes	<i>Records Officer</i> Support to Operations Division
<b>TOTAL</b>				
<b>Parties/Not-Parties to the Case</b>		<b>P50</b>	<b>17 minutes</b>	
<b>Farmers and ARBs</b>		<b>Free</b>	<b>12 minutes</b>	

\*- Memorandum Circular No. 2, Series of 2011

\*\* - Memorandum Circular No. 246, Series of 2017



## 8. Issuance of Certified True Copies (CTC) of Orders/Documents

This Certified True Copy of order or decision is requested by parties to the case and other interested parties as their reference in whatever legal purpose this may serve

<b>Office or Division:</b>	Support to Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Parties to the Case/Interested Parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4. Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
5. SPA for Authorized Representatives		Party to the Case		
6. Letter-Request		Interested Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for CTC of Order/Documents	1. Provides Letter-Request Form (if not Party to the case)	None	5 minutes	<i>Records Officer</i> Support to Operations Division
2. Presents the form to Legal Division for Approval (if non-party to the case)	2. Legal Division evaluates and approves the request	None	5 minutes	<i>Attorney V</i> Legal Division
3. Presents approved request to Records Officer (if not party to the case)	3. Issues Request Slip (RS) for Order of Payment	None	2 minutes	<i>Records Officer</i> Support to Operations Division
4. Presents RS to Accountant III	4. Issues Official Order of Payment	None	2 minutes	<i>Accountant III</i> Support to Operations Division



5. Pays to Cashier	5. Issues Official Receipt		3 minutes	Cashier Support to Operations Division
	Certified True Copy	P50/page*		
	Plain Copy	P10/page*		
		Free of Charge** - for Farmers/ARBs		
6. Presents Official Receipt to Support to Operations Division	6. Issues copy of CTC	None	5 minutes	Records Officer Support to Operations Division
7. Receives Copy of CTC	7. Asks Client to sign in the logbook	None	2 minutes	Records Officer Support to Operations Division
8. Fills-out Client Satisfaction Form	8. Places Client Satisfaction Form in the box	None	2 minutes	Records Officer Support to Operations Division
<b>TOTAL</b>				
<b>CTC for Party/Not-Party to the Case</b>		<b>P50/page*</b>	<b>26 minutes</b>	
<b>Plain Copy for Party/Not-Party to the Case</b>		<b>P10/page*</b>	<b>26 minutes</b>	
<b>Farmer and ARBs</b>		<b>Free of charge**</b>	<b>21 minutes</b>	

\*- Memorandum Circular No. 2, Series of 2011

\*\* - Memorandum Circular No. 246, Series of 2017



## 9. Issuance of Certified True Copies (CTC) of DAR Issuances

This Certified True Copy is requested by clients to support their legal, administrative, and financial obligations or requirements

<b>Office or Division:</b>	Support to Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government; Government to Citizen			
<b>Who may avail:</b>	DAR Personnel and Publics			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Transaction				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for CTC of DAR Issuances	1.1. Attends to client to determine needs and endorses to responsible person	None	5 minutes	<i>Records Officer</i> Support to Operations Division
	1.2. Checks for the availability of the DAR issuance	None	1 minutes	<i>Records Officer</i> Support to Operations Division
	1.3. Issues Request Slip for Order of Payment	None	2 minutes	<i>Records Officer</i> Support to Operations Division
2. Presents Order of Payment to Accountant III	2. Issues Official Order of payment	None	2 minutes	<i>Accountant III</i> Support to Operations Division
3. Pays to Cashier	3. Issues Official Receipt	P1/page* Free of charge - for Farmers and ARBs**	3 minutes	<i>Cashier</i> Support to Operations Division



4. Presents Official Receipt to Records Officer	4. Issues CTC of DAR Issuance	None	2 minutes	<i>Records Officer</i> Support to Operations Division
5. Receives CTC	5. Asks Client to sign in the logbook	None	2 minutes	<i>Records Officer</i> Support to Operations Division
6. Fills-out Client Satisfaction Form	6. Places Client Satisfaction Form in the box	None	2 minutes	<i>Records Officer</i> Support to Operations Division
<b>TOTAL</b>				
<b>Publics</b>		<b>P1/page*</b>	<b>19 minutes</b>	
<b>Farmer and ARB</b>		<b>Free of charge**</b>	<b>11 minutes</b>	
<b>DAR Personnel</b>		<b>Free of charge</b>	<b>11 minutes</b>	

\*- Memorandum Circular No. 2, Series of 2011

\*\* - Memorandum Circular No. 246, Series of 2017



## 10. PAYMENT OF CLAIMS TO SERVICE PROVIDERS

The Agency is mandated to ensure payment of claims rendered by the Service Provider.

<b>Office or Division:</b>	Support to Operations Division - DARRO		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Business		
<b>Who may avail:</b>	Interested caterer/owner of venue/supplier of services/ interested supplier of goods		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Approved Activity Design with Budget Estimate-for Services		End-user	
Purchase Request		End-user	
Posting of opportunity to PHILGEPs (Ph50,000.00 and above)		BAC Secretariat/PHILGEPs Point Person	
Request for Quotations		End-user	
Abstract of Canvass		Canvasser	
BAC Resolution		BAC/Procurement Unit	
BAC Minutes of Meeting		BAC Secretariat/Procurement Unit	
Philgeps Registration		Supplier	
Business/Mayor's Permit		Supplier	
Omnibus Sworn Statement-if applicable		Supplier	
Income Tax Return-if applicable		Supplier	
Certificate of BIR Registration-first claim		Supplier	
Approved Purchase Order/Contract		HOPE/Procurement Unit	
Billing Statement/Statement of Account/Charge Invoice		Supplier	
Attendance Sheet (certified by end user)/for payment of Services		End-user	
Terminal Report/Minutes of Meeting/for payment of Services		End-user	
Acceptance & Inspection Reports/for payment of goods		Supply Officer/Inspector	
Delivery Receipts/for payment of goods		Supplier	
Posting of Notice of Award to PHILGEPs		BAC Secretariat/PHILGEPs Point Person	
Obligation Request & Status (ORS)		End-User/Procurement Unit	
Disbursement Voucher		End-User/Procurement Unit	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits claim to STOD	Receives the claim indicating the date of receipt	None	2 minutes	<i>STOD staff</i>
	Logs the claim voucher indicating the payee, amount, particulars and provides control number	None	3 minutes	<i>STOD staff</i>
	Forwards the claim voucher to Budget Section	None	2 minutes	<i>STOD staff</i>
	Initial checking of the completeness of documents including the signatories. If incomplete, return the Disbursement Vouchers (DV) to claimant.	None	5 minutes	<i>Budget staff/Budget Officer</i>
	Verifies available funds per Project/Activity/ Program (PAP). Obligates and assigns ORS control number. Assigns UACS Codes	None	10 minutes	<i>Budget staff/Budget Officer</i>
	Retains copy 1 of the ORS then forwards the obligated DV to	None	2 minutes	<i>Budget staff/Budget Officer</i>





	the Accounting Section. Records the transaction in a logbook indicating the ORS number, UACS codes, payee and particulars.			
	Receives Copy 1-4 of DV, Supporting Documents (SDs) and Copy 2-3 of duly signed ORS from the Budget Section.	None	2 minutes	<i>Accounting staff/Accountant</i>
	If the attachments of the claim are not complete, return to claimants for compliance.	None	2 minutes	<i>Accounting staff/Accountant</i>
	If documents attached are complete, stamps "Received" and indicates date of receipt and records in the logbook indicating the Payee/Creditor, Particulars, Amount and assigns DV number.	None	2 minutes	<i>Accounting staff/Accountant</i>



	Retrieves & Verifies the transaction in the Index of Payment (IoP) to avoid double payment	None	3 minutes	<i>Accounting staff/Accountant</i>
	If not yet paid, computes the final amount for payment, net of applicable tax rate. Analyzes the corresponding accounting entry for the said claim. Verifies ORS against DV, if the amounts are the same, records in the IoP including the amount of tax withheld and net amount.	None	4 minutes	<i>Accounting staff/Accountant</i>
	If the amounts in the ORS and DV differ, prepares NORSA in three copies and to be signed by the Accountant.	None	5 minutes	<i>Accounting staff/Accountant</i>
	Computes the taxes to be withheld and prepares BIR Forms 2307 & 2306.	None	5 minutes	<i>Accounting staff/Accountant</i>



	Provide accounting entry on the DV.	None	5 minutes	<i>Accounting staff/Accountant</i>
	Final review and certify as to completeness and propriety of supporting documents and availability of funds. Affixes signature in Box C of DV and Certificate of Taxes Withheld.	None	30 minutes	<i>Accountant</i>
	Forwards the certified/ signed Copy 1-4 of DV, SDs, ORS and Certificate of Taxes Withheld to the Office of the Head of Agency for approval.	None	5 minutes	<i>Accounting staff/Accountant</i>
	Head of the Office approves the DV.	None	5 minutes	<i>Regional Director or Authorized representative</i>
	The Office of the Head of Agency forwards the approved DV to the Cashier unit.	None	5 minutes	<i>Head of the Office Staff</i>
	Prepares Check /LDDAP ADA upon receipt of approved Disbursement Vouchers from	None	5 minutes	<i>Cashier</i>



	the Head of the Office			
	Forwards the prepared LDDAP ADA to the Accounting section for final review.	None	2 minutes	<i>Cashier</i>
	Review, verify and certifies LDDAP ADA prepared by Cashier and sends back to Cash unit for finalization	None	5 minutes	<i>Accountant</i>
	Cashier forwards the LDDAP ADA /CHECK to the Head of the Office for approval.	None	5 minutes	<i>Cashier</i>
	Head of the Office approves the LDDAP ADA/CHECK.	None	5 minutes	<i>Regional Director or Authorized representative</i>
	The Office of the Head of Agency forwards the approved LDDAP ADA/CHECK back to Cashier unit.	None	5 minutes	<i>Cashier</i>
	<b>TOTAL:</b>		<b>2 hours 4 minutes</b>	



## 11. Transfer of Awarded Lands (A.O 8 s. 1995)

In the course of time, awardees of emancipation patent and certificate of land ownership award decided to transfer the ownership to qualified transferees, a certification is secured from the DAR in compliance to AO 8 S 1995. This will legitimize the transfer transaction from the original awardee to the new owner.

<b>Office or Division:</b>	Legal Assistance Division -			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Awardee/Transferor or his/her Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Case folder from the Office of the PARO with the necessary attachments		Office of the PARO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receive folder from the Office of the ARD and records the same in the logbook. Thereafter transmits the folder to the Chief Legal	None	15 minutes	Receiving Clerk
	2. Assign the case to the Legal Officer	None	4 hours	Chief Legal
	3. Evaluate and prepare Draft Order  Conduct OCI if necessary and prepare the OCI report within 3 days from OCI	None	3 days  3 days	Legal Officer
	4. Prepare draft Resolution and submit draft Order to the Chief Legal	None	4 hours	Legal Officer
	5. Review the draft Order and return to the assigned Legal	None	2 days	Chief Legal



	Officer for amendments and/or final printing			
	6. Input corrections of the Chief Legal and final printing. Submit the corrected Order to the Chief Legal for countersignature	None	4 hours	Assigned Legal Officer
	7. Countersign the Order and transmit the same to the Head of Executive Assistant	None	4 hours	Chief Legal
	8. Review Order. If found in order, transmit to ARD. If not, transmit to assigned Legal Officer along with amendments	None	4 hours	Head of Executive Assistant
	9. Assigned Legal Officer submit Order to the Chief Legal for countersignature	None	4 hours	Legal Officer
	10. Countersign the Order and transmit to the ARD.	None	4 hours	Chief Legal
	11. Review Order. If found in order, countersign and submit to the RD. if not, return to the Chief Legal for amendments	None	2 days	Assistant Regional Director concerned
	12. Final Review of Order. If found in order, affix signature. If not, return to the Chief Legal	None	4 days	Regional Director
	13. Record and reproduce copies of	None	1 hour	Admin. Aide



	the Order and forward the same to the Records Section for mailing out			
<b>TOTAL</b>			17 Days 1 hour 15 minutes	



## **REGIONAL OFFICES INTERNAL SERVICES**





## 1. Provision of Data/Information to Clients

Data and/or information on the status of programs, activities and projects implemented by the Department of Agrarian Reform are provided to individuals, institutions and other government agencies for whatever legal purpose/s they may serve.

<b>Office or Division:</b>		<b>Support To Operations Division (STOD)- DAR Regional Office</b>			
<b>Classification:</b>		<b>Simple</b>			
<b>Type of Transaction:</b>		<b>G2C (Government to Client), G2G (Government to Government)</b>			
<b>Who may avail:</b>		<b>All</b>			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>		
a.	Valid Identification Card (original, if walk-in client; photocopy/scanned if letter request is mailed/e-mailed)		Any government institution, office of the requesting client/entity/organization, school if client is a student		
b.	Letter Request* (1 copy, original for walk-in client and mailed request, printed PDF file of letter request)				
	* Letter must clearly specify the data/information needed, when needed, and the purpose/s for which the data/information will be used				
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. IF WALK-IN CLIENT:</b>					
1.	Registers in the visitors/client s logbook and presents ID card.	Verifies the identity of the client thru the ID card and requires the client to fill up the Data/Information	None	2 Minutes	<i>Admin Assistant, STO Div.</i>



	Request Form (DIRF).			
2. Fills up the Data/Information Request Form (DIRF) and returns it to the Record Officer	Assesses if the DIRF is properly filled up. If not, requests the client to make the necessary correction/s.			
3. Submits/presents the letter request - stating the data/information being availed of and the purpose/s for which the data/information will be used.	Receives and records the request through the ODTS and indorses it to the Planning Officer for appropriate action. Forwards also the DIRF to the Planning Officer.	None	5 Minutes	<i>Admin Assistant, STO Div.</i>
	Peruses the letter request. If it is in order, assesses if data/information requested is available in DAR.	None	5 Minutes	<i>Planning Officer, STO Div.</i>
<b><i>If data/information requested is not available in DAR</i></b>				
	Informs the client that the data/information being requested is not available in DAR. If possible, advises the client on where and how the	None	2 Minutes	<i>Planning Officer, STO Div.</i>



	data/information needed can be availed.			
<b>If data/information requested is available in DAR</b>				
	<b>If the data is available in soft copy, the client may provide CD or flash drive where the data will be copied.</b>			
	Copies the data/information to the CD or flash drive.	None	10 Minutes	<i>Planning Officer, STO Div.</i>
	<b>If the data is available in hard copy, the client leaves ID card with the service provider and have the data/information photocopied.</b>			
	Instructs the client on the photocopying of the data/information.	None	5 Minutes	<i>Planning Officer, STO Div.</i>
	<b>If in case the data or information requested needs ample time to prepare, the client leaves contact</b>			



	<b>number/e-mail address so as to be informed of the availability of the requested data/information.</b>			
	Instruct the client to leave contact number/e-mail address for information when to pick-up the data/information requested.	None	5 Minutes	<i>Planning Officer, STO Div.</i>
	Processes the requested data/information. For e-mailed request, e-mail the requested data/information to the client.		1 Day	<i>Planning Officer, STO Div.</i>
4. Receives the copy and  Fills-out the Client Satisfaction Form	Provides copy of the requested data/information to the client.	None	5 Minutes	<i>Planning Officer, STO Div.</i>
		None	2 Minutes	<i>Planning Officer, STO Div.</i>
<b>TOTAL</b>				
	<b>Data is not available in DAR</b>	<b>None</b>	<b>14 Minutes</b>	
	<b>Data is available in DAR and does not require additional processing</b>	<b>None</b>	<b>24 Minutes</b>	
	<b>Data is available in DAR but requires</b>	<b>None</b>	<b>1 Day and 17 Minutes</b>	



	<b>additional processing</b>			
<b>B. IF THRU MAIL/E-MAIL:</b>				
1. Sends request (through mail/e-mail) to the Office of the Regional Director	For mailed request, endorses letter to the STOD. For e-mailed request, forwards e-mailed request to the STOD	None	2 Minutes	<i>Designated officer, Office of the Regional Director</i>
	Receives the mailed/e-mailed request. Prints the e-mailed letter request.		5 Minutes	<i>Designated officer, Office of the Regional Director</i>
	Records the request through the ODTS and indorses it to the Planning Officer for appropriate action.		2 Minutes	<i>Designated officer, Office of the Regional Director</i>
	Peruses the letter request. If it is in order, assesses if data/information requested is available in DAR. Fills up the DIRF.		5 Minutes	<i>Planning Officer, STO Div.</i>
	<b><i>If data/information requested is not available in DAR</i></b>			



	Informs the client, through telephone/mobile phone/e-mail that the data/information being requested is not available in DAR. If possible, advises the client on where and how the data/information needed can be availed.		5 Minutes	Planning Officer, STO Div.
<b><i>If data/information requested is available in DAR</i></b>				
<b><i>If the data is readily available</i></b>				
2. Receives the requested data	For e-mailed request, e-mail to the client the requested data/information.		5 Minutes	Planning Officer, STO Div.
<b><i>If in case the data or information requested needs ample time to prepare.</i></b>				
	Processes the requested data/information. For e-mailed request, e-mail the requested data/information to the client.		1 Day	Planning Officer, STO Div.
2. Receives the requested data	Provides copy of the requested data/information to the client.	None	5 Minutes	Planning Officer, STO Div.



3. Fills-out the Client Satisfaction Form	Receives the filled-out form	None	2 Minutes	<i>Planning Officer, STO Div.</i>
<b>TOTAL</b>				
	<b>Data is not available in DAR</b>		<b>19 Minutes</b>	
	<b>Data is available in DAR and does not require additional processing</b>		<b>19 Minutes</b>	
	<b>Data is available in DAR but requires additional processing</b>		<b>1 Day and 21 Minutes</b>	



## 2. Provision of ICT related services

This procedure lays down the process of how Information and Communication Technology (ICT) resources are maintained and managed to ensure of an effective, efficient services to employees for continuous smooth operation in the work-place.

