



DEPARTMENT OF  
AGRARIAN REFORM

CITIZEN'S CHARTER  
Updated as of September 2021



## **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.



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**Central/Head Office  
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**Regional/Field Office  
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**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>	General public, such as, Farmers, Farmworkers, etc. and Landowners alike, other stakeholders as well as cooperatives, farmers' organizations and walk-in clients with land problems, issues and concerns with the Department.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Identification (ID)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client Registration and health check at Security outpost (Gate 1, Visitors' Entrance)	1.1 Upon entry of the Client/Visitor at the DAR Visitors' Entrance Gate, the Security Guard on duty shall ensure that: <ol style="list-style-type: none"> <li>the client/visitor is wearing protective mask/face shield;</li> <li>the body temperature of the client/visitor does not exceed 37 degrees</li> </ol>	None	2 Minutes	<i>Security Guard (Gate 1)</i>



	<p>Celsius thru the use of a thermo scanner. <i>(In case the body temperature exceeded 37 degrees, require the client/visitor to stay aside and relax for 15 minutes, then repeat the procedure)</i></p> <p>1.2 Request the Client/Visitor to present a valid Identification Document (ID), register at the Security logbook, then issue a numbered or color-coded <b>Visitor's Pass</b> and guide the client/visitor to proceed to the PAIC waiting area</p>			
2. Client/Visitor at the PAIC waiting area to fill-out Clientele Information Sheet (CIS)	2.1 The PAIC Waiting Area Security	None	1 Minute	<i>PAIC Waiting Area Security Guard</i>



	<p>Guard shall:</p> <p>2.1.1 Gre et/welco me the Walk-in Client/Vi sitor and usher to the provided chairs intended for waiting clients</p> <p>2.1.2 Req uest the Walk-in Client/Vi sitor to accompli sh the <b>Clientel e Informat ion Sheet (CIS)</b> stating his name, address, telephon e/mobile number, issues&amp; concern s, case number or title, requests , etc., with attached Clientele Satisfact</p>			
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	<p>ion form (CSF)</p> <p>2.1.3 Direct/Usher s the Client/Visitor to present at the PAIC Frontline VAPS Officer/ Operator for evaluation/assessment/facilitation on the issues and concerns raised.</p> <p>2.1.4 Ens ures every Client/Visitor's orderly turn in transacting with the PAIC VAPS Frontline Officer's window.</p>			
<p>3. Client/Visitor to wait and follow the instructions/assessment/information made by PAIC Frontline VAPS Operators on the presented issues and concerns</p>	<p>3.1 Upon receipt of the accomplished CIS, the PAIC Frontline VAPS</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>PAIC VAPS Officer/Operator And Team Coordinator</i></p>



	<p>Officer/Operator/Team Coordinator interviews the Walk-in Client/Visitor and evaluates/assesses his/her issues and concerns presented, and provides appropriate instructions, information, or relays the information after making proper referral/coordination to concerned VAPS Frontline Office Counterpart either from DARAB Secretariat, ARBLAD-BALA, LEGAL SERVICE, LTI-DCD/BLTI, RECORDS DIV., OSEC Secretariat, DARRO IV-A &amp; DARRO IV-B, etc.</p> <p>3.2 Walk-in Client/Visitor with various concerns</p>			
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	<p>from the DAR: 3.2.1 PAIC VAPS Officer Operator or the PAIC Team Coordinator coordinates with the concerned VAPS Frontline Offices' counterp art and asks for update/i nformati on/actio n-taken to clients' concern and relays the same to the client. Client was also provided with action docume nt/s from the concern ed offices</p>			
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	<p>whenever necessary as well their contact numbers for future follow-ups.</p> <p>3.2.2 As practicable, PAIC VAPS Officer/ Operator or the PAIC Team Coordinator allows the Client/Visitor and the concerned counterpart VAPS Frontline officer of the office concerned discuss with each other the issues</p>			
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	<p>and concerns through virtual conversation through VAPS mechanism.</p> <p>3.2.3 On matters falls within the jurisdiction of other government offices, client was given direction for the offices' address.</p> <p>3.2.4 On issues/concerns falls within the authority of DAR Field Offices, clients were provided with instructions and address</p>			
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	<p>es and contact numbers of said offices, with advance coordination with the QROs counterpart for assistance.</p> <p>3.3 The PAIC Team Coordinator and PAIC VAPS Operators also entertains and addresses the concerns/inquiries/queries of all phone calls and text messages from the stakeholders, both from landline and Cellphone Hotline number assigned.</p>			
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<p>4. Client/Visitor to wait for the update/information/advice/instructions provided and relayed from concerned offices</p>	<p>4.1 If the concern/issue of the Client/Visitor is with regards to legal matters such as pending ALI Cases and/or legal queries on agrarian implementation-related matters, the PAIC Desk Officer/Operator or coordinates client's concern to the ARBLAD-BALA counterpart using Visitors Access Portal System (VAPS).</p> <p>4.2 If the concern/issue of the Client/Visitor is related to Land Tenure Improvement (LTI) – Land Acquisition and Distribution (LAD) and other operational matters, the PAIC VAPS Officer/Operator or the Team</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Frontline Office VAPS Point Person/Operator</i></p>
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	<p>Coordinator refers the Client/Visitor to the concerned VAPS Point Person/Operator counterpart on-duty who will be responsible in addressing the concern of the client/visitor.</p> <p>4.3 If the concern of the Client/Visitor falls within the jurisdiction of the Legal Service (LS) or concerning DAR employees' services performance, the PAIC VAPS Officer/Operator or the Team Coordinator connects/refers the client to the Legal Service VAPS Point Person using VAPS who is responsible in addressing the concern.</p> <p>4.4 If the concern of the</p>			
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	<p>Client/Visitor falls under DARAB Central Office such as status on pending cases, request for case documents, filing of pleadings, request for finality, among others, the PAIC VAPS Officer/Operator or the Team Coordinator facilitates/coordinate the client's concern to the DARAB Secretariat using VAPS. Likewise provided clients with the DARAB Secretariat's contact number for their further communication.</p> <p>4.5 If the concern of the Client/Visitor falls within the authority of DAR REGION IV-A and DAR REGION IV-B, such as</p>			
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	<p>requests for copies of documents, orders/resolutions, follow-up status of cases, filing of cases/pleadings, etc., the PAIC VAPS Officer/Operator or the Team Coordinator facilitates/connects the client with the DARRO IV-A and/or DARRO IV-B VAPS counterpart Point Person on-duty using VAPS or video call.</p> <p>4.6 If the concern of the Client/Visitor is with regards to communication-letters addressed to the Office of the Secretary (OSEC) such as letter-complaints, referred matters, pending cases addressed to OSEC, orders/resolutions, follow-up</p>			
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	<p>status of cases, filing of cases/pleadings, etc., the PAIC VAPS Officer/Operator or the Team Coordinator coordinate with the OSEC Secretariat counterpart Point Person on-duty using VAPS and relays the information/update to the client including the ODTS number where the issues and concern was referred.</p> <p>4.7 Filing of cases/pleadings for ALI and DARAB and other related matters, letters, parcels and mailed documents intended for the DAR Central Offices and request for certified photocopies</p>			
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	<p>of documents at their disposal shall be the responsibility of the Records Management Division personnel on-duty stationed at the PAIC to receive and process documents.</p>			
<p>5. On instances where Referral is needed, client/visitor to wait for the preparation and mailing of Referral Document</p>	<p>5.1 Whenever situation warrants, the PAIC Team Coordinator prepares Referral Slip addressed to concerned DAR Field</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>PAIC Team Coordinator/ CARPO-CRD and PAMRS Director</i></p>