<b>Office or Division:</b>		<b>STOD</b>		
<b>Classification:</b>		<b>SIMPLE</b>		
<b>Type of Transaction:</b>		<b>G2G</b>		
<b>Who may avail:</b>		<b>ALL EMPLOYEES</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receive Repair Request from Personnel concerned either personal or by phone call		NONE	5 minutes	<i>Computer Programmer II</i>
Troubleshooting/Repair of Device or other ICT Related devices	The Computer Programmer II will receive and record in the logbook all information from the Repair Request	NONE	2 Hours	<i>Computer Programmer II</i>
	Checks the ICT equipment:  If it is under warranty,  • Give the device with the Computer			





	<p>Memo Form to the Personnel concerned and returned it to Supply and Property Section so that the device will be taken to Supplier for repair.</p> <p>If not on warranty, the Computer Programmer will perform an In-House Repair of the ICT equipment, then issue the device to the personnel concerned if the same is repaired.</p> <ul style="list-style-type: none"><li>• If a defective part needs to be replaced, the Computer Programmer will prepare a computer memo form to the personnel concerned for them to prepare a</li></ul>			
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	<p>Purchase Request.</p> <p>If for Authorized Service Center Repair:</p> <ul style="list-style-type: none"><li>• Fill-up recommendation on the Computer Memo Form. Then release the device to the personnel concerned giving him/her the 2nd copy of the Computer Memo Form for them to prepare a Purchase Request for the Labor and Material.</li></ul>			
	<p><b><i>If for Disposal:</i></b></p> <ul style="list-style-type: none"><li>• The Computer Programmer fill-up the computer memo form recommending that the device is for</li></ul>			



	Disposal. Concerned Personnel to take the device to the Supply and Property Section for Disposal.			
Monitoring & Evaluation	After 5 working days, the Computer Programmer II will check if the problem resolved did not re-occur.	NONE	5 minutes	<i>Computer Programmer II</i>
<b>TOTAL</b>		NONE	2 Hours & 10 Minutes	



### 3. Provision of Data and Information from EP/CLOA Database

This procedure covers from receipt of Request Form, evaluation, and retrieval of data from EP/CLOA and filling-up of findings on the Request Form

<b>Office or Division:</b>	Support to Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	DARRO - PACU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (2 original copies)		PACU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PACU staff routed the Filled-up Request Form to IT Personnel	1. Receives and Log-in written request	None	5 Minutes	<i>Computer Programmer II</i>
	2. Evaluates, verifies, retrieves the requested data: 2.1 If the requested data refers to individual title, fill-up the findings portion of the Letter Request 2.2 If the requested data refers to group of ARBs, prepares the master list, its summary	None	60 Minutes	<i>Computer Programmer II</i>



	report, and fill-up the findings portion of the Letter Request			
	3. Photocopies the updated Letter Request (2 copies) and 1 copy of master list and its summary (if applicable) for safekeeping 2nd Copy -for RCAO	None	15 Minutes	<i>Computer Programmer II</i>
	4. Forwards the updated letter request and master list and its summary (if applicable) to PACU (original copy)	None	5 Minutes	<i>Computer Programmer II</i>
3. PACU receives the report and Fill-up feedback form		None	5 minutes	<i>PACU Staff</i>
<b>End of Transaction</b>		None	<b>1 hour 30 minutes</b>	



#### 4. Provision of Information and Communication Technology (ICT) Hardware and Software Repair/Maintenance to Requesting Employees

This procedure covers from receipt of the ICT Status Request Form to the release of the equipment repaired/for repair outside/for disposal.

<b>Office or Division:</b>	Support to Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DARRO Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	ICT Status Request Form	Support to Operations Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up ICT Status Request Form and make sure that the request is approved and signed by the client's supervisor	.	None	5 minutes	<i>Client</i>
	1. Receives and records in the log sheet all information from the ICT Status Request Form.	None	5 minutes	<i>Computer Programmer II</i>
	2. Attends to the request of the	None	30 minutes	<i>Computer Programmer II</i>



	concerned client. If the device is under warranty, endorse to GS Chief, otherwise proceed to next step.			
	3. Return the device to end user  3.1 If the device is unserviceable, prepare Pre-Repair Inspection Report	None	15 minutes	<i>Computer Programmer II</i>
2. End user receives the device then prepares Purchase Request Form.		None	10 minutes	<i>Client</i>
3. Fill-up Feedback Form		None	5 Minutes	<i>Client</i>
<b>End of Transaction</b>		None	<b>1hr. 10 mins</b>	



## 5. Procurement of Goods and Services Thru Competitive Bidding

Competitive bidding for Janitorial and Security Services

<b>Office or Division:</b>	STOD/CONCERNED DIVISION
<b>Classification:</b>	HIGHLY TECHNICAL
<b>Type of Transaction:</b>	G2B, G2C
<b>Who may avail:</b>	QUALIFIED JANITORIAL AND SECURITY AGENCIES & PRIVATE SUPPLIERS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PPMP, Annual Procurement Plan (APP), Budget Allocation	End-Users, BAC Secretariat, Budget
2. Pre-procurement conference, Minutes of BAC Meeting, Timeline of Activities- (at least 28 days procurement schedule)	STOD, BAC members, TWG and BAC Secretariat
3. Public Bidding Documents, Invitation to Bid and Posting at PhilGEPs website, Invitation to Observers, Posting of ITB to at least 3 conspicuous places within DAR premises.	BAC Secretariat, TWG, BAC Members
4. Payment of Bidding Documents	Bidders
5. Minutes of the Pre-bidding Conference	BAC Members, BAC Secretariat
6. Technical and Financial Bid Proposals	Bidders
7. Bid Opening and Result of Technical and Financial Evaluation by the TWG verified and approved by the BAC Members, Minutes of BAC Meeting	TWG, BAC Members, BAC Secretariat
8. BAC Resolution Awarding the Lowest Calculated Bidder	BAC Members, BAC Secretariat, HOPE
9. Post Evaluation/Qualification of the Lowest Calculated Bidder, Post Qualification Report	TWG, BAC Secretariat and assigned BAC member





10. BAC Resolution Awarding the Lowest Calculated & Responsive Bidder		BAC member, BAC Secretariat & HOPE		
11. Notice of Award, Contract, Notice to Proceed		HOPE, BAC Secretariat, LCR Bidder		
12. Performance Bond- 30% of the Contract Price		LCR Bidder, Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct of pre-procurement conference, Timeline of Activities, Preparation of Bidding Documents, Notice to Observers	none	3 hours	<i>BAC members, End-users, TWG, BAC Secretariat, STOD</i>
1. Attendance of Interested Bidders to the pre-bid conference (Optional)	Conduct of pre-bid conference	none	4 hours	<i>BAC Members, TWG, Secretariat, Bidders, Observers</i>
2. Payment of Bidding Documents by the Interested Bidders	Issuance of Official Receipts of Payment	1 Million-5 million= P5,000.00 Below 1M= P1,000.00	10 min	<i>Interested Bidders, Cashier</i>
3. Submission of the Technical and Financial Proposal	Acceptance of the Bidding Documents within the	none	10 min	<i>BAC Secretariat</i>



	prescribed period( within 12 days after the pre-bid conference)			
4. Opening of Bidding Documents	Conduct of public bidding in accordance with the provisions of RA 9184	none	4 hours	<i>BAC Members, TWG, Secretariat, Bidders, Observers</i>
5. Bid Evaluation and approval of the Result of the Technical and Financial Bid	Evaluation of the Technical and Financial Bid based on the Terms of Reference, Special and General Conditions of the Contract, Bid Data Sheet, Schedule of Requirements, Technical Specifications	none	2 hours	<i>BAC Members, TWG, Secretariat</i>
6. Awarding of the Lowest Calculated Bidder	Preparation of the BAC Resolution recommending award to the Lowest Calculated Bidder for approval of the HOPE	none	2 hours	<i>BAC members, Secretariat, HOPE</i>
7. Post Evaluation/Qualification of LC Bidder	Conduct of post evaluation/qualification of the Lowest Calculated Bidder and submission of Post	none	1 day	<i>BAC Inspectorate Team, TWG and Secretariat</i>



	Qualification Report			
8. Awarding of the Lowest Calculated and Responsive Bidder (if the LCB is found responsive, if found non-responsive, post qualify the 2 <sup>nd</sup> Lowest Calculated Bidder	Preparation, approval of BAC Resolution, Issuance of Notice of Award	none	1 hour	<i>BAC Members, TWG, Secretariat</i>
9. Contract Signing and Issuance of Notice to Proceed	Preparation of Contract/PO and Notice to Proceed confirmed by the bidder	none	1 hour	<i>BAC Members, HOPE, Secretariat</i>
10. Fund Allocation- Obligation Request and Status	Allocation of Funds	none	15 min	Budget
11. Certification of Availability of Funds	Certifies Availability of Funds- PO/Contract	none	15 min	<i>Accountant</i>
12. Posting of Performance Bond- at least 30% of the contract price	To be submitted at least three (3) days after issuance of the NTP	none		<i>Lowest Calculated and Responsive Bidder</i>
	Posting of the Notice of Award, NTP, Contract/PO in	none	1 hour	<i>BAC Secretariat</i>



	the Philgeps website			
	<b>TOTAL</b>		1 day 18 hrs 50 minutes	



## 6. Procurement of Goods and Services (Small Value)

Description: Procurement of Goods and Services for Regional Office based on the Approved Project Procurement Management Plan below Php 50,000.00

<b>Office or Division:</b>	Support to Operations Division, Operations Division, Program Beneficiaries Division and Legal Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DARRO Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Activity Design (1 Copy)		STO, Operations, PBD and Legal Division		
Approved Purchase Request (3 copies)		STO, Operations, PBD and Legal Division		
Approved PPMP (1 copy, photocopy)		STO, Operations, PBD and Legal Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits approved Activity Design, Purchase Request with copy of Approved PPMP	1.1 Prepares Request for Quotation (RFQ) for approval of the BAC Chair	None	15 Minutes	<i>Supply Officer, STOD, BAC Chair</i>
	1.2 Initiates Market Research/Canvasses	None	1 Working Day	<i>RCAO, STOD</i>
	1.3 Reviews filled-up RPQ and Prepares Abstract of Bids for signature and approval of the BAC Members, BAC Chair and RD	None	2 Working Days	<i>Supply Officer BAC members BAC Chair RD</i>



	1.4 Prepares BAC Resolution for Approval of BAC members and BAC chair	None	1 hour	BAC
	1.5 Prepares Obligation Request and Status (OBRs) and Purchase Order for processing and signature by Budget Officer /Accountant and approval by the RD/ARDA for STOD in the absence of the RD	None	1 Working Day	Supply Officer, STOD Budget Officer III, STOD Accountant III, STOD ARDA or RD
	1.6 Serves approved Purchase Order	None	4 Hours	Supply Officer, STOD
	1.7 Follow up delivery of goods and services to ensure delivery of goods on time	None	1 hour	Supply Officer, STOD
	1.8 Receives, inspects and accepts items	None	2 hours	Supply Officer, STOD
2. Receives items requested	2.1 Distributes items to end user	None	1 hour	Supply Officer/End user
3. Signs Requisition Issue Slip and Property Acknowledgment Receipt	3.1 Prepares Requisition Issue Slip, Inventory Custodian Slip and Property Acknowledgment Receipt	None	2 hours	Supply Officer, STOD



	<b>TOTAL</b>	None	4 Working Days, 11 Hours, 15 Minutes	
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## 7. Legal Counseling

This service is provided by the DAR through the Legal Division catering the need of the farmers/actual tillers, ARBs, landowners and the public in general seeking legal advice concerning tenurial status/arrangement, compensation, etc. or other matters related to agrarian law implementation or program.

<b>Office or Division:</b>	Legal Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizens , Government to Government, Government to Business			
<b>Who may avail:</b>	Farmers/actual tillers, ARBs, landowners and the public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client Information Sheet (CIS) and/or Referral Form		PACCU/ Information Officer, DARRO-IX		
2. Evidences presented/ submitted		Client concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance Desk/ PAIC	1. Facilitate the Client in filling- up the Client Information Sheet and assess the CIS if client seeks legal advice for referral to Legal Division	none	20 minutes	<i>Information Officer</i>
2. Proceed to Legal Division and submit Clientele Information Sheet (CIS)	2. Receive and record CIS in the logbook and direct Client to sign in the Visitors Logbook	none	10 minutes	<i>Legal Clerk</i>





Form and/or Referral Form				
	3. Interview the client and determine the disputes/issues raised	none	1 hour	<i>Legal Officer</i>
	4. Give Legal Advice and/or Legal Opinion		1 hour	<i>Legal Officer</i>
		Total	2 hours & 30 minutes	



## 8. Conduct Of Mediation

This procedure shall apply to all mediation cases involving agrarian disputes filed with the Legal Division before resorting to actual case build-up, and representation.

<b>Office or Division:</b>	LEGAL DIVISION			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Government/Client			
<b>Who may avail:</b>	Landowner, Tenant, ARBs, Representative (with SPA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of proof of ownership, if applicable				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the office, seeks for legal advice and mediation	1. Interview the client and evaluates the issues raised. If it involves an agrarian dispute, set schedule of conference		1 hour	<i>Chief Legal/ Legal Officer</i>
	1.1 Prepare Notice of Mediation		10 minutes	<i>Chief Legal/ Legal Officer</i>
2. Attend the scheduled mediation conference	2. Conduct mediation on the scheduled date, time and place		1 hour	<i>Chief Legal/ Legal Officer</i>
3. Affix signature in the Compromise Agreement	3. Prepare and assist the parties in the execution of the Compromise		30 minutes	<i>Chief Legal/ Legal Officer</i>



	Agreement, if applicable			
<b>TOTAL</b>		<b>None</b>	<b>2 hours 40 minutes</b>	



## 9. Issuance of Cease and Desist Order and Show Cause Order in ALI Cases ( Regular & Special)

Issuance of a cease and desist order is intended to provide temporary remedy/relief in order to prevent the risk of escalated damages and untoward incidents that may cause physical injury among the parties involved.

<b>Office or Division:</b>		Legal Assistance Division		
<b>Classification:</b>		Highly Technical Transaction		
<b>Type of Transaction:</b>		Government to Citizens , Government to Government, Government to Business		
<b>Who may avail:</b>		Affected parties, MARPO or PARPO		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File protest/complaint with the MARO/PARO/Regional Director.	1. If filed in the MARO or PARO, conduct an investigation to determine a prima facie case for illegal, premature or unauthorized conversion.	None	5 days	MARPO PARPO RD
	1.1 If filed with the Regional Office, forward the	None	3 days	Legal Staff/Records Officer



	complaint to the PARPO for the conduct of investigation.			
	1.2 Receive Investigation Report of the PARPO from the Office of the RD and enter the same in the logbook.	None	15 minutes	<i>Legal Staff</i>
	1.3 Transmit the Case Folder to the Chief Legal for assignment.	None	15 minutes	<i>Legal Staff</i>
	1.4 Assess and assign the Case Folder to the Legal Officer	None	2 hours	<i>Chief Legal</i>
	1.5 Evaluate the merits of the Investigation Report. If warranted, draft the Cease and Desist Order (CDO) with the Show Cause Order.	None	2 days	<i>Legal Officer</i>
	1.6 Transmit the draft CDO to the Chief	None	5 minutes	<i>Legal Officer</i>



	Legal for review.			
	1.7 Review and print the final CDO.	None	10 hours	<i>Chief Legal/ Legal Officer</i>
	1.8 Forward the final CDO to the Office of the RD for signature.	None	1 day	<i>Legal Officer/ Regional Director</i>
	1.9 Record and reproduce copies of the CDO and forwards the same to the Records Section for mailing	None	15 minutes	<i>Legal Staff</i>
<b>TOTAL</b>			24 days	



## 10. Issuance of Official Receipt for Payment of Bidding Documents

Republic act 9184, bidders may be asked to pay for bidding documents to recover the cost of their preparation and development. The BAC shall issue the bidding documents to the prospective bidder upon payment of corresponding cost of thereof to the collecting/ disbursing officer of the procuring entity concerned.

<b>Office or Division:</b>	Support to Operations Division (STOD) – Regional Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B-Government to Business			
<b>Who may avail:</b>	All Prospective Bidders and Interested Parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of payment form.		Bids and Awards Committee and/or Accounting Section.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to cashiering and present the duly signed Order of payment form.	1. Check the issued order of payment form (if none, cashiering personnel advice the client to proceed to BAC for the issuance of the form).		3 Minutes	<i>Cashier II</i>
2. Give necessary fees for payment	2. Verifies information from the order of payment and receives payment.	Depends on the bided amount.	3 Minutes	<i>Cashier II</i>
3. Receives official receipt.	Issuance official receipt.		2 Minutes	<i>Cashier II</i>
<b>TOTAL</b>			8 Minutes	



## 12. Issuance of official receipt for payment of DAR Clearance

Conveyance of all private agricultural lands needs DAR clearance as required by the registry of deeds for land transfer.

<b>Office or Division:</b>	Support to Operations Division (STOD) – Regional Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Applicants for Clearance(s)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy of approve DAR clearance.		Legal Division, DAR Provincial Office –Bukidnon.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved DAR Clearance.	1. Verifies approved DAR Clearance.	None	1 Minute	<i>Cashier II</i>
	1.1 Receives payment.	PHP 50.00	3 Minutes	<i>Cashier II</i>
2. Receive official receipt.	2. Issues Official Receipt.	None	3 Minutes	<i>Cashier II</i>
<b>TOTAL</b>		PHP 50	7 Minutes	





## 12. Certification of Funds Availability

Certification made by the accountant of the agency concerned that funds are available, all supporting documents are intact and the obligation incurred can actually be paid.

<b>Office or Division:</b>	Support to Operation Division (STOD) – Regional Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All Employees of the Regional Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed obligation request status		Budget Section		
Signed box A of disbursement voucher		Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signed obligation request status and disbursement voucher forwarded to accounting division.	1. The accounting division will review as to the completeness of documents to include the signature of the section head of box A of disbursement voucher.	None	5 Minutes	<i>Accountant III</i>
	1.1 The accounting section will provide Disbursement Voucher number.	None	3 Minutes	<i>Accountant III</i>
2. The signed voucher will be forwarded for approval to the approving officer.	2. The accountant will certify the availability of funds.	None	2 Minutes	<i>Accountant III</i>
<b>TOTAL</b>			10 Minutes	



### 13. Payment of Premium & Remittances (GSIS, Pag-ibig, PHilHEALTH)

Payment of Retirement and Life Insurance Premiums and Employees' Compensation Premiums, and Loan Repayments Remittance of Regular Employees.