	<p>Officer for approval/signature by the Director of the PAMRS bearing the issues/concerns of the Client/Visitor.</p> <p>5.2 Furnishes the Client/Visitor with a photocopy of the signed and approved Referral Slip.</p>			
<p>6. Client/Visitor to fill-up the Clientele Satisfaction Form (CSF) for retrieval and daily encoding</p>	<p>6.1 After all the transactions with the Client/Visitor were successfully and properly facilitated, the PAIC VAPS Officer requests the Walk-in Client/Visitor to accomplish the Clientele Satisfaction Form (CSF).</p> <p>6.2 The PAIC VAPS Officer instructs the Client/Visitor to submit the accomplished CSF to the Exit Gate Guard on duty upon</p>	<p>None</p>	<p>1 Minute</p>	<p><i>The PAIC Personnel / Exit Gate 1 Security Guard on duty at the Entrance / Exit counter</i></p>



	surrendering his/her issued DAR color-coded or numbered Visitor's Pass.  6.3 The Exit Gate Guard on-duty turn-overs all the submitted CSF to the PAIC personnel at the end of the office hours.			
	<b>TOTAL:</b>	<b>None</b>	<b>38 Minutes</b>	



## 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>	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  For certification of no pending case: Any interested party; Any government entity concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form/Written Request		DARAB Secretariat/Requesting Party		
Authorization/Special Power of Attorney (SPA)		From the person giving authority (Principal)		
Claimant's Valid I.D (for presentation only)		School, Company and other Government issued I.Ds		
Principal's Valid I.D (photocopy)		From the person giving authority (Principal)		
<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 through the following modes: a) personal receipt by the Public Assistance & Information Center (PAIC) Staff b) electronic transmission (online platforms: FB page, email, outlook) c) registered mail d) private courier (LBC)	1.1 Receive the request and forwards the same to the person responsible	None	5 Minutes	<i>Administrative Aide</i>
	1.2 Evaluate the request, and the authority and qualification of	None	10 Minutes	<i>Legal Assistant (L.A)</i>



	the requesting party			
	1.3 Verify the case status from LCMS and/or database	None	15 Minutes	L.A
	1.4 Prepare the requested certification	None	15 Minutes	For certification as to case status: L.A  For certification of No pending case: <i>Administrative Aide</i>
	1.5 Issue the Request for issuance of Order of Payment ( <i>only for paying client</i> )	None	3 Minutes	L.A
	1.6 Present the Request for issuance of Order of Payment to the client	None	2 Minutes	<i>Administrative Aide</i>
2. Pay the necessary fees	2.1 Proceed to Accounting Division for issuance of an Order of payment	None	5 Minutes	<i>Administrative Aide</i>
	2.2 Issue an Order of Payment ( <i>only for paying client</i> )	None	5 Minutes	<i>Technical Staff, Accounting Division</i>



	2.3 Proceed to Cashier Division for payment of fees	None	5 Minutes	<i>Administrative Aide</i>
	2.4 Issue an Official Receipt (O.R) identifying the object of payment ( <i>only for paying client</i> )	P50.00 except pauper litigant	5 Minutes	<i>Cashier, Cashiering Unit</i>
	2.5 Photocopy the O.R for recording purposes	None	5 Minutes	<i>L.A</i>
3. Receive the certification	3. Release the certification together with the O.R	None	5 Minutes	<i>L.A</i>
<b>TOTAL: Pauper Litigant:</b>		<b>PHP 50.00 Free</b>	<b>1 Hour &amp; 20 Minutes</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>	Any interested party; Any government entity concerned			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form/Written Request			DARAB Secretariat/Requesting Party	
Court of Appeals (CA) Certification of having No Petition for Review filed			Court of Appeals (CA prerequisite for a DARAB certification that a Motion for Reconsideration has been resolved or no MR is filed)	
<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 through the following modes: a) personal receipt by the Public Assistance & Information Center (PAIC) Staff b) electronic transmission (online platforms: FB page, email, outlook ) c) registered mail d) private courier (LBC)	1.1 Receive the request <b>including</b> the CA certification (if received online, <u>original</u> copy of the CA certification must be sent via registered mail/private courier (LBC) and forwards the same to person responsible	P50.00 (except pauper litigant) for the DARAB certification that a Motion for Reconsideration has been resolved or no MR is filed	5 minutes	<i>Administrative Aide</i>
	1.2 Evaluate the request including the CA certification	None	15 minutes	<i>Legal Assistant (L.A)</i>
	1.3 Prepare draft Entry Judgment/Certific	None	1 hour	<i>Administrative Aide</i>



	ate of Finality			
	1.4 Evaluate/edit the draft Entry of Judgment/Certificate of Finality	None	1 hour	<i>Senior Agrarian Reform Program Officer (SARPO)</i>
	1.5 Approve/Sign the Entry of Judgment/Certificate of Finality	None	1 hour	<i>Executive Director or in his non-availability, the Attorney VI</i>
	1.6 Release an authenticated copy of the Entry of Judgment/Certificate of Finality	None	15 minutes	<i>L.A</i>
<b>TOTAL: Pauper Litigant:</b>		<b>P 50.00 Free</b>	<b>Within three (3) Days</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) are issued to requesting party for whatever valid purpose it may serve him.

<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>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 government entity concerned</p> <p>For certified copies/photocopies of promulgated Decisions/Resolutions/Orders: Any interested party; Any government entity concerned</p>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form/Written Request		DARAB Secretariat/Requesting Party		
Authorization/Special Power of Attorney (SPA)		From the person giving authority (Principal)		
Claimant's Valid I.D (for presentation only)		School, Company and other Government issued IDs		
Principal's Valid I.D (photocopy)		From the person giving authority (Principal)		
<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 through the following modes: a) personal receipt by the Public Assistance & Information Center (PAIC) Staff b) electronic transmission (online platforms: FB page, email, outlook) c) registered mail d) private courier (LBC)	1.1 Receive the request and forwards the same to the person responsible	None	5 Minutes	<i>Administrative Aide</i>