<b>Office or Division:</b>	Support to Operations Division (STOD) – Regional Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Employees of the DAR Regional Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Payroll		Personnel Section		
Approved Obligation Request and Status		Budget Section		
Filled-Out Disbursement Voucher		Accounting Section		
Journal Entry Voucher		Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Forwards Disbursement Voucher for Payment of Premium & Remittances	Receives 3 Copies of DV, 2 Copies of Supporting Documents and 2 Copies ORS and Checks completeness of SDs based on the checklist.	None	3 minutes	<i>Accountant III</i>
	Assigns DV number and records in the logbook the DV number and date, creditor/payee, particular and amount.	None	3 minutes	<i>Accountant III</i>
	Prepares the Journal Entry Voucher to support the	None	2 minutes	<i>Accountant III</i>



	Accounting Entry of Box B in the DV			
	Determines availability of NCA	None	2 minutes	<i>Accountant III</i>
Forwards Disbursement Voucher for Payment of Premium & Remittances to ARDA for Approval	Reviews DV and signs in Box C "Certified" of the Disbursement Voucher	None	1 minute	<i>Accountant III</i>
<b>TOTAL</b>			11 minutes	



## 14. Payment of traveling and other claims of employees

To provide financial support to employees in the performance of their official function.

<b>Office or Division:</b>	Support to Operations Division (STOD) – Regional Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Employees of the Regional Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Itinerary of Travel		Division Chief of concerned sector		
2. Certificate of Appearance		Office/PO visited		
3. Duly approved itinerary of travel		Division Chief of Sector		
4. Office Order/Travel Order approved in accordance with Section 3 of EO No. 298		Head of Office		
5. Certificate of Accomplishment (Appendix B), Certificate of Appearance, Tickets, Official Receipts and RER depending on the nature of expenses,		Claimant		
6. Approved Obligation Request and Status		Budget Section		
7. Filled-Out Disbursement Voucher		Accounting Section		
(other supporting documents other than TEV refer to COA Circular 2012-001)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit DV/Claim with complete supporting documents to Budget	1. Receives 2 Copies of DV, 2 Copies of Supporting Documents and 2 Copies ORS and Checks completeness of SDs based on the checklist	None	5 minutes	<i>Budget Officer III</i>



	2. Record in the Lodbook, determine availability of allotment and assigns ORS number.	None	10 minutes	<i>Budget Officer III</i>
	3. Review and certifies allotment available in Box "B" of the ORS	None	5 minutes	<i>Budget Officer III</i>
	4. Forward signed ORS, DVs and other SDs to Accounting Section	None	2 minutes	<i>Budget Officer III</i>
	5. Receives 2 Copies of DV, 2 Copies ORS and other Supporting documents, Checks completeness of SDs based on the checklist	None	2 minutes	<i>Accountant III</i>
	6. Assigns DV number and records in the logbook the DV number and date, creditor/payee, particular and amount	None	20 minutes	<i>Accountant III</i>
	7. Prepares the Journal Entry Accounting Entry of Box B in the DV	None	5 minutes	<i>Accountant III</i>
	8. Determines availability of NCA	None	3 minutes	<i>Accountant III</i>
	9. Reviews DV and signs in Box C "Certified" of the Disbursement Voucher	None	5 minutes	<i>Accountant III</i>
	10. Forwards Disbursement Voucher with complete supporting documents to PARPO II for Approval	None	2 minutes	<i>Accountant III</i>
	11. Receives DV and other Supporting documents	None	2 minutes	<i>Accountant III</i>



	12. Approves payroll and Box D of DV	None	5 minutes	<i>ARD STO</i>
	13. Forwards Disbursement Voucher, Payroll and Other SDs for Payment of Salaries to Cashier	None	2 minutes	<i>Accountant III</i>
	14. Receives payroll, 2 Copies ORS, 2 copies of DV and other Supporting documents.	None	2 minutes	<i>Cashier II</i>
	15. Prepare LDDAP-ADA, ACIC and transmittal to LBP	None	30 minutes	<i>Cashier II</i>
	16. Signed LDDAP-ADA and ACIC	None	5 minutes	<i>Cashier II</i>
	17. Forward LDDAP-ADA, Alphalist, ACIC and transmittal to the Accountant for Signature as to correctness	None	2 minutes	<i>Cashier II</i>
	18. Receives LDDAP-ADA, Alphalist, ACIC and Transmittal	None	2 minutes	<i>Accountant III</i>
	19. Reviews and Signs LDDAP-ADA, Alphalist, ACIC and transmittal	None	10 minutes	<i>Accountant III</i>
	20. Forward LDDAP-ADA, Alphalist, ACIC and transmittal to the PARO for Signature as to Approval	None	2 minutes	<i>Accountant III</i>
	21. Receives LDDAP-ADA, Alphalist and ACIC	None	2 minutes	<i>Accountant III</i>
	22. Reviews and Signs LDDAP-ADA, Alphalist	None	10 minutes	<i>ARD - STO</i>



	and ACIC as to Approval			
	23. Forward LDDAP-ADA, Alphalist and ACIC to the Cashier	None	3 minutes	<i>Accountant III</i>
	24. Receives signed LDDAP-ADA, Alphalist, ACIC and transmittal	None	2 minutes	<i>Cashier II</i>
2. Credited payment of TEV/other claims to employees individual ATM account	25. Segregate copies of LDDAP-ADA, ACIC, Alphalist, transmittal and forward/submit to LBP.	None	1 hour	<i>Cashier II</i>
<b>TOTAL</b>			<b>3 Hours, 18 Minutes</b>	



## 15. Issuance of Certificate of Last Payment Received

This service is provided to employees who either resigned/retired or transferred.

<b>Office or Division:</b>	Support to Operations Division (STOD) – Cashiering Section – Regional Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Resigning, Retiring and Transferring Employees of the DAR Regional Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-Out Request Form/Logged Request		Cashiering Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fills out Request Form or Logs Request in Logbook	Receives request form	None	1 minute	<i>Cashier II</i>
	Checks records of the requesting client	None	10 minutes	<i>Cashier II</i>
	Prepares certification	None	3 minutes	<i>Cashier II</i>
	Reviews/Signs certification	None	2 minutes	<i>Cashier II</i>
Receives certification	Releases certification	None	1 minute	<i>Cashier II</i>
<b>TOTAL</b>			<b>17 minutes</b>	



## 16. Leave Administration

Refers to leave of absence privileges entitlement of appointive officials and employees of the government whether permanent, temporary, contractual or casual.

<b>Office or Division:</b>	STOD / HR -DARRO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	DAR Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
All kinds of Leave - two (2) copies Original Application for Leave	Electronic Leave Application
Sick Leave (more than 5 days) attach one (1) Original copy of Medical Certificate	Hospital/Attending Physician
Vacation Leave (Abroad) attach the following: 1. Letter request stating therein that the said travel is on personal account; 2. Authority to Travel Abroad; 3. Four (4) copies of Provincial Clearance; <b>IF more than 5 days</b> , additional requirement: Certification from the Head of Office concerned that the leave of absence will not anyway affect the work performance of the office.	DAR Office of the Secretary DARRO  Head of Office of applicant
Rehabilitation Leave (max of 6 months) attachment: 1. Medical Certificate 2. Police Incident Report	Hospital/Attending Physician Police Station
Calamity Leave (5 days) attachment: 1. Declaration of State of Calamity	National/Local
Solo Parent Leave (7 days in a year) attachment: 1. Photocopy of Solo Parent ID (renewable yearly)	DSWD – Municipal Office
VAWC Leave (10 days) attachment, any of the following: 1. Barangay Protection Order;	Barangay Captain / Municipal Trial Court in the absence of Brgy Captain and MTC, Punong






<ol style="list-style-type: none"> <li>2. Temporary/Permanent Protection Order obtain from the Court;</li> <li>3. If the Protection Order is not issued either by the barangay or Court, a certification issued by the Punong Barangay/Kagawad or Prosecutor or Clerk of Court that application for BPO, TPO, or PPO has been filed with the said office shall be sufficient to support the application for the ten-day leave.</li> </ol>	<p>Barangay/Kagawad or Prosecutor or Clerk of Court</p>
<p>Study Leave attachment:</p> <ol style="list-style-type: none"> <li>1. Recommendation form the Head of Office/ Agency;</li> <li>2. Updated PDS;</li> <li>3. Service Record;</li> <li>4. Certified Photocopy of OTR and Diploma;</li> <li>5. Statement of Actual Duties &amp; Responsibilities duly certified by the immediate supervisor;</li> <li>6. Lists of training programs attended for the last five (5) years signed by the Head of HR;</li> <li>7. D/IPCR for 2 semesters (at least VS Rating);</li> <li>8. Certificate of no Pending Administrative/ Criminal case issued by the Legal Office;</li> <li>9. Certificate of no service obligation from previous trainings/scholarship programs attended signed by the Head of HR;</li> <li>10. Certification of no pending nomination to any scholarship (local or foreign) signed by the Head of HR;</li> <li>11. Undertaking stating that in case of approval the applicant/ nominee shall not withdraw from his/her scholarship and that in case of withdrawal, he/she shall refund any allowance granted by the office and the corresponding of number</li> </ol>	<p>DARRO</p> <p>Employee HR Employee</p> <p>Employee</p> <p>HR</p> <p>Employee</p> <p>Legal Office</p> <p>HR</p> <p>HR</p> <p>Employee</p> <p>Employee HRDC</p>



working days shall be charged against his/her accrued leave 12.Contract 13.HRDC Resolution 14.Provincial/Regional/Central Office Clearance		DARRO		
Terminal Leave attachment: 1. Application for Leave 2. Statement of Leave of Absence (SOLA) 3. Leave Cards 4. Cert. of Transferred Leave (in case of transfer) 5. Latest Appointment 6. Latest NOSI or NOSA 7. Updated Service Record 8. Statement of Assets, Liabilities and Networth (SALN) as of date of retirement 9. Regional Office Clearance 10. Central Office Clearance 11. Ombudsman Clearance 12. Photocopy of ATM		Employee HR HR HR  HR HR HR Employee  DARRO DARCO Ombudsman Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare, print and sign electronic Leave Application by the applicant. • Sick Leave (maybe filed in advance or immediately upon return for work) • Vacation Leave/Forced Leave (5 days before the leave) In case of Vacation Abroad (1 month prior)		None	30 minutes	DAR Official / Employee



<ul style="list-style-type: none"> <li>• Special Privilege Leave (5 days before the leave)</li> <li>• Rehabilitation Leave (within 1 week upon the occurrence of the incident)</li> <li>• Calamity Leave (within 30 days)</li> <li>• Maternity (before expected delivery)</li> <li>• Paternity (after the delivery)</li> <li>• Magna Carta (before the expected surgery)</li> <li>• Solo Parent Leave (7 days prior)</li> <li>• Study Leave (1 month before)</li> <li>• Terminal Leave (upon effectivity of retirement)</li> </ul>				
2. Submit to immediate supervisor for action.		None	30 minutes	<i>DAR Official / Employee</i>
3. Submit to HR for computation of Leave Credits. <ul style="list-style-type: none"> <li>• SICK LEAVE   Medical Certificate if more than 5 days</li> <li>• VACATION LEAVE   Attach Clearance if more 30 working days</li> </ul>	3.1. Ascertain authenticity of attached documents (Police Report; Solo Parent Id, et al)  3.2 Computation of Leave Balance/ Credits	None	1 day	HR

<p>  VACATION/ TRAVEL ABROAD – Attach Letter request stating therein that the said travel is on personal account; Regional Clearance; IF more than 5 days, attach Certification from the Head of Office concerned that the leave of absence will not anyway affect the work performance of the office.         </p> <ul style="list-style-type: none"> <li>• REHABILITATI ON LEAVE – Attach Medical Certificate and Police Incident Report</li> <li>• MATERNITY/ MAGNA CARTA – Attach Medical Certificate</li> <li>• STUDY LEAVE – Attach Recommendati on form the Head of Office/ Agency;</li> </ul>	<p>3.3 If documents attached are found to be complete/ authentic, submit to Head of Office for approval</p>			
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Updated PDS; Service Record; Certified Photocopy of OTR and Diploma; Statement of Actual Duties & Responsibilities duly certified by the immediate supervisor; Lists of training programs attended for the last five (5) years signed by the Head of HR; IPCR for 2 semesters (at least VS Rating); Certificate of no Pending Administrative/ Criminal case issued by the Legal Office; Certificate of no service obligation from previous trainings/ scholarship programs attended signed by the Head of HR; Certification of no pending nomination to any scholarship				
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(local or foreign) signed by the Head of HR; Undertaking stating that in case of approval the applicant/ nominee shall not withdraw from his/her scholarship and that in case of withdrawal, he/she shall refund any allowance granted by the office and the corresponding of number working days shall be charged against his/her accrued leave; Application for Study Leave; HRDC Resolution; Contract; Clearance;				
4. For approval by the Head of Office		None	3 hrs.	<i>Regional Director</i>
5. Furnished applicant of approved/ disapproved copy; one (1) file 202	Update computerized Leave Card	None	4 hrs.	HR
<b>TOTAL</b>			2 days	



## **PROVINCIAL OFFICE EXTERNAL SERVICES**





## 1. Public Assistance /Handling Queries or Complaints/QRO/PACCU

This service provides meaningful and efficient public assistance to walk-in clients/visitors/stakeholders. This procedure starts from registration of walk-in clients/visitors up to updating of clients' database.

<b>Office or Division:</b>	Support to Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Farmers, Farmworkers and Landowners as well as cooperatives, other independent farmer's organizations and walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card		Any Government-Issued Identification Card		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
10. Upon entry of the DAR Walk-In Client/Visitor	1.1 Requests the Client/ Visitor to leave a valid ID and register at the Security Guard logbook, then issues pink colored DAR walk-in client's/visitor's ID and directs/ushers to the PACD	NONE	30 seconds	<i>Security Guard</i>
	1.2 Visitor (New): Greets/ welcomes the Walk-in Client/ Visitor and asks his/her concern.	NONE	2 seconds	<i>Admin Aide</i> Support to Operations Division
11. Client Registration	2.1 Requests the Client/ Visitor to register at the PACD logbook (stating his name, address, time-in, and purpose);  11.2 In case the	NONE	3 minutes	<i>Admin Aide</i> Support to Operations Division



	PACD Officer of the Day is otherwise occupied with other Walk-in Clients/ Visitors inside the PACD, the PACD Officer of the Day may act as information officers and undertake initial assessment of the DAR walk-in clients/visitors and appropriately route them to the appropriate PACD Officer of the Day that would address their concern			
12. Fills up the Clientele Information Sheet	3.1 Requests the Walk-in Client/ Visitor to accomplish the Clientele Information Sheet (CIS) stating his name, address, telephone/mobile number, issues, case, requests.	NONE	2 minutes	<i>Admin Aide</i> Support to Operations Division
	3.2 Interviews the Walk-in Client/Visitor and evaluates his/her issue/concern presented and provide the appropriate advice or referral to Sector concerned, if warranted.	NONE	1 hour 30 minutes	<i>Admin Aide</i> Support to Operations Division
13. Client/ Visitor (Who follows-up	4.1 Greets/ welcomes the Client/Visitor and	NONE	2 seconds	<i>Admin Aide</i> Support to Operations Division



status of concern)	asks his/her concern			
	4.2 Requests the Walk-in Client/Visitor to register at the PACD logbook (stating his name, address, time-in, and purpose).			<i>Admin Aide</i> Support to Operations Division
	4.3 Undertake initial assessment of the DAR walk-in Client's/ Visitors' issues. The DAR walk-in Client's/Visitor shall be given an official PACD Referral Slip duly signed by the PACD Officer of the Day and the corresponding DAR Area ID.	NONE	5 minutes	<i>Admin Aide</i> Support to Operations Division
14. The Client/Visitor seeks legal assistance	5.2 The PACD Officer of the Day refers the Client/ Visitor to the Frontline Office Point Person for Legal assistance	NONE	DARRO-10 minutes	<i>Admin Aide</i> Support to Operations Division
15. If the concern of the Client/Visitor is Land Tenure Improvement (LTI) – Land Acquisition and Distribution (LAD) and other	6.1 The Visitor to the Field Operations Division,	NONE	DARRO-10 minutes	<i>Admin Aide</i> Support to Operations Division



operational matters				
	<p>15.2 If the Clients'/ Visitors' issue cannot be resolved by the PACD Officer of the Day, the said point person shall refer the Client/Visitor to the frontline office for full satisfaction of the said Clients'/ Visitors' raised issues.</p> <p>PACD shall issue a corresponding color coded DAR Area ID in exchange of the pink colored DAR walk-in Client's/ Visitor's ID. The Client/Visitor shall be given an official PACD referral slip, duly accomplished by the PACD Officer of the Day and signed by PCAO</p> <p>PACD Officer of the Day shall give instruction to the Walk-in Client/Visitor to return the accomplished Referral Slip to the PACD.</p>	NONE		



16. The Client/ Visitor submits the accomplished Referral Slip (RS) and Client Satisfaction Form (CSF) and DAR area ID to the PACD	7.1 The PACD Officer of the Day reviews the accomplished RS and CSF and replaces the DAR area ID with the Pink ID.	NONE	2 minutes	<i>Admin Aide</i> Support to Operations Division
17. The Client / Visitor shall surrender the DAR Pink ID to the Security Guard on duty at the main entrance of the Office.	8.1 The Security Guard on Duty retrieves the DAR Pink ID in exchange for the Client's/Visitor's' personal ID.	NONE	30 seconds	<i>Security Guard</i>
	17.2 When necessary, the PACD Officer of the Day shall immediately prepare an Action Document addressing the Clients/ Visitors' concern/issue for review and initial by the PCAO and for approval/signature by the PARPO II	NONE	1 hour 30 hours	<i>Admin Aide</i> <i>RCAO/ ARD</i> Support to Operations Division
	8.3 The Client/ Visitor shall be furnished with a copy of the signed Action Document.	NONE	2 minutes	<i>Admin Aide</i> Support to Operations Division
18. The Client / Visitor accomplishes	9.1 The PACD Officer of the Day	NONE	5 minutes	<i>Admin Aide</i> Support to Operations Division



s the CSF and shall submit to PACD	shall review the accomplished CSF			
	9.2 The Designated Information Officer assigned shall maintain and update the PACD Clientele Database and encode the case of the client in the said database and update the same on a monthly basis or upon receipt of an update from the concerned DAR Office.	NONE	5 minutes per case	<i>Designated Provincial Information Officer</i>
<b>TOTAL</b>			DARRO –3 Hours 15 minutes	



## 2. Issuance of Certificate of No Pending Case

The Certification is issued to attest that the requesting party as no pending case at the Provincial Adjudicator's Office. The Certification is a requirement for transfer of awarded lands under Administrative Order No.8, series of 1995, Landbank transactions and for purposes of determining non-forum shopping.