	1.2 Evaluate the request, and the authority and qualification of the requesting party	None	5 Minutes	<i>Legal Assistant (L.A)</i>
	1.3 Verify the existence of the requested documents and assess the amount to be paid	None	Case records: 40 Minutes  Decisions/Resolutions/Orders and TSN: 20 Minutes	L.A
	1.4 Photocopy and authenticate the requested records/documents	None	2 Hours per case folder for case records  30 Minutes for Decisions/Resolutions/Orders and TSN	Photocopy: <i>Administrative Aide</i>  Authentication: <i>Senior Agrarian Reform Program Officer (SARPO)</i>
	1.5 Issue the Request for issuance of Order of Payment ( <i>only for paying client</i> )	None	5 Minutes	L.A
	1.6 Present the Request for an Order of Payment to the client	None	5 Minutes	<i>Administrative Aide</i>



2. Pay the necessary fees	2.1 Proceed to Accounting Division for issuance of an Order of Payment	None	5 Minutes	<i>Administrative Aide</i>
	2.2 Issue an Order of Payment ( <i>only for paying client</i> )	None	5 Minutes	<i>Technical Staff, Accounting Division</i>
	2.3 Proceed to Cashier Division for payment of fees	None	5 Minutes	<i>Administrative Aide</i>
	2.4 Issue an Official Receipt (O.R) identifying the object of payment ( <i>only for paying client</i> )	P10.00 per page except pauper litigant	5 Minutes	<i>Cashier, Cashiering Unit</i>
	2.5 Photocopy the O.R for recording purposes	None	5 Minutes	<i>L.A</i>
3. Receive the requested documents	3.1 Release the requested documents	None	5 Minutes	<i>L.A</i>
<b>TOTAL:</b>		<b>P10.00 per page</b>	<b>Within three (3) Days</b>	
<b>Pauper Litigant:</b>		<b>Free</b>		



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

Order/Resolution shall become final and executory after all parties have received 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>		
Transmittal of the Case Folders		DARCO Records Management Division (RMD)		
Certification from the Records Section that No appeal/MR filed and Status of the Receipt of the Orders		DARCO RMD (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	1.1 Receive the request with attached complete documents and enters to the Office 365	None	30 minutes	<i>Admin. Staff of LIRD</i>
	1.2 Request CFs with certification from the RMD that No Appeal/MR filed and the Status of the Receipt of Orders	None	30 minutes	<i>Admin. Staff of LIRD</i>
	1.3 Verifies whether there is a	None	2 days	<i>Admin. Staff of</i>



	pending Appeal or Motion for Reconsideration			<i>RMD</i>
	1.4 Verifies the Status of the Receipt of the Orders	None	2 Days	<i>Admin. Staff of RMD</i>
	1.5 Prepares Certificates on whether or not there is Appeal or Motion for Reconsideration and the status of the receipt of the Orders	None	1 hour	<i>Admin. Staff of RMD</i>
	1.6 Signs the Certificate on whether or not there is an Appeal or Motion for Reconsideration and Certificate of the Status of the receipt of the Orders	None	30 minutes	<i>Chief, Records Division</i>
	1.7 Validates with OD, LUCD, CCD through the Legal Case Monitoring System	None	2 Days	<i>Admin. Staff of the respective Division (OD,LUCD,CCD)</i>
	1.8 *Prepares Certificate of Finality and Memo implementation	None	1 hour	<i>ARPO II/Legal Researcher of LIRD</i>
	1.9 Review and initial the finalized Certificate of Finality and Memo Implementation, then forward the same to the Office	None	30 minutes	<i>Chief of LIRD</i>



	of the Bureau Director, for her signature			
	1.10 Forward the Certificate of Finality and Memo Implementation to the Bureau Director, for signature	None	15 minutes	<i>Admin. Staff of LIRD</i>
	1.11 Review and sign the Certificate of Finality	None	15 minutes	<i>Bureau Director</i>
	1.12 Release the signed Certificate of Finality and Memo Implementation to the RMD for mailing.	None	1 hour	<i>Admin. Staff of BALA</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 5 hours &amp; 30 minutes</b>	

\* The ARPO shall only prepare the Certificate of Finality and the Memorandum of Implementation once he determines that there is no pending Appeal or Motion for Reconsideration and copies of the Orders were received by the parties of the case based on the Certificate provided by the Records Division.

## 6. Issuance of Certificate of No Pending Appeal

The Certificate of Finality shall be issued by the Regional Director upon certification issued by the BALA Director that no Appeal or action was filed by any person on the said decision (DAR Memorandum Circular No. 1 Series of 2017).

<b>Office or Division:</b>	Office of the Assistant Director (BALA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	1. Any party to the case; 2. Any counsel of record; 3. Any person authorized by the party/counsel to the case; or 4. The Regional Director or the Regional and Provincial Chief Legal			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request of Certificate of No Pending Appeal		Parties		
Certification from the Records Section that No appeal/MR filed		DARRO Records Section		
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 no pending appeal	1.1 Receives the request with complete documents and enters to the Office 365	None	30 minutes	<i>Admin. Staff of LIRD</i>
	1.2 Verifies through the Legal case Monitoring System (LCMS)	None	1 day	<i>Admin. Staff of LIRD</i>
	1.3 Verifies with LUCD and CCD	None	1 day	<i>Admin. Staff of LIRD</i>
	1.4 Prepares Certificate of No Pending Appeal (CNPA) with his/her initials at the Control Number	None	1 hour	<i>SARPO/Legal Researcher of LIRD</i>
	1.5 Reviews and initials the	None	30 minutes	<i>Chief of the LIRD</i>



	finalized CNPA			
	1.6 Forwards the CNPA to the Office of the Assistant Director for signature	None	15 minutes	<i>Admin. Staff of LIRD</i>
	1.7 Signs the CNPA	None	15 minutes	<i>Assistant Director</i>
	1.8 Release the signed CNPA to Records Division for mailing.	None	1 hour	<i>Admin. Staff of LIRD</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 3 hours &amp; 30 minutes</b>	





## 7. Issuance of Certification and/or Certified True Copy of the Records of the Issued Certificate of Land Transfer (CLT) and Facilitation of Certification on Issued Emancipation Patent (EP)/Certificate of Land Ownership Award (CLOA) Titles at Management Information System Services (MISS)

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/CSO representatives/Lawyers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Special Power of Attorney (SPA) if the requesting party is not the CLT/EP/CLOA holder (1 original)		Party concerned/Authorized Representatives		
Letter Request from the concerned party addressed to the CARPO-BLTI, LTI Documentation and Coordination Division (1 original)		Party concerned/Authorized Representatives		
Government Issued IDs		Party concerned/Authorized Representatives		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Inquire and send request either thru PAIC, via direct mail/online at <a href="mailto:ltidcd.secretariat@dar.gov.ph">ltidcd.secretariat@dar.gov.ph</a> . Or via text/call	A. Through PAIC:  1.1 Receive the PAIC Feedback Form and Client's Logbook filled up by the client;  1.2 Request for an ID, letter-request, and notarized Special Power of Attorney (SPA), if	None	2 minutes	<i>Receiving Personnel (RP)</i>