<b>Office or Division:</b>	Office of the Provincial Adjudicator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form (DARAB Request Form) or Letter-request.		Office of the PARAD		
2. For No. 3 in the above enumeration: 2.1 letter-authority (1 original) 2.2 valid I.D. from the principal and the representative ( 1 photocopy)		Party to the case/Counsel of record		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form/ written request	1. Receive and reviews the accomplished form	None	5 Minutes	<i>Clerk of the Adjudicator/Agrarian Reform Program Officer II (ARPO II)</i>
2. Wait while the case records are being verified	2. Verify case records if there is a pending case before the PARAD;  Issue Order of Payment if with no pending case	None	10 Minutes	<i>Clerk of the Adjudicator/ ARPO II</i>
3. Pay to the cashier and present official receipt (OR)	3. Prepare the Certification	PHP 50/ Document  (Pauper litigant free of charge)	10 Minutes	<i>Clerk of the Adjudicator/ ARPO II</i>



4. Receive the Certification	4. Release the Certification	None	2 Minutes	Cashier / Clerk of the Adjudicator/ ARPO II
5. Accomplish the Client's Satisfaction Form	5. Request the client to accomplish the Client's Satisfaction form	None	5 minutes	Clerk of the Adjudicator/ ARPO II
<b>TOTAL</b>		<b>PHP 50.00</b>	<b>32 Minutes</b>	





### 3. Issuance of Certificate of Finality/Entry of Judgment

The Certificate of Finality / Entry of Judgment is issued to requesting party interested to have the subject decision be entered in the registry book of judgment which has become final and executory.

<b>Office or Division:</b>	Office of the Provincial Adjudicator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form (DARAB Request Form) or Letter-request.		Office of the PARAD		
2. For No. 3 in the above enumeration: 2.1 letter-authority (1 original) 2.2 valid I.D. from the principal and the representative ( 1 photocopy)		Party to the case/Counsel of record		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form/ Present written request	1. Receive and review the accomplished form/written request	None	5 minutes	<i>Clerk of the Adjudicator/Agrarian Reform Program Officer II (ARPO II)</i>
2. Wait while the case record is retrieved and verified	2.1. Retrieve case record and verify if the decision has become final & executory (FINEX)  1. 5 years & below 2. Above 5 years; 3. Archived	None		<i>Clerk of the Adjudicator/ ARPO II</i>
			10 minutes	
			30 minutes	
			45 minutes	
	2.2. Prepare the Certificate of Finality &	None	10 minutes	<i>Clerk of the Adjudicator/ ARPO II</i>



	Release to the Client			
3. Accomplish the Clients Satisfaction Form	3. Request to fill-up the Client Satisfaction Form	None	5 minutes	<i>Clerk of the Adjudicator/ ARPO II</i>
<b>TOTAL</b>				
<b>5 years &amp; below</b>		<b>None</b>	<b>30 minutes</b>	
<b>above 5 years</b>		<b>None</b>	<b>50 minutes</b>	
<b>Archived</b>		<b>None</b>	<b>1 hour, 5 minutes</b>	



#### 4. Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders)

The Certified Copies of Documents which include case records, resolution, decision, and orders are requested by interested parties for personal files, as annexes to any appeal in any court or tribunal or for other legal purposes.

<b>Office or Division:</b>	Office of the Provincial Adjudicator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form (DARAB Request Form) or Letter-request.		Office of the PARAD		
2. For No. 3 in the above enumeration: 2.1 letter-authority (1 original) 2.2 valid I.D. from the principal and the representative ( 1 photocopy)		Party to the case/Counsel of record		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form/ written request	1. Receive and review the accomplished form	None	5 minutes	Clerk of the Adjudicator/ Agrarian Reform Program Officer II (ARPO II)
2. Wait while the requested document is being retrieved	2.1. Retrieve case records and verify the requested document	None	12 minutes	Clerk of the Adjudicator/ ARPO II
	2.2. Prepare, reproduces the requested document and Issue Order of Payment (If case folder is at the office):  50 pages & below, active cases	None	30 minutes	Clerk of the Adjudicator/ ARPO II



	50 pages & below, 5 years & above		40 minutes	
	above 50 pages, active cases		1 Hour	
	above 50 pages, 5 years & above		1 hour, 10 minutes	
3. Come back after three working days	3. <b>(if case folder not yet available):</b>  Retrieve the document  50 pages & below, archived  above 50 pages, archived	None	3 Working days  3 Working days	Clerk of the Adjudicator/ ARPO II
4. Pay to the cashier and Present official receipt (OR)	4. Authenticate the document while the Client is paying the corresponding fee at the cashier  Record the OR number in the logbook	Php 50.00/ document  (Pauper litigant is free of charge)	10 minutes	Cashier / Clerk of the Adjudicator/ ARPO II
5. Receive the certified copies of document	5. Release the certified copies of document to Client	None	3 minutes	Clerk of the Adjudicator/ ARPO II
6. Accomplish Client's Satisfac tion Form and drop in the designated box provided	6. Request the Client to accomplish the Client's Satisfaction Form	None	5	Clerk of the Adjudicator/ ARPO II
<b>TOTAL</b>				
<b>For 50 pages and below</b>		<b>PHP 50.00</b>		
<b>Active Cases</b>			<b>1 hour, 5 minutes</b>	
<b>5 years and above</b>			<b>1 hour, 15 minutes</b>	
<b>Archived</b>			<b>3 days, 35 minutes</b>	
<b>For 50 pages and above</b>		<b>PHP 50.00</b>		
<b>Active Cases</b>			<b>1 hour, 35 minutes</b>	
<b>5 years and above</b>			<b>1 hour, 45 minutes</b>	
<b>Archived</b>			<b>3 days, 35 minutes</b>	



## 5. Issuance of Certified Copies of Transcript of Stenographic Notes (TSN) Issuance of Certified copies of Transcript of Stenographic Notes (TSN)

The authenticated copy of the Transcript of Stenographic Notes during a case hearing is issued to requesting parties for whatever valid purpose it may serve to the requesting party.

<b>Office or Division:</b>	Office of the Provincial Adjudicator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form (DARAB Request Form) or Letter-request.		Office of the PARAD		
2. For No. 3 in the above enumeration: 2.1 letter-authority (1 original) 2.2 valid I.D. from the principal and the representative ( 1 photocopy)		Party to the case/Counsel of record		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form/ written request	1. Receives and review the accomplished form	None	5 minutes	<i>Clerk of the Adjudicator/Agrarian Reform Program Officer II (ARPO II)</i>
2.Wait while the requested TSN is being retrieved	2.1. Retrieves case records and verify the requested document	None	10 minutes	<i>Clerk of the Adjudicator/ (ARPO II)</i>
	2.2. Prepares, reproduce the requested document and Issues Order of Payment (If case folder is at the office)	None	20 Minutes	<i>Clerk of the Adjudicator/ (ARPO II)</i>
3. Come back after three working days	3. (if TSN is not yet available)	None	3 Working days	<i>Stenographer</i>



	Transcribes TSN			
4. Pay to the cashier and Present official receipt (OR)	4. Authenticates the TSN while the Client is paying the corresponding fee at the cashier  Records the OR number in the logbook	PHP 10/ page  (Pauper litigant is free of charge)	10 Minutes	Cashier / Clerk of the Adjudicator/ (ARPO II)
5. Receive the certified copies of TSN	5. Releases the certified copies of TSN to Client	None	2 minutes	Clerk of the Adjudicator/ (ARPO II)
6. Accomplish Client Satisfaction Form and drop in the designated box provided	6. Requests the Client to accomplish the Clients Satisfaction Form	None	5 minutes	Clerk of the Adjudicator/ (ARPO II)
<b>TOTAL</b>				
<b>TSN is available</b>		<b>PHP 10.00</b>	<b>52 minutes</b>	
<b>TSN is yet to be transcribed</b>		<b>PHP 10.00</b>	<b>3 days</b>	



## 6. Processing of DAR Clearance (A.O. 1 s. 1989)

The processing of application of DAR clearance involves the conveyance of private agricultural lands not covered by any agrarian reform program or within the retained area of the landowners / transferors with an area of not more than five (5) hectares. Applicable requirements and procedures must be complied by landowners/transferors and buyers/transferees.

<b>Office or Division:</b>	LEGAL DIVISION - DARPO	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government to Government/Business/Client	
<b>Who may avail:</b>	Landowner/Transferor, Buyer/Transferee, Heirs, Representative (with SPA)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request addressed to the MARPO of the place where the subject property applied for DAR Clearance is located		Requesting party, either the Transferee or Transferor
2. copy of the document to be registered (Deed of Conveyance)		Requesting party, either the Transferee or Transferor
3. Certified electronic copy of the OCT/TCT issued by the ROD not later than 3 months from date of application		Register of Deeds
4. Certified true copy of the Tax Declaration not later than 3 months from date of application		Municipal Assessor's Office
5. Affidavit of Transferor executed separately by the husband and wife stating that the subject land is within the retention and that there is no tenant occupying the subject land		Transferor
6. Affidavit of Transferee executed separately by the husband and wife that the landholding including the land to be acquired is not more than 5 hectares		Transferee
7. Death certificate from the LCR in case of death of transferor or transferee or in case of no records, church death certificate or affidavit of two disinterested person stating the fact of such death		Local Civil Registrar
8. Sketch plan of the property or Approved plan (if portion)		Requesting party, either the Transferee or Transferor
9. Certificate of Aggregate Landholding of both Transferor and Transferee		Assessor's Office



(including spouses) from the Municipality, City and Provincial Assessors where the subject land is located and where the Transferor and Transferee resides (as stated in the Deed) not later than 3 months from date of application				
10. If applicant is a Corporation: a. Secretary's certificate or board resolution b. Articles of Incorporation or By-laws		Requesting party- Corporation		
11. If applicant is a Cooperative: a. CDA Registration b. Board resolution c. Articles of Incorporation or By-laws		Requesting party- Cooperative		
12. If applicant is an Association: a. SEC or DOLE Registration b. Officers Resolution c. Articles of Incorporation or By-laws		Requesting party- Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>DARMO</b>			
1. File a written request with attached required documents in a folder to the DAR Municipal Office (DARMO) where the subject land is located	1. Receive the written request and evaluates the completeness of attached documents.	None	10 minutes	ARPT / SARPT DARMO
	1.1 If the application is complete, Record in the Official Record Book and indicate date of receipt in the applicant's receiving copy.  1.2 If the application is not complete, return to the applicant for	None	30 minutes	ARPT / SARPT DARMO





	compliance of the lacking documents.			
2. Accompany DARMO staff to the site in the conduct of Ocular Inspection	2. Conduct ocular inspection and prepare investigation report and recommendation. Then, forward the DAR clearance application folder together with the attachments and the investigation report and recommendation plus indorsement to the DARPO.	None	3 days	ARPT / SARPT DARMO
	<b>DARPO</b>			
	2.1 Log in the received documents in the Official Record Book of the DARPO.	None	10 minutes	Records officer, DARPO
	2.2 Forward to the Chief Legal Division and assigns to the concerned Legal Officer	None	15 minutes	Clerk, Legal Division- DARPO
	2.3 Review and evaluates the DAR clearance application folder and <i>if found in order</i> , prepares completed staff work (CSW) for the PARPO with prepared DAR clearance certification. <i>If not in order</i> , deny the application without prejudice to refile of the same.	None	1 day	Legal Officer, DARPO
	2.4 Final review of the DAR application folder, CSW, prepared DAR clearance certification	None	6 hours	Chief, Legal Div. DARPO
	2.5 Forward the CSW with attached Certification to the Office of the PARPO.	None	15 minutes	Clerk, Legal Division DARPO



	2.6 Sign the certification if found to be in order	None	2 hours	<i>PARPO II, DARPO</i>
	2.7 Forward the signed document (DAR Clearance/ Order of Denial) to Legal Division	None	10 minutes	<i>Secretary of PARPO II, DARPO</i>
3. Client request release of DAR clearance	3. Prepare order of payment slip.	None	15 minutes	<i>Clerk, Legal Division DARPO</i>
4. Proceed to the Accounting Office	4. Issue Order of Payment (OP)	None	20 minutes	<i>Accounting Clerk , Clerk, Legal Division DARPO</i>
5. Give OP and pays the corresponding fee to the Cashier	5. Receive OP and payment, prepares and issues Official Receipt (OR).	PHP 50.00 for the order PHP 15.00 for documentary stamp	15 minutes	<i>Cashier, Clerk, Legal Division DARPO</i>
6. Present OR to the Legal Division Clerk	6. Record the OR Number in the Logbook and attach the OR to the Certification.	None	20 minutes	<i>Clerk, Legal Division DARPO</i>
7. Sign the Logbook before receiving the Certification/DAR Clearance/Oder of Denial	7. Issue the Certification/DAR Clearance/Order of Denial and require the client to sign the Logbook and administer Feedback Form	None	15 minutes	<i>Clerk, Legal Division DARPO</i>
8. Accomplish Feedback Form and drop at the suggestion drop box located at the Public Assistance and Complaint Desk (PACD).	8. Record the client's feedback	None	20 minutes	<i>Clerk, Legal Division DARPO</i>
<b>TOTAL</b>		<b>PHP 65.00</b>	<b>5 days 3 hours 15 minutes</b>	



## 7. Payment to Service Providers

The Agency is mandated to ensure payment of claims rendered by the Service Provider

<b>Office or Division:</b>	Support to Operations Division - DARPO	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Business	
<b>Who may avail:</b>	Interested caterer/owner of venue/supplier of services/ interested supplier of goods	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved Activity Design with Budget Estimate-for Services		End-user
Purchase Request		End-user
Posting of opportunity to PHILGEPs (Ph50,000.00 and above)		BAC Secretariat/PHILGEPs Point Person
Request for Quotations		End-user
Abstract of Canvass		Canvasser
BAC Resolution		BAC/Procurement Unit
BAC Minutes of Meeting		BAC Secretariat/Procurement Unit
Philgeps Registration		Supplier
Business/Mayor's Permit		Supplier
Omnibus Sworn Statement-if applicable		Supplier
Income Tax Return-if applicable		Supplier
Certificate of BIR Registration-first claim		Supplier
Approved Purchase Order/Contract		HOPE/Procurement Unit
Billing Statement/Statement of Account/Charge Invoice		Supplier
Attendance Sheet (certified by end user)/for payment of Services		End-user
Terminal Report/Minutes of Meeting/for payment of Services		End-user
Acceptance & Inspection Reports/for payment of goods		Supply Officer/Inspector
Delivery Receipts/for payment of goods		Supplier
Posting of Notice of Award to PHILGEPs		BAC Secretariat/PHILGEPs Point Person
Obligation Request & Status (ORS)		End-User/Procurement Unit



Disbursement Voucher		End-User/Procurement Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits claim to STOD	Receives the claim indicating the date of receipt		2 minutes	<i>STOD staff</i>
	Logs the claim voucher indicating the payee, amount, particulars and provides control number		3 minutes	<i>STOD staff</i>
	Forwards the claim voucher to Budget Section		2 minutes	<i>STOD staff</i>
	Initial checking of the completeness of documents including the signatories. If incomplete, return the Disbursement Vouchers (DV) to claimant.		5 minutes	<i>Budget staff/Budget Officer</i>
	Verifies available funds per Project/Activity/Program (PAP). Obligates and assigns ORS control number. Assigns UACS Codes		10 minutes	<i>Budget staff/Budget Officer</i>
	Retains copy 1 of the ORS then forwards the obligated DV to the Accounting Section. Records the transaction in a logbook indicating the ORS number, UACS codes,		2 minutes	<i>Budget staff/Budget Officer</i>



	payee and particulars.			
	Receives Copy 1-4 of DV, Supporting Documents (SDs) and Copy 2-3 of duly signed ORS from the Budget Section.		2 minutes	<i>Accounting staff/Accountant</i>
	If the attachments of the claim are not complete, return to claimants for compliance.		2 minutes	<i>Accounting staff/Accountant</i>
	If documents attached are complete, stamps "Received" and indicates date of receipt and records in the logbook indicating the Payee/Creditor, Particulars, Amount and assigns DV number.		2 minutes	<i>Accounting staff/Accountant</i>
	Retrieves & Verifies the transaction in the Index of Payment (IoP) to avoid double payment		3 minutes	<i>Accounting staff/Accountant</i>
	If not yet paid, computes the final amount for payment, net of applicable tax rate. Analyzes the corresponding accounting entry for the said claim. Verifies ORS		4 minutes	<i>Accounting staff/Accountant</i>



	against DV, if the amounts are the same, records in the IoP including the amount of tax withheld and net amount.			
	If the amounts in the ORS and DV differ, prepares NORSA in three copies and to be signed by the Accountant.		5 minutes	<i>Accounting staff/Accountant</i>
	Computes the taxes to be withheld and prepares BIR Forms 2307 & 2306.		5 minutes	<i>Accounting staff/Accountant</i>
	Provide accounting entry on the DV.		5 minutes	<i>Accounting staff/Accountant</i>
	Final review and certify as to completeness and propriety of supporting documents and availability of funds. Affixes signature in Box C of DV and Certificate of Taxes Withheld.		30 minutes	<i>Accountant</i>
	Forwards the certified/ signed Copy 1-4 of DV, SDs, ORS and Certificate of Taxes Withheld to the Office of the Head of Agency for approval.		5 minutes	<i>Accounting staff/Accountant</i>



	Head of the Office approves the DV.		5 minutes	<i>Head of Agency or Authorized representative</i>
	The Office of the Head of Agency forwards the approved DV to the Cashier unit.		5 minutes	<i>Head of the Office Staff</i>
	Prepares Check /LDDAP ADA upon receipt of approved Disbursement Vouchers from the Head of the Office		5 minutes	<i>Cashier</i>
	Forwards the prepared LDDAP ADA to the Accounting section for final review.		2 minutes	<i>Cashier</i>
	Review, verify and certifies LDDAP ADA prepared by Cashier and sends back to Cash unit for finalization		5 minutes	<i>Accountant</i>
	Cashier forwards the LDDAP ADA /CHECK to the Head of the Office for approval.		5 minutes	<i>Cashier</i>
	Head of the Office approves the LDDAP ADA/CHECK.		5 minutes	<i>Head of Agency or Authorized representative</i>
	The Office of the Head of Agency forwards the approved LDDAP ADA/CHECK back to Cashier unit.		5 minutes	<i>Cashier</i>
TOTAL:			2 hours 4 minutes	



## 8. Transfer of Awarded Lands from ARBs Pursuant to PD 27, EO 228 and RA 6657 (DAR AO 8, s. 1995, Joint DAR-LRA MC 09-06)

In the course of time, awardees of emancipation patent and certificate of land ownership award decided to transfer the ownership to qualified transferees, a certification is secured from the DAR in compliance to AO 8 S 1995. This will legitimize the transfer transaction from the original awardee to the new owner.

<b>Office or Division:</b>	LEGAL DIVISION OF DARPO AND DARRO <sup>1</sup>		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - Government to Client		
<b>Who may avail:</b>	Applicant EP/CLOA Allocatee, Buyers of EP/CLOA		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Written Letter-request		Transferor or his/her Heirs	
Copy of Deed of Conveyance/Transfer (Extra-Judicial with Waiver, Sale, Donation,etc)		Transferor or his/her Heirs	
Certified copy of EP/CLOA		Transferor or his/her Heirs	
Latest Tax Declaration		Municipal Assessor's Office	
Affidavit of Transferor stating that the subject property has no pending case at the DARAB or any of its Adjudicators, the DAR, the Courts or at the Office of the President. However, if the owner is dead, present also a death certificate		Transferor or his/her Heirs	
Affidavit of Transferee duly acknowledge by the BARC Chairman on the place where the land is located, executed within three (3) months stating that the landholding including the land to be acquired is not more than 5 hectares.		Transferor or his/her Heirs	
Certificate of Aggregate Landholding of the Transferee (including spouse) within three (3) months from the Municipality, City, and Provincial Assessors where the land is located and where the Transferee resides (based in the Deed)		Municipal/City/Provincial Assessor's Office	
Income Tax Return (Certified True Copy) of the Buyer/transferee		BIR	
Residence Certificate of the Buyer/transferee		Barangay or Municipal Treasurer's Office	
Certification from the MunicipalTreasurer's Office (Tax Clearance)		Municipal Treasurer's Office	
Certification from LBP/DAR regarding loans		LBP or DAR	





Notarized Certification from NIA		NIA		
Certificate of Full Payment for compensable lands		LBP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>DARMO AND DARPO</b>			
1. File with the DAR Municipal Office (DARMO) where the subject land is located, a written request to transfer his/her awarded landholding with all the required attachments.	1. Evaluate the completeness of the attached documents to the written request for Transfer of Awarded Land. Validates from the EP/CLOA database.	None	1 day	SARPT/ARPT , DARMO
	1.1 If incomplete (lacking documentary evidence), return the application folder to the applicant.	None	20 Minutes	SARPT/ARPT , DARMO
	1.2 If the application is complete, Record in the Official Record Book and indicate date of receipt in the applicant's receiving copy.  1.3 Schedule for OCI and inform client.	None	1 hour	SARPT/ARPT , DARMO
2. Accompany DARMO staff to the site in the conduct of Ocular Inspection.	2. Conduct ocular inspection and prepares investigation report and recommendation. Then, forward the Transfer Application folder together with the attachments and the investigation report and recommendation plus	None	3 hours	SARPT/ARPT, DARMO



	endorsement to the DARPO.			
	2.1 Receive the folder, endorse to Legal Division	None	20 Minutes	<i>Record Officer, DARPO</i>
	2.2 Legal Division receive, docket, and route/assign to a Legal Officer for review.	None	20 minutes	<i>Clerk of Legal Division and Chief Legal, DARPO</i>
	2.3 Legal Officer review and evaluate the folder.	None	1 day	<i>Legal Officer, DARPO</i>
	2.4 If found to be incomplete or lacking requirements, return the application together with supporting documents to DARMO for further action copy furnished DARPO and applicant.	None	1 hour	<i>Legal Officer, DARPO</i>
	2.5 If the folder is complete (supporting docs), prepare Transmittal Order to DARRO with countersign of the Chief Legal for signature of the PARO II.	None	1 hour	<i>Clerk of Legal Division / Chief Legal/PARPO II, DARPO</i>
	2.6 After transmittal is signed, forward the Transfer Application folder with recommendation and transmittal to DARRO.	None	1 hour	<i>Clerk of the Legal Division, DARPO</i>
	<b>DARRO</b>			
	1. Receive folder from the Office of the ARD and records the same in the logbook. Thereafter transmits the folder to the Chief Legal	None	15 minutes	<i>Administrative Assistant, OD-DARRO</i>
	2. Assign the case to the Legal Officer	None	4 hours	<i>Chief Legal, DARRO</i>



	3. Evaluate and prepare Draft Order	None	3 days	<i>Legal Officer, DARRO</i>
	3.1 Conduct OCI if necessary and prepare the OCI report within 3 days from OCI		3 days	
	4. Prepare draft Resolution and submit draft Order to the Chief Legal	None	4 hours	<i>Legal Officer, DARRO</i>
	5. Review the draft Order and return to the assigned Legal Officer for amendments and/or final printing	None	2 days	<i>Chief Legal, DARRO</i>
	6. Input corrections of the Chief Legal and final printing. Submit the corrected Order to the Chief Legal for countersignature	None	4 hours	<i>Assigned Legal Officer, DARRO</i>
	7. Countersign the Order and transmit the same to the Head of Executive Assistant	None	4 hours	<i>Chief Legal, DARRO</i>
	8. Review Order. If found in order, transmit to ARD. If not, transmit to assigned Legal Officer along with amendments	None	4 hours	<i>Head of Executive Assistant, OD-DARRO</i>
	9. Assigned Legal Officer submit Order to the Chief Legal for countersignature	None	4 hours	<i>Legal Officer, DARRO</i>
	10. Countersign the Order and transmit to the ARD.	None	2 hours, 45 minutes	<i>Chief Legal, DARRO</i>
	11. Review Order. If found in order, countersign and submit to the RD. if not, return to the Chief Legal for amendments	None	2 days	<i>Assistant Regional Director, DARRO</i>



	12. Final Review of Order. If found in order, affix signature. If not, return to the Chief Legal	None	4 days	<i>Regional Director, DARRO</i>
	13. Record and reproduce copies of the Order and forward the same to the Records Section for mailing out	None	1 hour	<i>Admin. Aide, OD- DARRO</i>
3. Receive the Order through mail	<b>End of transaction</b>			
	<b>TOTAL</b>	<b>None</b>	<b>20 days</b>	



## 9. Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Reform Implementation (ALI) Case/s

This certification is requested by the parties to the case to ascertain whether the order or the decision has a Motion for Reconsideration on file.

<b>Office or Division:</b>		Support to Operations Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Parties to the Case and other interested Parties		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
2. SPA for Authorized Representatives		Party to the Case		
3. Letter-Request		Interested Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for issuance of Certificate on Motion for Reconsideration (CMR)	1. Attends to client to determine needs and endorses to responsible person	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division (STOD)
2. Presents valid IDs, SPA (if Representative), and Letter-request (if not Party to the case)	2. Issues Request Slip for Order of Payment	None	1 minutes	<i>Designated Records Officer</i> Support to Operations Division
3. Presents Order of Payment to Accountant II	3. Issues Official Order of Payment	None	2 minutes	<i>Accountant II</i> Support to Operations Division
4. Pays to Cashier	4. Issues Official Receipt	P50/Certification*	3 minutes	<i>Cashier</i> Support to Operations Division
5. Presents Official Receipt to Support to Operations	5. Issues CMR	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
6. Receives Copy of CMR	6. Asks Client to sign in the logbook	None	2 minutes	<i>Designated Records Officer</i> STOD
7. Fills-out Client Satisfaction Form	7. Places Client Satisfaction Form in the box	None	2 minutes	<i>Designated Records Officer</i> - STOD
<b>TOTAL</b>				
<b>Parties/Not-Parties to the Case</b>		<b>P50*</b>	<b>17 minutes</b>	
<b>Farmers and ARBs</b>		<b>Free**</b>	<b>12 minutes</b>	

\*- Memorandum Circular No. 2, Series of 2011

\*\* - Memorandum Circular No. 246, Series of 2017



## 10. Issuance of Certified True Copies (CTC) of DAR Issuances

This Certified True Copy is requested by clients to support their legal, administrative, and financial obligations or requirements

<b>Office or Division:</b>	Support to Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government; Government to Citizen			
<b>Who may avail:</b>	DAR Personnel and Publics			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Transaction				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for CTC of DAR Issuances	1. Attends to client to determine needs and endorses to responsible person	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
	2. Checks for the availability of the DAR issuance	None	1 minutes	<i>Designated Records Officer</i> Support to Operations Division
	3. Issues Request Slip for Order of Payment	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
2. Presents Order of Payment to Accountant II	2. Issues Official Order of payment	None	2 minutes	<i>Accountant II</i> Support to Operations Division
3. Pays to Cashier	3. Issues Official Receipt	P1/page* Free of charge - for Farmers and ARBs**	3 minutes	<i>Cashier</i> Support to Operations Division
4. Presents Official Receipt to Support to Operations Division	4. Issues CTC of DAR Issuance	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
5. Receives CTC	5. Asks Client to sign in the logbook	None	2 minutes	<i>Designated Records Officer</i>



				Support to Operations Division
6. Fills-out Client Satisfaction Form	6. Places Client Satisfaction Form in the box	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
<b>TOTAL</b>				
<b>Publics</b>		<b>P1/page*</b>	<b>19 minutes</b>	
<b>Farmer and ARB</b>		<b>Free of charge**</b>	<b>11 minutes</b>	
<b>DAR Personnel</b>		<b>Free of charge</b>	<b>11 minutes</b>	

\*- Memorandum Circular No. 2, Series of 2011

\*\* - Memorandum Circular No. 246, Series of 2017



## 11. Issuance of Certified True Copies (CTC) of Orders/Documents

This Certified True Copy of order or decision is requested by parties to the case and other interested parties as their reference in whatever legal purpose this may serve

<b>Office or Division:</b>	Support to Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Parties to the Case/Interested Parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
2. SPA for Authorized Representatives		Party to the Case		
3. Letter-Request		Interested Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Requests for CTC of Order/Documents	1.Provides Letter-Request Form (if not Party to the case)	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
2. Presents the form to Legal Division for Approval (if non-party to the case)	2. Legal Division evaluates and approves the request	None	5 minutes	<i>Attorney V</i> Legal Division
3. Presents approved request to Designated Records Officer (if not party to the case)	3. Issues Request Slip (RS) for Order of Payment	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
4. Presents RS to Accountant II	4. Issues Official Order of Payment	None	2 minutes	<i>Accountant II</i> Support to Operations Division
5. Pays to Cashier	5. Issues Official Receipt		3 minutes	<i>Cashier</i> Support to Operations Division
	Certified True Copy	P50/page*		
	Plain Copy	P10/page*		
		Free of Charge** - for Farmers/AR Bs		





6. Presents Official Receipt to Support to Operations Division	6. Issues copy of CTC	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
7. Receives Copy of CTC	7. Asks Client to sign in the logbook	None	2 minutes	<i>Records Officer</i> Support to Operations Division
8. Fills-out Client Satisfaction Form	8. Places Client Satisfaction Form in the box	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
<b>TOTAL</b>				
<b>CTC for Party/Not-Party to the Case</b>		<b>P50/page*</b>	<b>26 minutes</b>	
<b>Plain Copy for Party/Not-Party to the Case</b>		<b>P10/page*</b>	<b>26 minutes</b>	
<b>Farmer and ARBs</b>		<b>Free of charge**</b>	<b>21 minutes</b>	

\*- Memorandum Circular No. 2, Series of 2011

\*\* - Memorandum Circular No. 246, Series of 2017



# **DARPO**

## **Internal Services**



## 1. Provision of Data/Information to Clients

Data and/or information on the status of programs, activities and projects implemented by the Department of Agrarian Reform are provided to individuals, institutions and other government agencies for whatever legal purpose/s they may serve.

<b>Office or Division:</b>	<b>Support To Operations Division (STOD)- DAR Provincial Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C (Government to Client), G2G (Government to Government)</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
a. Valid Identification Card (original, if walk-in client; photocopy/scanned if letter request is mailed/e-mailed)		Any government institution, office of the requesting client/entity/organization, school if client is a student		
b. Letter Request* (1 copy, original for walk-in client and mailed request, printed PDF file of letter request)				
* Letter must clearly specify the data/information needed, when needed, and the purpose/s for which the data/information will be used				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. IF WALK-IN CLIENT:</b>				
1. Registers in the visitors/clients logbook and presents ID card.	Verifies the identity of the client thru the ID card and requires the client to fill up the Data/Information Request Form (DIRF).	None	2 Minutes	<i>Admin Assistant, STO Div.</i>
2. Fills up the Data/Information Request Form (DIRF) and returns it to the Record Officer	Assesses if the DIRF is properly filled up. If not, requests the client to make the necessary correction/s.			
3. Submits/presents the letter request - stating the data/information	Receives and records the request through the ODTs and indorses it to the Planning Officer for appropriate action.	None	5 Minutes	<i>Admin Assistant, STO Div.</i>



being availed of and the purpose/s for which the data/information will be used.	Forwards also the DIRF to the Planning Officer.			
	Peruses the letter request. If it is in order, assesses if data/information requested is available in DAR.	None	5 Minutes	Planning Officer, STO Div,
<b>If data/information requested is not available in DAR</b>				
	Inform the client that the data/information being requested is not available in DAR. If possible, advise the client on where and how the data/information needed can be availed.	None	2 Minutes	Planning Officer, STO Div,
<b>If data/information requested is available in DAR</b>				
	<b>If the data is available in soft copy, the client may provide CD or flash drive where the data will be copied.</b>			
	Copies the data/information to the CD or flash drive.	None	10 Minutes	Planning Officer, STO Div,
	<b>If the data is available in hard copy, the client leaves ID card with the service provider and have the data/information photocopied.</b>			
	Instructs the client on the photocopying of the data/information.	None	5 Minutes	Planning Officer, STO Div,
	<b>If in case the data or information requested needs ample time to prepare, the client leaves contact number/e-mail address so as to be informed of the availability of the requested data/information.</b>			



	Instruct the client to leave contact number/e-mail address for information when to pick-up the data/information requested.	None	5 Minutes	Planning Officer, STO Div,
	Processes the requested data/information. For e-mailed request, e-mail the requested data/information to the client.		1 Day	Planning Officer, STO Div,
4. Receives the copy	Provides copy of the requested data/information to the client.	None	5 Minutes	Planning Officer, STO Div,
Fills-out the Client Satisfaction Form		None	2 Minutes	Planning Officer, STO Div,
<b>TOTAL</b>				
	<b>Data is not available in DAR</b>	<b>None</b>	<b>14 Minutes</b>	
	<b>Data is available in DAR and does not require additional processing</b>	<b>None</b>	<b>24 Minutes</b>	
	<b>Data is available in DAR but requires additional processing</b>	<b>None</b>	<b>1 Day and 17 Minutes</b>	
<b>B. IF THRU MAIL/E-MAIL:</b>				
1. Sends request (through mail/e-mail) to the Office of the Regional Director	For mailed request, endorses letter to the STOD. For e-mailed request, forwards e-mailed request to the STOD	None	2 Minutes	Designated officer, Office of the PARPO II
	Receives the mailed/e-mailed request. Prints the e-mailed letter request.		5 Minutes	Designated officer, Office of the PARPO II
	Records the request through the ODTS and indorses it to the Planning Officer for appropriate action.		2 Minutes	Designated officer, Office of the PARPO II
	Peruses the letter request. If it is in order, assesses if data/information requested is available in DAR. Fills up the DIRF.		5 Minutes	Planning Officer, STO Div,



	<b><i>If data/information requested is not available in DAR</i></b>			
	Informs the client, through telephone/mobile phone/e-mail that the data/information being requested is not available in DAR. If possible, advises the client on where and how the data/information needed can be availed.		5 Minutes	<i>Planning Officer, STO Div,</i>
	<b><i>If data/information requested is available in DAR</i></b>			
	<b><i>If the data is readily available</i></b>			
2. Receives the requested data	For e-mailed request, e-mail to the client the requested data/information.		5 Minutes	<i>Planning Officer, STO Div,</i>
	<b><i>If in case the data or information requested needs ample time to prepare.</i></b>			
	Processes the requested data/information. For e-mailed request, e-mail the requested data/information to the client.		1 Day	<i>Planning Officer, STO Div,</i>
2. Receives the requested data	Provides copy of the requested data/information to the client.	None	5 Minutes	<i>Planning Officer, STO Div,</i>
3. Fills-out the Client Satisfaction Form	Receives the filled-out form	None	2 Minutes	<i>Planning Officer, STO Div,</i>
	<b>TOTAL</b>			
	<b>Data is not available in DAR</b>		<b>19 Minutes</b>	
	<b>Data is available in DAR and does not require additional processing</b>		<b>19 Minutes</b>	
	<b>Data is available in DAR but requires additional processing</b>		<b>1 Day and 21 Minutes</b>	



## 2. PROCESSING OF APPLICATION FOR VACANT POSITIONS

It is the judicious and objective process of assessing the merit and fitness of the applicants for recruitment and promotion in accordance with the approved 2018 DAR Merit Selection Plan. The DAR adheres to the observance of the Equal Employment Opportunity Principle (EEOP) to be able to employ the right people who are essential to the Agency's performance.