	<p>the Client is not a CLT/EP/CLOA Holder;</p> <p>1.2.1 In absence of the ID and/or notarized SPA, RP shall advise the client to provide said documents and request for the latter's contact details; and/or</p> <p>1.2.2 In absence of the letter-request, RP shall provide the Client the Letter-Request-Form.</p> <p>1.3 conduct an interview to inquire into the request/concerns of the client, discuss other procedures, and elaborate payment process.</p> <p>B. Sent via mail either direct/online at <a href="mailto:ltidcd.secretariat@dar.gov.ph">ltidcd.secretariat@dar.gov.ph</a>.</p> <p>1.4 evaluate the requests/concerns and check whether</p>			
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	<p>the ID, letter-request and notarized SPA, if the Client is not a CLT/EP/CLOA Holder, are provided;</p> <p>1.5 prepare an official reply acknowledging the Client's requests/concerns and request for the aforesaid documents if not provided;</p> <p>1.6 Once the said documents are complete, RP shall print and/or forward the request to the CARPO.</p> <p>C. Sent via Text/Call</p> <p>1.7 advise the client to send the latter's concern via email and proceed with (B).</p>			
<p>2. Submit letter-request and necessary requirement, if thru PAIC.</p> <p>Send via mail directly/online the letter-request and scanned copy of the required</p>	<p>2.1 The CARPO shall assess the requests/ concerns of the Client;</p> <p>2.2 The CARPO shall assign the Client's concerns/requests to the assigned staff and instructs</p>	<p>None</p>	<p>10 minutes</p>	<p><i>CARPO/Assigned Technical Staff</i></p>



<p>documents.</p>	<p>the assigned personnel to conduct further interview, if necessary;</p> <p>2.3 The assigned staff shall search at the CLT Master list and/or EP-CLOA IS and look for the records of the documents.</p> <p>2.4 The assigned staff shall notify the client about the information/records found in the database. However, if the request was sent via direct/online mail, the assigned staff shall send an official reply signed by the CARPO.</p> <p>2.5 If the request is specifically for the issuance of certification for the EP/CLOA, prepare the indorsement address to Management Information System Services (MISS) then once released, proceed to the next.</p>			
<p>3. If through PAIC, the assigned technical staff</p>	<p>3.1 Request an Order of Payment</p>	<p>Php 50.00 for</p>	<p>5 minutes</p>	<p><i>Assigned Technical</i></p>



<p>will bring the Order of Payment at the cashier for the issuance of Official Receipt.</p> <p>If via online, text/call, payment is via G-cash and other payment platforms</p>	<p>Form, addressed to CAO, from the DARCO Cashier.</p> <p>3.2 Bring the accomplished Order of Payment Form to the Accounting Division for the issuance of the Order of Payment with the amount specified with respect to the requested Certification;</p> <p>3.3 Pay the Order of Payment at the Cashier for the issuance of Official Receipt (OR).</p>	<p>Certified True Copy of the specified entry in the Master list/Php 50.00 for the EP/CLOA Certification</p>		<p><i>Staff/Cashier</i></p>
<p>4. Client's waiting time while the assigned technical staff prepares the requested certification</p>	<p>4.1 For the Certification and Certified Copy of the CLT, the assigned staff shall:</p> <p>4.1.1. Photocopy the OR, valid ID, letter-request and notarized SPA, if any, and hand the original OR and photocopies of ID, letter-request and SPA to the Client; and</p>	<p>None</p>	<p>8 minutes</p>	<p><i>CARPO/Assigned Technical Staff</i></p>



	<p>4.1.2. Print the Certification, photocopy the CLT Master lists, both noting the OR number and processing date, and forward the same to the CARPO for the affixing of signature.</p> <p>4.2 For Certification of EP/CLOA:</p> <p>4.2.1. The assigned staff shall prepare the indorsement address to Management Information System Services (MISS) then once released, proceed to the next.</p> <p>4.3 The CARPO shall review the documents and if in order, sign the Certification and/or Certified True</p>			
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	<p>Copy of the requested documents.</p> <p>4.4 The Assigned staff shall retrieve the signed documents from the CARPO, if the transaction is thru PAIC, make a photocopy of the same. If transaction is sent via Online, SMS, Call, prepare the scanned copy of the documents and the official receipt (for verification with Cashier), for records purposes;</p>			
<p>5. If thru PAIC, the assigned staff shall place the requested certification/document in an envelope and give the signed/attested documents to the client.</p> <p>If via Online transaction, the assigned staff shall prepare an email reply to the Client with the attached scanned copy of the requested certification/document, and request the Client</p>	<p>5.1 The assigned staff shall ask if the client/representative has no more concerns. If none, ask client/representative to answer Client's Satisfaction Form with a reminder to send back to PAIC (for personal transaction), send back to our email if via online, SMS, Call, said feedback</p>	<p>None</p>	<p>1 minute</p>	<p><i>RP/Assigned Technical Staff/Client</i></p>



to acknowledge receipt thereon.	form for PAIC recording purposes.			
<b>TOTAL:</b>			<b>26 minutes</b>	
	for Certified True Copy	Php 50.00		
	for the EP/CLOA Certification	Php 50.00		



## 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)	1.1 Attend to client to determine needs and endorses to responsible person	None	5 minutes	<i>Administrative Aide II</i> Records Division
2. Present valid IDs, SPA (if Representative), and Letter-request (if not Party to the case and Bureau of Agrarian Legal Assistance (BALA)	2.1 Prepare and present Request Slip for Order of Payment	None	5 minutes	<i>Administrative Aide II</i> Records Division
	2.2 Prepares official letter to BALA-Division Chief (if requested by (BALA)	None	1 day	<i>Administrative Aide II</i> Records Division



	2.3 Issues Official Order of Payment	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division	
3	Pay Required Fees	3.1 Pay to Cashiering	None	2 minutes	<i>Administrative Aide II</i> Records Division
		3.2 Issue Official Receipt	P50.00/certification*  free of charge – for farmers and ARBs	3 minutes	<i>Administrative Assistant</i> Cashiering Unit
		3.3 Prepare and issue CMR	None	5 minutes	<i>Administrative Aide II</i> Records Division
4	Receives Copy of CMR	4.1 Asks Client to sign in the logbook	None	1 minutes	<i>Administrative Aide II</i> Records Division
5.	Fills-out Client's Satisfaction Form	5.1 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>P50.00*</b>	<b>25 minutes</b>	
		<b>Farmers and ARBs</b>	<b>Free**</b>	<b>13 minutes</b>	
		<b>BALA</b>	<b>Free</b>	<b>1 day</b>	



## DIGITAL OR ONLINE FRONTLINE SERVICES OF RECORDS DIVISION TO CLIENTS DURING PANDEMIC

### Online 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 with contact details or numbers		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) thru Emails and DAR Facebook Messenger  <a href="mailto:rmd@dar.gov.ph">rmd@dar.gov.ph</a> and <a href="https://www.facebook.com/rmd.secretariat">@dar.gov.ph</a>	1.1. Assesses the request to determine needs and endorses to person responsible	None	5 minutes	<i>Technical Support Staff</i> Records Division



	1.2. Contacts or Calls the Requesting Party	None	5 minutes	<i>Administrative Aide II</i> Records Division
2. Email Photocopy of valid IDs, SPA (if Representative), and Letter-request (if not Party to the case and Bureau of Agrarian Legal Assistance (BALA))	2.1. Prepares and presents Request Slip for Order of Payment to Accounting Division	None	5 minutes	<i>Administrative Aide II</i> Records Division
	2.2. Prepares official letter to BALA-Division Chief (if requested by (BALA))	None	1 day	<i>Administrative Aide II</i> Records Division
	2.3. Issues Official Order of Payment	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division
3. Pay Required Fees and cost of courier service via online payment (Gcash or other payment partners)	3.1. Pays to Cashiering	None	2 minutes	<i>Administrative Aide II</i> Records Division
	3.2 Issues Official Receipt	P50/ certificatio n*  free of charge – for farmers and ARBs	3 minutes	<i>Administrative Assistant</i> Cashiering Unit



	3.3 Prepares and send CMR via Courier Service	None	1 day	<i>Administrative Aide II</i> Records Division
4. Receives Copy of CMR from the Courier Service	4.1 Emails the Client Satisfaction Form	None	2 minutes	<i>Administrative Aide II</i> Records Division
5. Fills-out Client's Satisfaction Form then email the picture to Records Division	5.1 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>Php 50.00</b>	<b>1 day and 26 minutes</b>	
<b>Farmers and ARBs</b>		<b>Free</b>	<b>1day and 19 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 or other applications

<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	1.1 Attend to client to determine needs and endorses to responsible person	None	5 minutes	<i>Administrative Aide II</i> Records Division
2. Present valid IDs, SPA (if Representative), and Letter-request (if not Party to the case)	2.1 Provide Letter-Request Form (if not Party to the case) and present to BALA	None	5 minutes	<i>Administrative Aide II</i> Records Division
	2.2 BALA evaluate and approve the request	None	2 minutes	<i>Attorney IV</i> Bureau of Agrarian Legal Assistance (BALA)



	2.3 Prepare and present Request Slip (RS) for Order of Payment	None	5 minutes	<i>Administrative Aide II</i> Records Division
	2.4 Issues Official Order of Payment	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division
3. Pay Required Fees	3.1 Pay to Cashiering	None	2 minutes	<i>Administrative Aide II</i> Records Division
	3.2 Issue Official Receipt	P50.00/ page - CTC; P10.00/ page - plain copy; free of charge – for farmers and ARBs.	3 minutes	<i>Administrative Assistant</i> Cashiering Unit
	3.3 Prepare and issue copy of CTC	None	5 minutes	<i>Administrative Aide II</i> Records Division
4. Receives Copy of CTC	4.1 Asks Client to sign in the logbook	None	1 minute	<i>Administrative Aide II</i> Records Division
5. Fills-out Client Satisfaction Form	5.1 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>Php50.00</b>	<b>32 minutes</b>	
<b>Plain Copy for Party/Not-Party to the Case</b>		<b>Php10.00</b>	<b>32 minutes</b>	
<b>Farmer and ARBs</b>		<b>Free of charge**</b>	<b>20 minutes</b>	



- \*- Memorandum Circular No. 2, Series of 2011
- \*\* - Memorandum Circular No. 246, Series of 2017

## DIGITAL OR ONLINE FRONTLINE SERVICES OF RECORDS DIVISION TO CLIENTS DURING PANDEMIC

### Online 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 with contact details or numbers		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 thru E-mails and DAR Facebook Messenger  <a href="mailto:rmd@dar.gov.ph">rmd@dar.gov.ph</a> or <a href="mailto:rmd.secretariat@dar.gov.ph">rmd.secretariat@dar.gov.ph</a>	1.1. Assesses the request and endorses to responsible person	None	5 minutes	<i>Technical Support Staff</i> Records Division
	1.2. Contacts or Calls the Requesting Party	None	5 minutes	<i>Administrative Aide II</i> Records Division
2. Email Photocopy of valid IDs, SPA (if	2.1. Presents request to	None	5 minutes	<i>Administrative Aide II</i>





Representative), and Letter-request (if not Party to the case)	BALA for approval			Records Division
	2.2. BALA evaluates and approves the request	None	2 minutes	<i>Attorney IV</i> Bureau of Agrarian Legal Assistance (BALA)
	2.3. Prepares and presents Request Slip (RS) for Order of Payment	None	5 minutes	<i>Administrative Aide II</i> Records Division
	2.4. Issues Official Order of Payment	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division
3. Pay Required Fees and cost of courier service via online payment (Gcash or other online payment partners)	3.1. Pays to Cashiering	None	2 minutes	<i>Administrative Aide II</i> Records Division
	3.2. Issues Official Receipt	P50/page - CTC;  P10/page - plain copy;  free of charge – for farmers and ARBs.	3 minutes	<i>Administrative Assistant</i>  Cashiering Unit
	3.3. Prepares and sends copy of CTC via Courier	None	1 day	<i>Administrative Aide II</i> Records Division



	Service			
4. Receives Copy of CTC from Courier Service	4.1 Emails the Client Satisfaction Form (CSF) to Client	None	1 minute	<i>Administrative Aide II</i> Records Division
5. Fills-out CSF and email back to Records division the picture of CSF	5.1 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>1 day and 32 minutes</b>	
<b>Plain Copy for Party/Not-Party to the Case</b>		<b>P10/page *</b>	<b>1 day and 32 minutes</b>	
<b>Farmer and ARBs</b>		<b>Free of charge**</b>	<b>1 day and 20 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>		
None				
<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 Attend 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	2 minutes	<i>Administrative Aide II</i> Records Division
	1.3 Issue and present Request Slip for Order of Payment	None	5 minutes	<i>Administrative Aide II</i> Records Division
	1.4 Issue Official Order of payment	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division
2. Pay Required Fees	2.1 Pay to Cashiering	None	2 minutes	<i>Administrative Aide II</i>



				Records Division
	2.2 Issues Official Receipt	P50.00/ page - CTC; P1.00/page - plain copy; free of charge – for farmers and ARBs.	3 minutes	<i>Administrative Assistant</i> Cashiering Unit
	2.2.1 Prepare and issue CTC of DAR Issuance	None	5 minutes	<i>Administrative Aide II</i> Records Division
3. Receive CTC of DAR Issuance	3.1 Ask Client to sign in the logbook	None	1 minute	<i>Administrative Aide II</i> Records Division
4. Fill-out Client Satisfaction Form	4.1 Place Client Satisfaction Form in the box	None	2 minutes	<i>Administrative Aide II</i> Records Division
<b>TOTAL</b>				
<b>Publics</b>		<b>Php50.00/ page* - CTC; Php1.00/page*- plain</b>	<b>27 minutes</b>	
<b>Farmer and ARB</b>		<b>Free of charge**</b>	<b>15 minutes</b>	
<b>DAR Personnel</b>		<b>Free of charge</b>	<b>15 minutes</b>	