<b>Office or Division:</b>	Support to Operations Division (STOD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Client			
<b>Who may avail:</b>	All interested and qualified applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-Intent, specifying the position/item number and place of assignment (2 copies)		Applicant		
2. Updated CSC Form 212 (duly subscribed & Sworn) with Work Experience Sheet (2 copies)		Forms downloadable from CSC Website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> ) or at Personnel Section		
3. IPCR for the last rating period (2 photocopies)		Applicant		
4. Certificates of trainings attended (2 photocopies)		Applicant		
5. Certificates of trainings attended (per MC 19-2019) for Division Chiefs and Executives/Managerial Positions (2 photocopies)		Applicant		
6. Proof of awards and recognition received (2 photocopies)		Applicant		
7. Scholastic Records (Transcript of Records, Diploma, duly certified by the school (2 photocopies)		School last attended, CHED		
8. Certificate of Eligibility (1 Authenticated-original copy) and (1 photocopy)		CSC/PRC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Inventory of vacant position/s at all levels	None	1 day	Secretariat AO V/AO IV Personnel Section
	Prepare/Submit -Request for Publication of vacant position (CSC Form No. 9) to CSC Field Office	None	1 Hour	Secretariat AO V/AO IV Personnel Section



	Publish vacancies in CSC Job Portal	None	10 Days per approved DAR MSP	CSC Field Office and Regional Office
1. Access to <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> website	Posting of all vacancies in 3 conspicuous places within DAR premises, DAR website or other DAR created social media sites	None	10 Days	Secretariat AO V/AO IV Personnel Section
2. Submit letter-intent with complete required documents	2.1 Receive and review the required document against the checklist	None	15 minutes /applicant	Secretariat AO V/AO IV Personnel Section
	2.2 Evaluate all documents of applicants if met the minimum requirement of the position based on the Qualification Standard, and application of the EEOP	None	15 minutes /applicant	
	2.3 Notify/Inform qualified or not qualified applicants	None	15 minutes /applicant	Secretariat AO V/AO IV Personnel Section
	2.4 Profiling of selection line up of qualified applicants	None	30 minutes	HRMPSB Secretariat AO V/AO IV Personnel Section
	2.5 Conduct Preliminary Meeting	None	2 hours	
	2.5.1 Present to the HRMPSB the selection line up of qualified applicants and their respective profiles for review.	None	2 hours	Secretariat AO V/AO IV Personnel Section
	2.5.2 Agree on the schedule of assessment activities.	None	10 minutes	
3. Personally appear for the written examination and Pre	2.6 Post the Selection Line up in 3 conspicuous places within DAR premises	None	15 minutes /applicant	
	2.7 Notify all qualified applicants on the schedule of written examination and assessments			
3.1 Conduct of customized Written Examination		None	4 hours	Regional/Provincial HRMPSB Secretariat





sent valid Identification Card				
	3.2 Checks the written exam and post the results at DARRO/DARPO bulletin boards	None	1 day	<i>Regional HRMPSB Members</i>
	3.2 Prepares notice for interview	None	5 minutes per applicant	<i>Regional/Provincial HRMPSB Secretariat</i>
	3.4 Conducts Interview/preliminary evaluation using the Comparative Assessment Form (CAF) to all qualified applicants	None	30 minutes per applicant	<i>Regional/Provincial HRMPSB</i>
	3.5 Finalizes & submits CAF to Provincial HRMSPB for signature & for the schedule of deliberation	None	1 day	<i>Regional/Provincial HRMPSB Secretariat</i>
	3.6 Prepares notice for deliberation per instruction from the Chairperson	None	15 minutes	<i>Regional/Provincial HRMPSB Secretariat</i>
	3.7 Select (drawn by lot) raters (Peers, Co-Workers, Supervisor & Subordinates) for the Psychosocial & Potential Form	None	10 days	<i>Regional/Provincial HRMPSB Secretariat</i>
	3.8 Computation and Tabulation of result	None	3 days	<i>Regional/Provincial HRMPSB Secretariat</i>
	3.9 Preparation of Comparative Assessment Form (CAF) and Comparative Assessment Result	None	10 days	<i>Regional/Provincial HRMPSB Secretariat</i>
	3.10 Conduct of HRMPSB deliberation <ul style="list-style-type: none"> <li>• Ranks the applicants in accordance to the rating they obtained from evaluation</li> <li>• Determines the top (5) candidates for indorsement to the appointing officer</li> </ul>	None	10 days	<i>Regional/Provincial HRMPSB member &amp; secretariat</i>



	3.11 Prepare Final Comparative Assessment Result/Summary of Deliberation Results (SODR) for signature of the members of HRMPSB	None	5 days	Regional/Provincial HRMPSB Secretariat
	3.12 HRMPSB Resolution			
	3.12.1 Minutes of the Deliberation	None	5 days	Regional/Provincial HRMPSB Secretariat
	3.12.2 Submit Final Comparative Assessment Result with the other pertinent documents to the Appointing Authority	None	15 minutes	Regional/Provincial HRMPSB Secretariat
	3.13 Select appointee	None	1 day	Appointing Authority
	3.14 Post deliberation result in 3 conspicuous places	None	15 days	Regional/Provincial HRMPSB Secretariat
	3.15 Prepare and send Notice/Memorandum to all newly appointed personnel for the submission of additional requirements	None	30 Minutes	Regional/Provincial HRMPSB Secretariat
4. Submit Requirements necessary for the processing and attestation of appointments by the CSC	4.1 Receive/review required documents	None	30 Minutes	AO V/AO IV HRM Staff
	4.2 Prepare appointments in 4 original copies for approval of the appointing authority	None	5 days	HRM Staff
	4.3 Submits the appointment papers to the Officer of the RD for signature	None	30 minutes	HRM Staff
	4.4 Approves/signs the appointment papers of the appointee	None	1 day	Appointing Authority
	4.5 Release original copy of appointment to the	None	15 Minutes	HRM Staff



	appointee with the date of receipt			
5. Receive Original Copy of Appointment	5.1 Secure 4 original copies of the appointment for Civil Service Commission copy and 201 file	None	30 Minutes	<i>HRM Staff</i>
	5.2 Post Notice of Appointments in 3 conspicuous places	None	15 Days	<i>Regional HRMPSB Secretariat</i>
	5.3 Prepare Oath of Office, Position Description Form and Certificate of Assumption to Duty	None	30 Minutes	<i>HRM Staff</i>
6. Takes Oath/ Assumption to duty	6.1 Conduct orientation/training for newly appointed personnel	None	3 days	<i>STOD Group</i>
	7. Prepare and submit Report of Appointment Issued (RAI), 3 Original copies of Appointment and other supporting documents to the CSC Field Office	None	2 Hours	<i>HRM Staff</i>
<b>End of Transaction</b>		<b>105 days</b>		



### 3. ISSUANCE OF PERSONNEL RECORDS

The processing request for the issuance of personnel records

<b>Office or Division:</b>	STOD/ HR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	DAR Officials & Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		HR Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
File a written request or Fill-out Request Form re: Service Record, Notice of Step Increment (NOSI), Notice of Salary Adjustment (NOSA), Certificate of Leave Credits, Certification of Loan, Certification of Employment and Compensation)	1.Receive filled-up Request Form and assess the documents requested;	None	15 minutes	HR Section/ Staff
	2. Stamp or indicate the date of receipt;	None	15 minutes	HR Section/ Staff
	3. Approval by the Head of Office or authorize official of the request	None	1 hour	Head of Office/Authorized Official
	4. Prepare the Personnel Records/documents/ Certification requested;	None	3 hours	HRMO/HR Staff
	4. Forward the Certification/documents to the Office of Chief Administrative Officer (CAO) for review and evaluation of documents and affix initial;	None	1 hour	CAO
	5. Forward the Certification/Documents to the Office of the PARPO for approval and signature.	None	2 hours	PARPO II
<b>TOTAL</b>			7 hrs. & 30 mins.	



## 4. RETIREMENT/SEPARATION BENEFITS

Refers to the processing of the retirement benefits of employees who signify their intention to retire or separate from the government service and the commutation of their accrued leave credits into money value termed as terminal leave benefit which is based on the highest salary rate received prior to or upon retirement date/voluntary separation.

<b>Office or Division:</b>	STOD- HR OFFICE	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	Employees 60 to 65 yrs. old & employees with at least 15 yrs. in govt. service	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Letter-intent to retire stating therein the date of retirement for funding purposes</li> </ul>		The retiree must prepare the letter-intent to retire addressed to the Head of Office
<b>FOR GSIS APPLICATION FOR RETIREMENT BENEFITS:</b>		
<ul style="list-style-type: none"> <li>Application for Retirement Benefits</li> </ul>		The retiree must secure the form from the HR Office or download form from the GSIS web
<ul style="list-style-type: none"> <li>Service Record</li> </ul>		HR Office
<ul style="list-style-type: none"> <li>Certification as to leave of Absence w/o pay</li> </ul>		HR Office
<ul style="list-style-type: none"> <li>Certification as to the last day of service</li> </ul>		HR Office
<ul style="list-style-type: none"> <li>Ombudsman Clearance</li> </ul>		Office of the Ombudsman
<ul style="list-style-type: none"> <li>GSIS Retirement Documents</li> </ul>		Can be download at the GSIS Web
<ul style="list-style-type: none"> <li>Affidavit of Pendency/Non-Pendency of Cases</li> </ul>		Can be download at the GSIS Web
<b>FOR TERMINAL LEAVE BENEFITS:</b>		
<ul style="list-style-type: none"> <li>Application for Terminal Leave Benefits</li> </ul>		Form available at the HR Office
<ul style="list-style-type: none"> <li>Service Record</li> </ul>		HR Office
<ul style="list-style-type: none"> <li>Statement of Leave of Absence (SOLA)</li> </ul>		
<ul style="list-style-type: none"> <li>Leave Cards</li> </ul>		
<ul style="list-style-type: none"> <li>Cert. of Transferred Leave (in case of transfer)</li> </ul>		
<ul style="list-style-type: none"> <li>Latest Appointment</li> </ul>		
<ul style="list-style-type: none"> <li>Ombudsman Clearance</li> </ul>		Office of the Ombudsman
<ul style="list-style-type: none"> <li>NOSA/NOSI</li> </ul>		HR Office
<ul style="list-style-type: none"> <li>Municipal/Provincial/Regional Clearance</li> </ul>		Municipal/Provincial Office/Regional



<ul style="list-style-type: none"> <li>• Last CSC Appointment</li> </ul>		HR Office		
<ul style="list-style-type: none"> <li>• SALN as of Last Day of Service</li> </ul>		SALN Form available at the HR Office, Retiree must prepare the SALN & have it notarized		
<ul style="list-style-type: none"> <li>• Leave Records</li> </ul>		HR Office		
<ul style="list-style-type: none"> <li>• Photocopy of ATM</li> </ul>		Concerned applicant		
<ul style="list-style-type: none"> <li>• For Division Chiefs and Above</li> </ul>				
<ul style="list-style-type: none"> <li>• NAP (Inventory of Records)</li> </ul>		Division Chief/MARPOs/PARPOs concerned		
<b>GSIS RETIREMENT BENEFITS</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Application for Retirement Benefits	Review duly accomplished application and attach supporting documents	none	1 hr.	<i>Retiree with the assistance of HR staff</i>
	Prepare transmittal of the application for Retirement Benefits to GSIS upon signature of AAO of indorsement		30 minutes	
2. The retiree submits the application for retirement benefits to the GSIS	Record release of documents received by applicant	none	10 minutes	<i>Retiree &amp; HR officer</i>
			1 day	
<b>• TERMINAL LEAVE BENEFITS</b>				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify head of office intention to retire	Acceptance of retirement intention			
2. Secure Municipal/Provincial/Regional Clearance	Assist the retiree in securing office clearance	none	15 days	<i>Retiree with the assistance of HR Staff</i>



3. Request (SR, NOSA, NOSI, Leave records	Prepare documents requested	none	2 days	<i>HR staff</i>
4. Submit duly accomplished SALN as of last day of service	Consolidate requirements, Review, check as to the veracity of documents such as: -Cross checking of leave records - earned vs.availed -summary of leave of absences Determine completeness and sufficiency of requirements	none	5 days	<i>HR Staff</i>
	Transmit to DARRO/DARCO	none	1 hr	<i>HR Staff</i>
<b>TOTAL</b>			<b>23 Days</b>	



## 5. LEAVE ADMINISTRATION

Refers to leave of absence privileges entitlement of appointive officials and employees of the government whether permanent, temporary, contractual or casual.

<b>Office or Division:</b>	STOD / HR
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	DAR Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
All kinds of Leave - two (2) copies Original Application for Leave	Electronic Leave Application
Sick Leave (more than 5 days) attach one (1) Original copy of Medical Certificate	Hospital/Attending Physician
Vacation Leave (Abroad) attach the following: 1. Letter request stating therein that the said travel is on personal account; 2. Authority to Travel Abroad; 3. Four (4) copies of Provincial Clearance; <b>IF more than 5 days</b> , additional requirement: Certification from the Head of Office concerned that the leave of absence will not anyway affect the work performance of the office.	DAR Office of the Secretary DARPO/DARRO/DARCO  Head of Office of applicant
Rehabilitation Leave (max of 6 months) attachment: 1. Medical Certificate 2. Police Incident Report	Hospital/Attending Physician Police Station
Calamity Leave (5 days) attachment: 1. Declaration of State of Calamity	National/Local
Solo Parent Leave (7 days in a year) attachment: 1. Photocopy of Solo Parent ID (renewable yearly)	DSWD – Municipal Office
1. VAWC Leave (10 days) attachment, any of the following: 2. Barangay Protection Order; 3. Temporary/Permanent Protection Order obtain from the Court; 4. If the Protection Order is not issued either by the barangay or Court, a certification issued by the Punong	Barangay Captain / Municipal Trial Court in the absence of Brgy Captain and MTC, Punong Barangay/Kagawad or Prosecutor or Clerk of Court





Barangay/Kagawad or Prosecutor or Clerk of Court that application for BPO, TPO, or PPO has been filed with the said office shall be sufficient to support the application for the ten-day leave.	
5. Study Leave attachment: 6. Recommendation form the Head of Office/ Agency; 7. Updated PDS; 8. Service Record; 9. Certified Photocopy of OTR and Diploma; 10. Statement of Actual Duties & Responsibilities duly certified by the immediate supervisor; 11. Lists of training programs attended for the last five (5) years signed by the Head of HR; 12. D/IPCR for 2 semesters (at least VS Rating); 13. Certificate of no Pending Administrative/ Criminal case issued by the Legal Office; 14. Certificate of no service obligation from previous trainings/scholarship programs attended signed by the Head of HR; 15. Certification of no pending nomination to any scholarship (local or foreign) signed by the Head of HR; 16. Undertaking stating that in case of approval the applicant/ nominee shall not withdraw from his/her scholarship and that in case of withdrawal, he/she shall refund any allowance granted by the office and the corresponding of number working days shall be charged against his/her accrued leave 17. Contract 18. HRDC Resolution 19. Provincial/Regional/Central Office Clearance	DARPO/DARRO/DARCO  Employee HR Employee  Employee  HR  Employee  Legal Office  HR  HR  Employee Employee HRDC DARPO/DARRO/DARCO
20. Terminal Leave attachment: 21. Application for Leave 22. Statement of Leave of Absence (SOLA) 23. Leave Cards 24. Cert. of Transferred Leave (in case of transfer)	Employee HR HR HR



25. Latest Appointment		HR		
26. Latest NOSI or NOSA		HR		
27. Updated Service Record		HR Employee		
28. Statement of Assets, Liabilities and Networth (SALN) as of date of retirement				
29. Provincial Office Clearance		DARPO		
30. Regional Office Clearance		DARRO		
31. Central Office Clearance		DARCO		
32. Ombudsman Clearance		Ombudsman		
33. Photocopy of ATM		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare, print and sign electronic Leave Application by the applicant. <ul style="list-style-type: none"><li>Sick Leave (maybe filed in advance or immediately upon return for work)</li><li>Vacation Leave/Forced Leave (5 days before the leave) In case of Vacation Abroad (1 month prior)</li><li>Special Privilege Leave (5 days before the leave)</li><li>Rehabilitation Leave (within 1 week upon the occurrence of the incident)</li><li>Calamity Leave (within 30 days)</li><li>Maternity (before expected delivery)</li><li>Paternity (after the delivery)</li><li>Magna Carta (before the expected surgery)</li><li>Solo Parent Leave (7 days prior)</li><li>Study Leave (1 month before)</li></ul>		None	30 minutes	DAR Official / Employee



<ul style="list-style-type: none"> <li>Terminal Leave (upon effectivity of retirement)</li> </ul>				
2. Submit to immediate supervisor for action.		None	30 minutes	<i>DAR Official / Employee</i>
3. Submit to HR for computation of Leave Credits. <ul style="list-style-type: none"> <li>SICK LEAVE               <ul style="list-style-type: none"> <li>Medical Certificate if more than 5 days</li> </ul> </li> <li>VACATION LEAVE               <ul style="list-style-type: none"> <li>Attach Clearance if more 30 working days</li> <li>VACATION/ TRAVEL ABROAD – Attach Letter request stating therein that the said travel is on personal account; Provincial Clearance; IF more than 5 days, attach Certification from the Head of Office concerned that the leave of absence will not anyway affect the work performance of the office.</li> </ul> </li> <li>REHABILITATION LEAVE – Attach Medical Certificate and Police Incident Report</li> <li>MATERNITY/ MAGNA CARTA – Attach Medical Certificate</li> <li>STUDY LEAVE – Attach Recommendation form the Head of Office/ Agency; Updated PDS; Service Record; Certified Photocopy of OTR and Diploma; Statement of Actual Duties &amp; Responsibilities duly</li> </ul>	3.1 Ascertain authenticity of attached documents (Police Report; Solo Parent Id, et al)  3.2 Computation of Leave Balance/ Credits  3.3 If documents attached are found to be complete/ authentic, submit to Head of Office for approval	None	1 day	HR



<p>certified by the immediate supervisor; Lists of training programs attended for the last five (5) years signed by the Head of HR; IPCR for 2 semesters (at least VS Rating); Certificate of no Pending Administrative/ Criminal case issued by the Legal Office; Certificate of no service obligation from previous trainings/ scholarship programs attended signed by the Head of HR; Certification of no pending nomination to any scholarship (local or foreign) signed by the Head of HR; Undertaking stating that in case of approval the applicant/ nominee shall not withdraw from his/her scholarship and that in case of withdrawal, he/she shall refund any allowance granted by the office and the corresponding of number working days shall be charged against his/her accrued leave; Application for Study Leave; HRDC Resolution; Contract; Clearance;</p>				
<p>4. For approval by the Head of Office</p>		<p>None</p>	<p>3 hrs.</p>	<p><i>Head of Agency</i></p>
<p>5. Furnished applicant of approved/ disapproved copy; one (1) file 202</p>	<p>Update computerized Leave Card</p>	<p>None</p>	<p>4 hrs.</p>	<p><i>HR</i></p>
<p><b>TOTAL</b></p>			<p>2 days</p>	



## 6. PAYMENT OF SALARIES

Refers to the processing and payment of salaries and other benefits of DAR officials and employees per approved appointment, certificate of assumption to duty & funds availability as authorized by the DBM.