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

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



## DIGITAL OR ONLINE FRONTLINE SERVICES OF RECORDS DIVISION TO CLIENTS DURING PANDEMIC

### Online 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>		
None				
<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 thru E-mails and DAR Facebook Messenger  <a href="mailto:rmd@dar.gov.ph">rmd@dar.gov.ph</a> and <a href="mailto:rmd.secretariat@dar.gov.ph">rmd.secretariat@dar.gov.ph</a>	1.1. Assesses and endorses to responsible person	None	5 minutes	<i>Technical Support Staff</i> Records Division
	1.2. Checks for the availability of the DAR issuance	None	2 minutes	<i>Administrative Aide II</i> Records Division
	1.3. Issues and presents Request Slip for Order of	None	5 minutes	<i>Administrative Aide II</i> Records Division



	Payment			
	1.4. Issues Official Order of payment	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division
2. Pay Required Fees and cost of courier service via online payment (Gcash or other online payment partners)	2.1. Pays to Cashiering Unit	None	2 minutes	<i>Administrative Aide II</i> Records Division
	2.2. Issues Official Receipt	P50/page - CTC; P1/page - plain copy; free of charge – for farmers and ARBs.	3 minutes	<i>Administrative Assistant</i> Cashiering Unit
	2.3. Prepares and send CTC of DAR Issuance via Courier Service	None	1 day	<i>Administrative Aide II</i> Records Division
3. Receives CTC of DAR Issuance from the Courier Service	3.1 Emails the Client Satisfaction Form (CSF) to client	None	1 minute	<i>Administrative Aide II</i> Records Division
4. Fills-out Client Satisfaction Form	4.1 Place Client Satisfaction Form in the box	None	2 minutes	<i>Administrative Aide II</i> Records Division



<b>TOTAL</b>			
<b>Publics</b>	<b>Php50/page* -CTC;</b> <b>Php1.00/page*-plain</b>	<b>1 day and 22 minutes</b>	
<b>Farmer and ARB</b>	<b>Free of charge**</b>	<b>1 day and 10 minutes</b>	
<b>DAR Personnel</b>	<b>Free of charge</b>	<b>15 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>
Required Attachment per ORS Document:	Budget Division
For Purchase Order:	Procurement Division End User
1. Original Copy of Approved PR	
2. Approved WFP with highlight on the item to be purchased. (photocopy)	Procurement Division
3. Original Copy of Abstract of Bids	Procurement Division
4. Signed BAC Resolution	Procurement Division
5. Signed Notice of Award	
For Lease of Venue	Procurement Division
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
For Contracts of COS/Consultants	End user
1. Signed Contract by DAR and Contracting party with Signed Annex A	Office of Solicitor General
2. Clearance OSG (for Lawyers)	
For Traveling Vouchers	
1. Appendix A Itinerary of Travel	Claimant





<ol style="list-style-type: none"> <li>2. Appendix B – Certificate of Travel Completion</li> <li>3. Approved Travel Order</li> <li>4. Used Plane Ticket or other transpo tickets</li> <li>5. Certificate of Appearance</li> <li>6. Certificate of Use of Private Vehicle or Taxi Bill Payment</li> </ol>		<p>Claimant</p> <p>Personnel Division</p> <p>Claimant</p> <p>Claimant</p> <p>Claimant</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Prepare ORS and Disbursement Vouchers</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Receive ORS/BUR with COMPLETE ATTACHMENTS, update ODTs, record and farms out to Budget Officer concerned for review.</li> </ol>	<p>None</p>	<p>5 minutes</p>	<p><i>Admin Aide VI- Budget Division</i></p>
	<ol style="list-style-type: none"> <li>1.2 Review and process the documents and forwards to Admin Aide VI for assignment of ORS/BUR Number.</li> </ol>	<p>None</p>	<p>5 minutes</p>	<p><i>Admin Officer IV- Budget Division</i></p>
	<ol style="list-style-type: none"> <li>1.3 Assign obligation number on the ORS/BUR and gives copy to budget officer for recording.</li> </ol>	<p>None</p>	<p>2 minutes</p>	<p><i>Admin Aide VI- Budget Division</i></p>
	<ol style="list-style-type: none"> <li>1.4 Review and initials the ORS/BUR.</li> </ol>	<p>None</p>	<p>3 minutes</p>	<p><i>Supervising Admin Officer</i></p>



	1.5 Final review/certify availability of allotment and signs the ORS/BUR.	None	3 minutes	<i>Chief Admin Officer Budget Division</i>
	1.6 Record to release processed ORS/BUR together with the supporting documents to Accounting Division	None	3 minutes	<i>Admin Aide VI - Budget Division</i>
	1.7 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>
	1.8 Stamp “Received” and indicates date of receipt and initials on the	None		



	<p>stamped "Received" portion of the DV Form.</p>			
	<p>1.9 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>	None		
	<p>1.10 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</p>	None		



	processing.			
	<p>1.11 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>	None	5 minutes	<p><i>Accountant I / Administrative Assistant III - Accounting Division</i></p>
	<p>1.12 Verify IoP and determines whether there was prior payment of the said claim. If the claim was already paid, return Copy 1-4 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>	None		
	<p>1.13 If not yet paid, computes the final amount for</p>	None		



	<p>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 loP including the amount of tax withheld and net amount. The processor affixes initials in Box C.</p> <p><i>Note – In case there is NORSA attached to the DV, it shall be included among the SDs of the DV.</i></p>			
	<p>1.14 Forward the Copy 1-4 of DV, SDs, and Copy 2-3 of ORS/ BURs to the Funding Section.</p>	None		
	<p>1.15 Retrieve the RANCA/ RANTA from file and determines availability of</p>	None	5 minutes	Accountant III - Accounting Division



	<p>NCA. If NCA is sufficient to cover the disbursement, records in the RANCA/RANT A the DV 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>1.16 Stamp the fund, ex. "Fund Cluster 01" on the DV. Affixes initials in Box C.</p>	None		
	<p>1.17 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.</p>	None		



	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.			
	1.18 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.	None	5 minutes	<i>Administrative Assistant III - Accounting Division</i>
	1.19 Forward Copy 1-4 of processed and funded DV, SDs, copy 2-3 of ORs/ BURS and Certificate of Taxes Withheld to the Chief Accountant for final review and approval.	None		
	1.20 Receive			



	Copy 1-4 of processed and funded DV, SDs, copy 2-3 of ORS/ BURS and Certificate of Taxes Withheld.	None	5 minutes	<i>Accountant IV – Accounting Division</i>
	1.21 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.	None		
	1.22 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.	None		
	1.23 Receive Copy 1-4 of processed	None	5 minutes	<i>Accountant V</i>





	and funded DV, SDs, Copy 2-3 of ORS/ BURS and Certificate of Taxes Withheld from the Assistant Chief.			Accounting Division
	1.24 Do 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		
	1.25 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	None		



	Section for log-out and control.			
	1.26 Record in the logbook the date of release of certified/ signed Copy 14 of DV, SDs, Copy 1-3 of ORS/ BURS and Certificate of Taxes Withheld from the Chief Accountant.	None	2 minutes	<i>Administrative</i> <i>Aide IV -</i> Accounting Division
	1.27 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.			
	1.28 Receive DV from Accounting Division with COMPLETE	None	2 minutes	<i>Admin Aide VI</i> Office of the Director- FMS



	ATTACHMENTS, update ODTs, forwards to the Director IV, FMS for approval.			
	1.29 Approve payment of the claims and forwards the signed copy of DV to the Receiving/Releasing Section for log-out and control	None	2 minutes	<i>Admin Aide VI- Office of the Director- FMS</i>
	1.30 Record the DV and its Supporting Documents in the logbook and update the ODTs. Forwards to the Cashiering Unit for preparation of ADA/Check.	None	2 minutes	<i>Admin Aide VI- Office of the Director- FMS</i>
	1.31 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>
	1.32 Prepare checks and	None	2 minutes	<i>Admin Aide VI-</i>



	LDDAP.ADA			<i>Cashiering Unit</i>
	1.33 Forward Checks for signature	None	5 minutes	<i>Admin II Officer – Cashiering Unit</i>
	1.34 Receive and Sign Checks/LDDA P ADA	None	2 minutes	<i>Director FMS/Admin</i>
	1.35 Forward Countersigned checks/LDDA P ADA to Cashiering Unit	None	5 minutes	<i>Admin Aide VI- Office of the Director- FMS</i>
	1.36 Record and Deliver LDDAP ADA to Land Bank	None	10 min	<i>Admin Aide VI - Cashiering Unit</i>
	1.37 Record in the warrant Register	None	2 minutes	<i>Admin Aide VI - Cashiering Unit</i>
2. Receives payment and issue official receipt	2.1 Attached official receipts to the voucher,	None	2 minutes	<i>Admin Aide VI - Cashiering Unit</i>
	2.2 Submit RCI report to Accounting for auditing	None	3 minutes	<i>Admin Aide VI- Cashiering Unit</i>
<b>TOTAL:</b>		None	1 hour 32 minutes	



## 12. 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)		Any Government institution, Office of the Requesting Client, School where the client is currently enrolled		
b. Request Letter (1 copy, original), <b>and</b>		Office of the requesting organization		
c. Filled-up PS-Client Data Request Form (PS-CDR Form)		DAR-Planning Service, Designated Officer-of-the Day (DOD)		
<b><i>If Thru Mail (Snail Mail or e-Mail, Courier):</i></b>		Any Government institution, Office of the Requesting Client, School where the client is currently enrolled		
a. Valid Identification Card of the requesting party (Scanned Image)		Office of the requesting organization, School where the client is currently enrolled, or from the Client himself/herself		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. IF WALK-IN CLIENT				
If Data requested is not available in DAR				
1. Presents ID Card and Request Letter to the	1.1 Receives and peruses the	None	15 Mins	Designated Officer of the Day (DOD)



Designated Officer-of-the-Day- (DOD/ Planning Officer II, Planning Officer III	request letter and identification card of the client. If it is in order, assesses if data requested is available in DAR.			*The DOD who first received the request shall be the staff responsible until the request is fully complied with
2. Receives information from DOD that data requested is not available in DAR	2. 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, PO III, Stat II or Stat III of PIMED-PS</i>
	Transaction Completed		30 minutes	
If Data requested is available in DAR – Readily Available at DAR-Planning Service				
1. Presents ID Card and Request Letter to the Designated Officer-of-the-Day- (DOD/ Planning Officer II, Planning Officer III	1.1 Receives and peruses the request letter and identification card of the client. If it is in order, assesses if data requested is available in DAR.	None	15 Mins	Designated Officer of the Day (DOD)  *The DOD who first received the request shall be the staff responsible until the request is fully complied with
2. Provides additional details to the DOD, finalizes arrangement on when and how data will be claimed, and receives client’s portion	2.1 Interviews client to get contact details and details about the requested data, and	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>



of the PS-CDR Form	assesses if data requested is readily available or is still to be processed/generated			
	2.2 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	10 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	2.3 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, PO III, Stat II or Stat III of PIMED-PS</i>
	2.4 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	None		
3.Waits for notification from DAR on availability of data requested or for the agreed time/day of release of data requested	3.1 Undertakes completed staff work (CSW) to comply with the request letter:	None		<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.2 Retrieves data from the	None	2 hours	<i>DOD- PO II, PO III, Stat II or Stat III of</i>



	Officer of the Day's Kit (e-copy or hard copy), makes a copy, and compiles all data requested if request involves multiple data			<i>PIMED-PS</i>
	3.3 Records appropriate updates in the PS-CDR Form.	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.4 Informs client that data requested is already available and ready for release  *Thru agreed mode, i.e., text, email, phone call or messenger	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.5 Waits for the client to claim data requested	None	(Paused clock)	
4.Receives data from DAR, acknowledges receipt of data requested and fills-out Client Satisfaction Form.	4.1 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	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>





	the requested data is available.			
	<p>4.2 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>	None		
	Transaction Completed	None	3 Hours and 50 Mins	
If Data requested is available in DAR – Still needs to be processed				
1. Presents ID Card and Request Letter to the Designated Officer-of-the-Day- (DOD/ Planning Officer II, Planning Officer III	1.1 Receives and peruses the request letter and identification card of the client. If it is in order, assesses if data requested is available in DAR.	None	15 Mins	<p>Designated Officer of the Day (DOD)</p> <p>*The DOD who first received the request shall be the staff responsible until the request is fully complied with</p>
2. 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	2.1. Interviews client to get contact details and details about the requested data, and assesses if data requested is readily available	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>



	or is still to be processed/generated			
	2.2 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	10 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	2.3 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, PO III, Stat II or Stat III of PIMED-PS</i>
	2.4 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	None		
3.Waits for notification from DAR on availability of data requested or for the agreed time/day of release of data requested	3.1 Undertakes completed staff work (CSW) to comply with the request letter:	None		<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.2 Requests concerned Technical Staff to generate the data	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>



	requested by client			
	3.3 Processes and generates data requested by client and gives it to the staff-in-charge of complying with the client's request.	None	2 days	<i>PO II or PO III, PO IV, Stat II or Stat III Program In-Charge, PIMED-PS</i>
	3.4 Receives documents from Technical Staff and Compiles all data requested (if multiple data requirements)	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.5 Prepares transmittal letter/memo, seeks clearance from Division Chief or PS Director for release of data requested	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.6 Signs transmittal memo/letter and instructs staff-in-charge to release data requested	None	20 mins	<i>PS Director / Division Chief- PIMED</i>
	3.7 Records appropriate updates in the PS-CDR Form	None	10 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.8 Informs client that data requested is already available	None	10 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>



	and ready for release			
	3.9 Waits for the client to claim the data, if for pick-up	None	(Paused clock)	
4 Receives data from DAR, acknowledges receipt of data requested and fills-out Client Satisfaction Form.	4.1 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.	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	4.2 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.	None		
	Transaction Completed	None	2 Days 2 Hours and 55 Mins	
<b>TOTAL:</b>				
	<b>Data is not Available in DAR</b>	<b>None</b>	<b>30 Minutes</b>	