<b>Office or Division:</b>	SUPPORT TO OPERATIONS DIVISION			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	DAR Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
PAYROLL ADJUSTMENT FORM			From Employees	
COLLECTION LIST			From GSIS/HDMF/Philhealth/Employees Association/	
			Other GFIs & Private Lending Inst. With MOA/MOU	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Received Payroll Adjustment Form	Encode in the General Payroll employees' adjustment form and collection list from GSIS PAGIBIG/OTHERS	None	1 day	<i>HRMO II</i>
1. Employee Adjustment Form		None		
2. Collection List from PAGIBIG/GSIS		None		
3. Collection List from Employees Association & Other GFIs/Private Lending Inst.		None		



Printing/review & collation of General Payroll	Generation of Payroll with Summary of Totals	None	4 hrs.	<i>HRMO II</i>
Printing/ review & collation of Payslips	Generation of Payslips	None	4 hrs.	<i>HRMO II</i>
Submit to the Office of the PCAO for signature	Payroll for signature of the PCAO	None	1 hr.	<i>RCAO/PCAO</i>
Submit to the Provincial Budget Officer for processing	General Payroll for ORS	None	3 hrs.	<i>BUDGET OFFICER II</i>
Submit to the Provincial Accountant for review & processing	General Payroll for processing and signature by the Provincial Accountant	None	4 hrs.	<i>ACCOUNTANT II</i>
Submit to the Office of the PARPO II for signature	General Payroll for approval and signature of PARPO II	None	1 hr.	<i>PARPO II</i>
Submit to the Cashier II for encoding & generation of reports	General payroll for FINDES/LDDAP/SUMMARY OF LDDAP-ADA issued and validated ADA entries	None	4 hrs.	<i>CASHIER II</i>
	Generate of advice of check issued	None	3 hrs.	<i>CASHIER II</i>
	ACIC for submission to LBP	None	4 hrs.	<i>CASHIER II</i>
Employees proceed to the Cashier Section	Sign General Payroll and submit DTR	None	4 hrs.	<i>CASHIER II</i>
<b>TOTAL</b>			5 days	



## 7. Provision to Internal Clients Data and Information from EP/CLOA Database

Service Information This procedure covers from receipt of Request Form, evaluation, retrieval of data from EP/CLOA and filling-up of findings on the Request Form

<b>Office or Division:</b>		Support to Operations Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		PACU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved request form (2 original copies)		PACU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PACU staff route the Request Form to IT Personnel	1. Receives and Log-in written request		5 Minutes	<i>IT Personnel</i>
	2. Evaluates, verifies, retrieves the requested data and fill-up the findings portion of the Letter Request		10 Minutes	<i>IT Personnel</i>
	3. Photocopies the updated Letter Request (2 copies) 1st Copy - for CAO 2nd Copy - Safekeeping		5 Minutes	<i>IT Personnel</i>
	4. Forwards the updated letter request to PACU (original copy)		5 Minutes	<i>IT Personnel</i>
2. PACU receive the report and Fill-up feedback form			5 minutes	<i>PACU Staff</i>
<b>End of Transaction</b>			<b>30 minutes</b>	



## 8. Provision of conducting Information and Communication Technology (ICT) hardware and software repair/maintenance to requesting employees

This procedure covers from receipt of the ICT Status Request Form to the release of the equipment repaired/for repair outside/ for disposal.

<b>Office or Division:</b>	Support to Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All DARRO/DARPO Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved ICT Status Request Form		Support to Operations Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up ICT Status Request Form	1. The end-user completely fills-up the ICT Status Request Form.		5 minutes	<i>End-user</i>
	2. The IT Personnel receives and records in the log sheet all information from the ICT Status Request Form.		5 minutes	<i>IT Personnel</i>
	3. The IT Personnel attends to the request of the concerned end-user. If the device is under warranty, endorse to GS Chief, otherwise proceed to next step.		30 minutes	<i>IT Personnel</i>
	4. Return the device to end user 4.1 If the device is unserviceable, prepare Pre-Repair Inspection Report and		15 minutes	<i>IT Personnel</i>
2. End user receives the device then prepares Purchase Request Form.			10 minutes	<i>End-user</i>
3. Fill-up Feedback Form			5 Minutes	<i>End-user</i>
<b>End of Transaction</b>			<b>1hr. 10 mins</b>	





## 9. Facilitation to Access Agricultural and Enterprise/ Livelihood Credit to ARBO members

This service provides the processes on how to facilitate ARBO members access to agricultural and enterprise/livelihood credit services from accredited lending institutions.

<b>Office or Division:</b>	Provincial Program Beneficiaries Development Division, DAR-PO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Agrarian Reform Beneficiaries, Agrarian Reform Beneficiary Households Agrarian Reform Beneficiaries Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ARB/ARB HH member must be a member of an ARB organization		List of members from the organization (where ARB is a member)		
2. Certification from the ARBO (where ARB is a member) that ARB is in good standing (1 original)		ARBO		
3. ARBO must have legal personality (CDA/SEC/DOLE) (1 certified true copy)		Certificates of Registration, Latest COC (CDA), CGS (SEC)		
4. ARBO must have Policies, Systems and Procedures (PSP) on lending (1 certified true copy)		ARBO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Logs details on the Visitors Logbook	1. Hand over/give the visitors logbook	None	5 Minutes	<i>Guard on Duty</i>
2. Submits request to facilitate access to credit	2. Receive and record the letter request through Official Document Tracking System (ODTS) and forward to head of office	None	15 Minutes	<i>Records staff, Records Section/STOD</i>
	2.1 Receive, evaluate and route to PBD sector	None	30 Minutes	<i>Receiving Clerk/Head of Office</i>
	2.2 Receive, examine and route to point-person concerned	None	10 Minutes	<i>Receiving Clerk/CARPO, PBDD</i>



	2.3 Determine appropriate action to immediately respond to the request	None	1 Hour	<i>Credit and Micro Finance (MF) Point-person, PBDD</i>
	2.4 Prepare and send letter to requesting party to comply with documentary requirements (with attached checklist of requirements)	None	4 Hours	<i>Credit and MF Point-person – PBDD and Records staff, Records section/STOD</i>
3. ARBO prepares documentary requirements for the preparation of loan proposal	3. Assist ARBO in the preparation of documentary requirements.	None	1 Day	<i>Credit and MF Point-person, PBDD</i>
	3.1 Endorse the documentary requirements to LBP	None	1 Hour	<i>Credit and MF Point-person, PBDD</i>
4. ARBO applies for Credit Line Agreement with LBP	4. Facilitate the approval of the Credit Line agreement	None	2 Days	<i>Credit and MF Point-person, PBDD</i>
5. ARBO prepares documents for loan releases	5. Assist in the preparation of loan release documents	None	1 Day	<i>Credit and MF Point-person, PBDD</i>
6. ARB-borrowers/ARBO to attend pre-release orientation	6. Conduct pre-release orientation with LBP	None	1 Day	<i>Credit and MF Point-person, PBDD</i>
<b>END OF TRANSACTION</b>				
	<b>TOTAL</b>	None	6 Days, 7 Hours	



## 10. Provision of Appropriate Trainings to ARB Organizations

This service will provide trainings as requested by assisted-ARBOs in terms of farm technology, livelihood and skills enhancement to improve their levels of maturity.

<b>Office or Division:</b>	Program Beneficiaries Development Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B and G2C			
<b>Who may avail:</b>	ARB Organizations in Agrarian Reform Areas (ARAs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request or Resolution (1 original, 2 photocopy)		ARBO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Logs details on the Visitors Logbook	Hand over/give the visitors logbook	None	5 minutes	<i>Guard on Duty</i>
2. Submits Letter Request/ARBO Resolution to concerned Head of Office	2. Receive and record the letter request/ARBO resolution through Official Document Tracking System (ODTS) and forward to head of office	None	15 minutes	<i>Records staff, Records Section/STOD</i>
	2.1 Receive, evaluate and route to PBD sector	None	30 minutes	<i>Receiving Clerk/Head of Office</i>
	2.2 Receive, examine and route to concerned point-person	None	10 minutes	<i>Receiving Clerk/CARPO-PBDD</i>
	2.3 Determine appropriate action to immediately respond to the request	None	1 hour	<i>Institutional Development Point Person, PBDD</i>
	2.4 Prepare and send letter to requesting party on the action to be undertaken	None	2 hours	<i>Institutional Development Point Person, PBDD /Records staff, Records section/STOD</i>
	If can be accommodated within the current budget, prepare activity proposal (if not, include in the next year PBD targets)	None	4 hours	<i>Institutional Development Point Person, PBDD</i>



	Review of activity proposal	None	4 hours	CARPO - PBDD
	Approval of Activity Proposal	None	1 day	Head of Office
	Procurement Process	None	3 days	End user/BAC
	Notification & Confirmation of Participants	None	1 day	Institutional Development Point Person, PBDD
Attendance to the activity	Conduct of trainings	None	Depending on the type of training	PBD Staff, ARBs & non-ARBs of ARBOs and Resource Person
Accomplish post-activity/training evaluation	Distribute, collects and analyze evaluation forms	None	1 Hour	Secretariat, RP
<b>END OF TRANSACTION</b>				
<b>TOTAL</b>		None	6 days, 5 hours	



## 11. Conduct of Dialogue

The conduct of dialogue to address the issues and concerns of the petitioner.

<b>Office or Division:</b>	Land Tenure Improvement Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Civil Society Organization (CSO), Agrarian Reform Beneficiaries or Potential ARB, Landowner and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Dialogue		Petitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Request for Dialogue	Receives request for dialogue	None	5 minutes	<i>Records Officer</i>
	Forwards request to Head of Office		5 minutes	<i>Records Officer</i>
	Prepares memorandum to concerned Operating Units for a meeting on the issues and concerns raised by the petitioner.	None	10 minutes	<i>Head of Office</i>
	Conducts Meeting with the concerned Operating Units with regards to issues raised by the petitioner	None	2 hours	<i>Head of office concerned</i>
	Prepares Letter Reply informing the petitioner on the date and venue of the dialogue to CSO	None	10 minutes	<i>Head of office concerned</i>
	Initials, signs and approves Letter Reply to petitioner	None	20 minutes	<i>Head of office concerned and Head of office</i>
	Sends Letter Reply to petitioner	None	~ 15 minutes *depending on the accessibility of the petitioner	<i>Records Officer</i>



	Dialogue proper with the petitioner	None	4 hours	<i>Head of Office, concerned office sector and petitioner</i>
	Prepares Minutes of the dialogue and signs the agreements		8 hours	<i>Secretariat, Head of Office, and petitioner</i>
<b>TOTAL</b>			<b>15 hours &amp; 5 minutes</b>	
<b>END OF TRANSACTION</b>				



## 12. Request for Certification for the Annotation of Certificate of Full Payment and Release of Real Estate Mortgage (CFP and ROREM)

This procedure covers the request from ARBs for the annotation of CFP and ROREM issued by the Land Bank of the Philippines for the cancellation of incumbrance annotated in the EP/CLOA.

<b>Office or Division:</b>	DARMO/ DARPO			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ARBs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for the Annotation of CFP and ROREM		ARB		
Original copy of the CFP and ROREM		LBP		
Original copy of Owners Duplicate Certificate (ODC) of the EP/CLOA		ARB		
Tax Declaration		Municipal/City Assessor's Office		
Updated Tax Payment		Municipal/City Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit Letter Request and supporting documents to DARMO	Receives Letter Request with complete supporting documents	None	15 minutes	MARPO
	Prepares endorsement and recommendation to PARPO	None	15 minutes	MARPO
Receives Letter Request with endorsement and recommendation with supporting documents from MARO and submits to DARPO EP/CLOA Unit	Receives Letter Request with endorsement and recommendation with supporting documents	None	15 minutes	DARPO - EP/CLOA Unit Head/ CARPOLTS
	Prepares Certification of annotation of CFP and ROREM for approval	None	30 minutes	DARPO - EP/CLOA Unit Head/ CARPOLTS



Receives the Certification of annotation of CFP and ROREM	Issues Certification of annotation of CFP and ROREM	None	10 minutes	DARPO - EP/CLOA Unit Head/ CARPOLTS
<b>END OF TRANSACTION. Time : 1hr and 25 minutes</b>				





### 13. Request for the issuance of Certification that the EP/CLOA has no pending case, not subject to protest and petition for retention

This procedure covers the request from ARBs for the issuance of Certification that EP/CLOA has no pending case, not subject to protest and petition for retention as a basis of Land Bank of the Philippines for the issuance of CFP and ROREM for the cancellation of incumbrance annotated in the EP/CLOA.

<b>Office or Division:</b>	DARPO			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ARBs/ LBP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for the issuance of CFP and ROREM (1 copy, original)		ARB		
Photocopy of the EP/CLOA (certified copy)		ARB		
Photocopy of Official Receipt of the Full Payment of Lot Amortization		LBP AOC		
EP/CLOA Information System Certification		CARPO Operations		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit Letter Request and supporting documents to DARMO/ and request of LBP for DARPO to issue certification	Receives Letter Request with complete supporting documents	None	15 minutes	MARPO
	Prepares and issues certification (template) and indorsement to DARPO	None	15 minutes	MARPO
Receives and submit to DARPO EP/CLOA	Receives certification (template) and indorsement, and issue EP/CLOA Information System Certification	None	15 minutes	DARPO CARPO LTS EP/CLOA Head/
	Reviews and evaluates the request that the EP/CLOA is not a subject of	None	30 minutes	DARPO Chief Legal Division



	protest, petition for retention and no pending case			
	Approval of the request	None	30 minutes	<i>PARPO</i>
Receives the certification for transmittal to LBP by the ARB	Issue certification with the supporting documents/ transmit the request together with the certification to the LBP	None	15 minutes	<i>PARPO</i>
<b>END OF TRANSACTION. Time : 2hrs</b>				



## VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> <li>1. Accomplish Client Satisfaction Form available at the DAR Public Assistance and Information Center (PAIC) or in the office you visited and put this in the drop box/suggestion box.</li> <li>2. Send feedback, queries, complaints, or suggestions at email address: dar.gov.ph@gmail.</li> <li>3. Access information on our DAR policies, activities, and services at the DAR website: <a href="http://www.dar.gov.ph">http:// www.dar.gov.ph</a>.</li> </ol>
How feedbacks are processed	<p>Drop box are opened daily for issues/concerns that needs immediate action and endorsed to office concerned for appropriate action. Office concerned should give feedback to CRD-PAMRS the action done.</p> <p>Client Satisfaction Survey are consolidated monthly and the result are disseminated to offices concerned.</p>
How to file a complaint	Complaints may be filed through written or verbal to the Officer of the Day (OD) at the PAIC.
How complaints are processed	The Officer of the Day may response to the complaints immediately if he can. If not, he/she may endorse/refer to the office concerned with a referral form with reply on the action taken by the office. The referral form with action on the complaint will be endorsed back to PAIC for monitoring purposes.



Contact Information of PAIC	dar.gov.ph@gmail. PAIC (632) 4559489 (632) 4537980 (632) 4556729
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## VII. LIST OF OFFICES

Office	Address	Contact Information
Office of the Secretary (OSEC)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 8929-34-60 (02) 8928-7031 loc. 401 Telefax: (02) 8920-0380 deptsecretary@dar.gov.ph jrcastriciones@dar.gov.ph
Office of the Head Executive Assistant (HEA)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-4434 (02) 3453-1225 hea.ossec@dar.gov.ph
Office of the Undersecretary - Legal Affairs Office (LAO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-8566 (02) 3454-5478 (02) 3455-3516 usec_lao@yahoo.com.ph useclao@dar.gov.ph
Office of the Undersecretary – Support Services Office (SSO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3426-7484 (02) 3454-5086 (02) 3455-2343 usec.sso@dar.gov.ph
Office of the Undersecretary – Finance, Management and Administration Office (FMAO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3456-4613 usec.fmao@dar.gov.ph
Office of the Undersecretary – Field Operations Office (FOO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-3612 (02) 3453-8264 dar.operations@gmail.com usec.foo@dar.gov.ph
Office of the Undersecretary – Foreign Assisted and Special Project Office (FASPO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3426-5177 (02) 3426-7486 usec.fapso@dar.gov.ph
Office of the Undersecretary – Policy Planning & Research Office (PPRO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3456-4613 (02) 3456-2850 usec.ppro@dar.gov.ph



Office	Address	Contact Information
Office of the Assistant Secretary - Legal Affairs Office	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-6028 (02) 3453-2667 asec.lao@dar.gov.ph
Office of the Assistant Secretary – Support Services Office	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3426-7451 (02) 8920-4267 asec.sso@dar.gov.ph
Office of the Assistant Secretary – Field Operations Office	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-4667 (02) 3454-7889 asec.foo@dar.gov.ph
Office of the Assistant Secretary – Finance, Management and Administration Office	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 8426-7486 asec.fmao@dar.gov.ph
Department of Agrarian Reform Adjudication Board Board Member 1	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-9249 darab_bm1@dar.gov.ph
Department of Agrarian Reform Adjudication Board Board Member 2	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-4924 darab_bm2@dar.gov.ph
Department of Agrarian Reform Adjudication Board Board Member 3	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-6593 darab_bm3@dar.gov.ph
Department of Agrarian Reform Adjudication Secretariat	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-6970 (02) 3453-6456 edir.darabsec@dar.gov.ph attycrcmanalaysay_darabsec@yahoo.com
Presidential Agrarian Reform Council	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-7135 Telefax: (02) 3456-4341 director.parcsec@dar.gov.ph



Office	Address	Contact Information
Secretariat (PARC Sec)		
Public Assistance and Media Relations Service (PAMRS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 8928-6821 (02) 3455-6729 (02) 3455-0814 director.pamrs@dar.gov.ph
Director - Bureau of Agrarian Legal Assistance (BALA)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-2220 (02) 3454-5196 (02) 3454-6660 (02) 3454-0643 director.bala@dar.gov.ph
Director – Legal Service	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3455-0521 (02) 3456-2901 director.legal@dar.gov.ph
Director – Bureau of Agrarian Reform Beneficiaries (BARBD)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 8926-1890 (02) 3454-8901 director.barbd@dar.gov.ph
Director – Project Management Service (PMS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-2143 (02) 3454-2150 director.pms@dar.gov.ph
Director – Bureau of Land Tenure Improvement (BLTI)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-7263 (02) 3454-4672 director.blti@dar.gov.ph
Director – Policy and Research Service (PRS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 8926-8961
Director – Planning Service (PS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3455-6871 (02) 3453-9049 director.pps@dar.gov.ph
Director – Management and Information System Service (MISS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3426-9315 (02) 8925-3495 (02) 3453-0600 miss@dar.gov.ph director.miss@dar.gov.ph
Director – Finance and Management Service (FMS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-5224 (02) 3456-3985 director.fms@dar.gov.ph
Director – Agrarian Reform Capacity	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3455-5247 Telefax: (02) 8922-8975 director.arcds@dar.gov.ph



Office	Address	Contact Information
Development Service (ARCDs)		
Director – Administrative Service (AdServ)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3455-5855 Telefax: (02) 3453-3412 director.admin@dar.gov.ph
DAR Regional Office CAR	No. 39 Rebolledo Building, Manuel Roxas Street, Alfonso Tabora Barangay, Baguio City 2600	(074) 445-4497 rd.car@dar.gov.ph; records.car@dar.gov.ph
Abra Provincial Office	Rosario Diocesan Complex Magallanes St. cor. Gomez St., Zone 5, Bangued, Abra	(074) 752 5886 parpo2.abra@dar.gov.ph; records.abra@dar.gov.ph; dar_abra.records@yahoo.com.ph
Apayao Provincial Office	Luna, Apayao	0927 825 7234 parpo2.apayao@dar.gov.ph; records.apayao@dar.gov.ph; darapayao2013@yahoo.com.ph
Benguet Provincial Office	Pineshill Business Center, Km. 5 Balili, La Trinidad, Benguet	(074) 422-8187; (074) 424-8213 parpo2.benguet@dar.gov.ph; benguetrecords@yahoo.com; records.benguet@dar.gov.ph
Ifugao Provincial Office	Lamut, Ifugao	(074) 382-2638; 0998 984 5054 parpo2.ifugao@dar.gov.ph; records.ifugao@dar.gov.ph; dar_ifugao_records@yahoo.com.ph
Kalinga Provincial Office	Bulanao, Tabuk City, Kalinga	0928 195 8663 parpo2.kalinga@dar.gov.ph; records.kalinga@dar.gov.ph; dar_kalinga@yahoo.com.ph
Mountain Province Provincial Office	Government Center, Bontoc, Mt. Province	0929 705 9226 parpo2.mtprovince@dar.gov.ph; records.mtprovince@dar.gov.ph; mtprov_rec@yahoo.com
DAR Regional Office I	Northgate Square, Añes Building, Carlatan, San Fernando City, La Union 2500	0917-844-6373; 0998-556-6963 rd.01@dar.gov.ph
<b>DAR Provincial Office Ilocos Norte</b>	3rd Floor, Pacific Building, Don E. Ruiz Street, Laoag City, Ilocos Norte	(077) 772-1354; (077) 772-1356 parpo2.ilocosnorte@dar.gov.ph





Office	Address	Contact Information
<b>DAR Provincial Office Ilocos Sur</b>	P. Square Building, Buquig, Bantay Ilocos Sur	(077) 722-1597; (077) 632-1130; (077) 722-1860; 0926-613-5993
<b>DAR Provincial Office La Union</b>	RSRK Building, Sitio 5, Barangay Biday, San Fernando City, La Union 2500	0917-408-9683; 0947-431-0515 parpo2.launion@dar.gov.ph
<b>DAR Provincial Office Pangasinan</b>	Gacutan Building, Alexander Street, Poblacion, Urdaneta City, Pangasinan	(075) 656-0187
DAR Regional Office II	Regional Government Center, Carig Sur 2500 Tuguegarao City	(078) 396-0699 rd.02@dar.gov.ph
DAR Provincial Office Cagayan	Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	
DAR Provincial Office Isabela I	Isabela San Fermin, Cauayan City, Isabela	parpo2.isabela@dar.gov.ph
DAR Provincial Office Isabela II	Isabela San Fermin, Cauayan City, Isabela	
DAR Provincial Office Nueva Vizcaya	Bayombong, Nueva Vizcaya	(078) 321-2412; (078) 321-2499 parpo2.nuevavizcaya@dar.gov.ph
DAR Provincial Office Quirino	Capitol Hills, Cabarroguis, Quirino	parpo2.quirino@dar.gov.ph
DAR Regional Office III	Pedmar Building, Dolores San Fernando City, Pampanga	(045) 961-5008 rd.03@dar.gov.ph
DAR Provincial Office Aurora	Baler, Aurora	papro2.aurora@dar.gov.ph
DAR Provincial Office Bataan	Barangay San Ramon, Dinalupihan, Bataan	parpo2.bataan@dar.gov.ph
DAR Provincial Office Bulacan	B.S. Aquino Avenue, Baliwag, Bulacan	parpo2.bulacan@dar.gov.ph
DAR Provincial Office Nueva Ecija	Mabini Extension, Cabanatuan City Nueva Ecija	(044) 463-5577; (044) 940-4011; (044) 464-3614; (044) 940-3238 parpo2.nuevaecija@dar.gov.ph



Office	Address	Contact Information
DAR Provincial Office Pampanga	R&E del Pilar, San Fernando City, Pampanga	(045) 961 3928 parpo2.pampanga@dar.gov.ph
DAR Provincial Office Tarlac	Diwa ng Tarlak, Tarlac City, Tarlac	(045) 982-2402 parpo2.tarlac@dar.gov.ph
DAR CALABARZON Region	3/F FAPsO Building, DARCO, Elliptical Road, Diliman, Quezon City 1101	(02) 3455-0630 rd.04a@dar.gov.ph
DAR Provincial Office Batangas	PMS Building, A. Tanco Road, Marawoy, Lipa City, Batangas 4217	(043) 404-7283 parpo2batangas@dar.gov.ph
DAR Provincial Office Cavite	2nd Floor, Government Center Building, Provincial Capitol Compound, Trece Martirez City, Cavite 4109	(046) 419-1914 parpo2.cavite@dar.gov.ph
DAR Provincial Office Laguna	J.B. Lo Building, Barangay Pagsawitan, Sta. Cruz, Laguna 4009	(049) 501-0275; (049) 523-1226 parpo2.laguna@dar.gov.ph
DAR Provincial Office Quezon I	Barangay Talipan, Pagbilao, Quezon 4302	(042) 710-3998 parpo2.quezon1@dar.gov.ph
DAR Provincial Office Quezon II	3rd Floor L.M. Tanada Building, Barangay Pipisik, Gumaca, Quezon 4307	(042) 317-6302 parpo2.quezon2@dar.gov.ph
DAR Provincial Office Rizal	AP Sacramento Building, Barangay Tandang Kutyo, Tanay, Rizal 1980	(02) 656-4014 parpo2.rizal@dar.gov.ph
DAR Regional Office MIMAROPA	MIS Building, DARCO, Elliptical Road, Diliman, Quezon City 1101	(02) 256-4411      rd.04b@dar.gov.ph
DAR Provincial Office Marinduque	Tanza, Boac, Marinduque	(042) 332-1549
DAR Provincial Office Occidental Mindoro	2nd Floor Andros Patrick Building, Bagong Silang, San	(043) 457-0938 parpo2.occidentalmindoro@dar.gov.ph



Office	Address	Contact Information
	Jose, Occidental Mindoro	
DAR Provincial Office Oriental Mindoro	Sixteen Enterprises Building, Masipit, Calapan City, Oriental Mindoro	(043) 288-2162
DAR Provincial Office Palawan	2nd Floor City Coliseum, San Pedro, Puerto Princesa City, Palawan	(048) 434-1165 parpo2.palawan@dar.gov.ph
DAR Provincial Office Occidental Mindoro	Building 3, LFH Suite Promenade, Barangay Dapawan, Odiongan, Romblon	(042) 567-5609 parpo2.romblon@dar.gov.ph
DAR Regional Office V	Lakandula Drive, Gogon, Legaspi City, Albay 4500	(052) 742-6754 dar_records5@yahoo.com; orddar5@yahoo.com.ph
DAR Provincial Office Albay	3rd Floor, Embarcadero de Legaspi, Legaspi Port Area, Legaspi City, Albay 4500	(052) 482-0456 parpo2.albay@dar.gov.ph
DAR Provincial Office Camarines Norte	Barcelona Building, Magallanes Iraya St., Daet, Camarines Norte	(054) 442-1042 parpo2.camarinesnorte@dar.gov.ph
DAR Provincial Office Camarines Sur I	2nd Floor, Orient Diwu Building, Corner Almeda Highway and Roxas Avenue, Naga City, Camarines Sur	(054) 871-5331
DAR Provincial Office Camarines Sur II	3rd Floor, Doña Dolores Building, Roxas Avenue, Naga City, Camarines Sur	(054) 472-7042 parpo2.camarinessur2@dar.gov.ph
DAR Provincial Office Catanduan es	Constantino, Virac, Catanduanes	pcao.catanduanes@dar.gov.ph



Office	Address	Contact Information
DAR Provincial Office Sorsogon	Alegre Street, Balogo, Sorsogon City, Sorsogon 4700	(056) 421-5451 darsorsogon_records@yahoo.com
DAR Regional Office VI	3rd Street, Lawaan Village, Balantang, Jaro, Iloilo City Iloilo	(033) 329-0775 rd.06@dar.gov.ph
DAR Provincial Office Aklan	2nd Floor, Arcada Prime Building, M. Laserna Street Cor. G. Ramos Street, Kalibo, Aklan	parpo2.aklan@dar.gov.ph
DAR Provincial Office Antique	Binirayan Hills, San Jose, Antique	parpo2.antique@dar.gov.ph; antiquedar@yahoo.com
DAR Provincial Office Capiz	Amado Lim Building, Roxas Avenue, Roxas City Capiz	(036) 621-4132 parpo2.capiz@dar.gov.ph
DAR Provincial Office Iloilo	St. Clement's Compound, Luna Street, Iloilo City Iloilo	(033) 330-0629 parpo2.iloilo@dar.gov.ph darpo.iloilo@gmail.com;
DAR Provincial Office Guimaras	Eridel Building, New Site, San Miguel, Jordan, Guimaras	parpo2.guimaras@dar.gov.ph
DAR Provincial Office Negros Occidental North	Dawis, San Sebastian Bacolod City Negros Occidental	parpo2.negrosoccidental1@dar.gov.ph
DAR Provincial Office Negros Occidental South	Loreta Chang Building, B.S. Aquino Drive, Shopping, Villamonte, Bacolod City, Negros Occidental	(034) 708-7813 parpo2.negrosoccidental2@dar.gov.ph
DAR Regional Office VII	Ground Floor, Legislative Building, Cebu Provincial Capitol Compound, Escario Street, Cebu City, Cebu 6000	(032) 253-6913 rd.07@dar.gov.ph
DAR Provincial Office Bohol	Bodare Building, Dao District,	(038) 412-2816; (038) 235-4243



Office	Address	Contact Information
	Tagbilaran City, Bohol	parpo2.bohol@dar.gov.ph
DAR Provincial Office Cebu	2nd Floor, WDC Building, Osmeña Boulevard, Cebu City Cebu	(032) 255-7138 parpo2.cebuparpo2@dar.gov.ph
DAR Provincial Office Negros Oriental	Nicolas Solon Building, Bantayan Road, Dumaguete City, Negros Oriental	(035) 422-0608 parpo2.negrosoriental@dar.gov.ph
DAR Provincial Office Siquijor	attached to DAR Provincial Office Negros Oriental	(035) 480-1987
DAR Regional Office VIII	Sto. Niño Extension, Tacloban City, Leyte	(053) 832-3223 rd.08@dar.gov.ph
DAR Provincial Office Leyte and Biliran	Liceo del Verbo Divino Compound, Avenida Veteranos, Tacloban City, Leyte	(053) 321-4279; 0919-207-5120 parpo2.leyte@dar.gov.ph
DAR Provincial Office Southern Leyte	Barangay Zone 5, Sogod, Southern Leyte	053) 382-2709 parpo2.southernleyte@dar.gov.ph
DAR Provincial Office Eastern Samar	Borongan City, Eastern Samar	parpo2.easternsamar@dar.gov.ph
DAR Provincial Office Northern Samar	Kasing Uy Building, Balite Street, Barangay Sampaguita, Catarman, Northern Samar	parpo2.northernsamar@dar.gov.ph
DAR Provincial Office Western Samar	RS Building, San Francisco Street Corner Rizal Avenue, Catbalogan City, Samar	055) 251-2365 parpo2.westernsamar@dar.gov.ph
DAR Regional Office IX	Joicel Building, Tumaga, Zamboanga City	(062) 955-0659; (062) 955-0657 rd.09@dar.gov.ph; dar09records@yahoo.com; shiomambuay@yahoo.com



Office	Address	Contact Information
DAR Provincial Office Zamboanga del Norte	Sta. Isabel, Dipolog City, Zamboanga del Norte	(065) 212-6046 parpo2.zamboanganorte@dar.gov.ph; airos_58@yahoo.com; darzambonorte@yahoo.com
DAR Provincial Office Zamboanga del Sur	F.S. Pajares Avenue, Pagadian City, Zamboanga del Sur	parpo2.zamboangasur@dar.gov.ph
DAR Provincial Office Zamboanga Sibugay	BLISS Site, Ipil Heights, Ipil Zamboanga Sibugay	parpo2.sibugay@dar.gov.ph
DAR Regional Office IX	MHS Building, Macanhan, Carmen, Cagayan de Oro City	Telefax: 088 858 2674 088 858 1104 Local 343 rd.10@dar.gov.ph
DAR Provincial Office Bukidnon	Malaybalay, Bukidnon	8883135098 0905-344-0599 darsouthbuk07@yahoo.com
DAR Provincial Office Lanao del Norte	Magtaas Building, Tibanga, Iligan City, Lanao del Norte	2218484 0956-972-7994
DAR Provincial Office Misamis Occidental	Ozamiz City, Misamis Occidental	(088) 521-3378 rolandojrilibetario@yahoo.com
DAR Provincial Office Misamis Oriental	GT Realty Building, Max Suniel Street, Yakal St, Cagayan de Oro, 9000 Misamis Oriental	(08822) 726023
DAR Regional Office XI	Km. 12, Catalunan Pequeno, Davao City	(082) 293-0336 rdjosephorilla@gmail.com
DAR Provincial Office Compostela Valley	Prk. 18, Palmera Village, Poblacion Nabunturan, Compostela Valley	(084) 817-0282 parpo2.compostelavalley@dar.gov.ph
DAR Provincial Office Davao	Km. 12, Catalunan Pequeno, Davao City	(082) 295-7913 parpo2.davaocity@dar.gov.ph



Office	Address	Contact Information
DAR Provincial Office Davao del Norte	Mankilam, Tagum City Davao del Norte	(084) 655-9412 parpo2.davaonorte@dar.gov.ph; paro.davaonorte@dar.gov.ph
DAR Provincial Office Davao del Sur	Bonifacio Extension, Aplaya, Digos City, Davao del Sur	(082) 553-6905 parpo2.davaosur@dar.gov.ph
DAR Provincial Office Davao Occidental	Sta. Maria, Davao Occidental	sonny_lomongo@yahoo.com
DAR Provincial Office Davao Oriental	Dahican, Mati, Davao Oriental	(087) 388-4141 parpo2.davaooriental@dar.gov.ph
DAR Regional Office XII	ORG Compound, Cotabato City	(064) 552-1563; (064) 421-3006 rd12@dar.gov.ph; ordsec.dar12@gmail.com
DAR Provincial Office North Cotabato	Quezon Boulevard, Kidapawan City, North Cotabato	(064) 521-1259 darpocot@yahoo.com
DAR Provincial Office South Cotabato	Romel Building, Ledesma Compound, Jose Abad Santos Street, Koronadal City, South Cotabato 9506	(083) 887-2857 gie_bueno44@yahoo.com
DAR Provincial Office Sultan Kudarat	Impao, Isulan, Sultan Kudarat 9085	(064) 201-4136 parpo2.sultankudarat@dar.gov.ph
DAR Provincial Office Sarangani	Venus Building, National Highway, General Santos City, Sarangani	(083) 552-6876 parpo2.sarangani@dar.gov.ph; darposp@yahoo.com
DAR Regional Office Caraga	CTP Building, Km.4, JC Aquino Highway, Libertad, Butuan City, Caraga	(085) 815-6371 rd.caraga@dar.gov.ph
DAR Provincial Office Agusan Del Norte	J. Rosales Avenue, Butuan City, Agusan Del Norte	fad_agusandelnorte@yahoo.com
DAR Provincial Office Agusan Del Sur	Barangay 5, San Francisco, Agusan Del Sur	parpo2.agusansur@dar.gov.ph





Office	Address	Contact Information
DAR Provincial Office Surigao Del Norte	CARRECCO Building, Km.4, Barangay Luna, Surigao City, Surigao De I Norte	(086) 231-7405 parpo2.surigaonorte@dar.gov.ph
DAR Provincial Office Surigao Del Sur	Balilahan, Mabua, Tandag, Surigao Del Sur	(086) 211-3576 parpo2.surigaosur@dar.gov.ph