	<b>Data is Available in DAR-PS 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, 2 Hours and 55 Minutes</b>	
B. IF THRU E-MAIL/SNAIL MAIL or COURIER				
If Data requested is not available in DAR				
1. Sends request email to Planning Service thru <b>letecia61@gmail.com</b> <b>AND</b> <a href="mailto:ps.pimd@gmail.com">ps.pimd@gmail.com</a>  <i>(with attached image of valid ID of requesting party)</i>  OR	1.1 Receives and prints request e-mail, and forwards it to the DOD  OR	None	20 minutes  *Cut-off time is 12:00 Noon. Mails received after the cut-off time shall be considered as received on the following working day.	<i>PO II, PO III, Stat II or Stat III (in-charge of manning the e-mail accounts)</i>
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	1.2 Receives request letter, records receipt of documents in PS receiving logbook, and forwards document to DOD	None		<i>Admin Aide Office of the Director</i>



	1.3 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.	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
2. Receives information from DOD that data requested is not available in DAR	2.1 Informs the client that the data being requested is not available in DAR  - Prepares and send communication to the client regarding non-availability of the data and if possible advises client on where and how the data can be availed	None	1 Hour	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	<b>Transaction Completed</b>	<b>None</b>	<b>1 Hour and 35 Minutes</b>	
If Data requested is available in DAR – Readily Available at DAR-Planning Service				



<p>1. Sends request email to Planning Service thru <b>letecia61@gmail.com</b> <b>AND</b> <a href="mailto:ps.pimd@gmail.com">ps.pimd@gmail.com</a></p> <p>OR</p>	<p>1.1 Receives and prints request e-mail, and forwards it to the DOD</p> <p>OR</p>	<p>None</p>	<p>20 minutes</p> <p>*Cut-off time is 12:00 Noon. Mails received after the cut-off time shall be considered as received on the following working day.</p>	<p><i>PO II, PO III, Stat II or Stat III (in-charge of manning the e-mail accounts)</i></p>
<p>Sends request letter to Planning Service thru:</p> <p>The Director, Planning Service 4/F DAR Main Building Department of Agrarian Reform-Central Office Elliptical Road, Diliman Quezon City</p>	<p>1.2 Receives request letter, records receipt of documents in PS receiving logbook, and forwards document to DOD</p>	<p>None</p>		<p><i>Admin Aide Office of the Director</i></p>
	<p>1.3 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</p>	<p>None</p>	<p>15 mins</p>	<p><i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i></p>



	or is still to be generated, if available in DAR.			
2. Provides additional details to the DOD, finalizes arrangement on when and how data will be claimed	<p>2.1 Communicates with the client to:</p> <ul style="list-style-type: none"> <li>- acknowledge receipt of his/her request;</li> <li>- get details on data being requested, if needed; and</li> <li>- firm up contact details, and arrangements on when the data will be available and how it will be claimed</li> </ul>	None	2 Hours	
	<p>2.2 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.</p> <p>Prints copy of filled-out PS-CDR Form and attaches it to the</p>	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>





	request letter			
3. Waits for notification from DAR on availability of data requested or agreed date of release of data	3.1 Undertakes completed staff work (CSW) to comply with the request letter:	None		<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.2 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	None	2 hours	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.3 Records appropriate updates in the PS-CDR Form.	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.4 Informs client that data requested is already available and ready for release  * thru agreed mode, i.e., text, email, call, phone call or messenger	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.5 Waits for the client to claim data requested	None	(Paused clock)	
4. Receives/claims requested data from DAR, and fills-out Client	4.1. Releases data to client and records release of	None	2 hours and 30 mins	<i>DOD- PO II, PO III, Stat II or Stat III of</i>



Satisfaction Form.	data in the PS-CDR Form, if for pick up, or			<i>PIMED-PS</i>
	<p>4.2 Sends requested data to client based on agreed mode (email, mail or courier)</p> <p>*Transaction is deemed ended as soon as the client is informed that the requested data is available, if data is for pick up, or if data is already sent through email, courier, or courier</p>	None		
	Transaction Completed	None	7 Hours and 55 Mins	
If Data requested is available in DAR – Still needs to be processed		None		
<p>1. Sends request email to Planning Service thru <b>letecia61@gmail.com</b> <b>AND</b> <a href="mailto:ps.pimd@gmail.com">ps.pimd@gmail.com</a></p> <p>OR</p>	<p>1.1 Receives and prints request e-mail, and forwards it to the DOD</p> <p>OR</p>	None	<p>20 minutes</p> <p>*Cut-off time is 12:00 Noon. Mails received after the cut-off time shall be considered</p>	<i>PO II, PO III, Stat II or Stat III</i> (in-charge of manning the e-mail accounts)



			as received on the following working day.	
<p>Sends request letter to Planning Service thru:</p> <p>The Director, Planning Service</p> <p>4/F DAR Main Building</p> <p>Department of Agrarian Reform- Central Office</p> <p>Elliptical Road, Diliman Quezon City</p>	<p>1.2 Receives request letter, records receipt of documents in PS receiving logbook, and forwards document to DOD</p>	None		<p><i>Admin Aide</i> Office of the Director</p>
	<p>1.3 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.</p>	None	15 mins	<p><i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i></p>
<p>2. Provides additional details to the DOD, finalizes arrangement on when and how data will be claimed</p>	<p>2.1 Communicates with the client to:</p> <p>- acknowledge receipt of his/her</p>	None	2 Hours	



	<p>request;</p> <ul style="list-style-type: none"> <li>- get details on data being requested, if needed; and</li> <li>- firm up contact details, and arrangements on when the data will be available and how it will be claimed</li> </ul>			
	<p>4. 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.</p> <p>Prints copy of filled-out PS-CDR Form and attaches it to the request letter</p>	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
3. Waits for notification from DAR on availability of data requested or agreed date of release of data	3.1 Undertakes completed staff work (CSW) to comply with the request letter:	None		<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.2 Requests concerned Technical Staff to		15 mins	<i>DOD- PO II, PO III, Stat II or Stat III of</i>



	generate the data requested by client			<i>PIMED-PS</i>
	3.3 Processes and generates data requested by client and gives it to the staff-in-charge of complying with the client's request.	None	2 days	<i>DOD- PO II, PO III, PO IV Stat II or Stat III of PIMED-PS (Program in Charge) PIMED-PS</i>
	3.4 Receives documents from Technical Staff and Compiles all data requested (if multiple data requirements)	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.5 Prepares transmittal letter/memo, seeks clearance from Division Chief or PS Director for release of data requested	None	30 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.6 Signs transmittal memo/letter and instructs staff-in-charge to release data requested	None	30 mins	<i>PS Director / Division Chief</i>
	3.7 Records appropriate updates in the PS-CDR Form	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	3.8 Informs client that data	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III of</i>



	requested is already available and ready for release			<i>PIMED-PS</i>
	3.9 Waits for the client to claim the data, if for pick-up	None	(paused clock)	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
4. Receives/claims requested data from DAR, and fills-out Client Satisfaction Form.	4.1 Releases data to client and records release of data in the PS-CDR Form, if for pick up, or	None	2 Hours and 30 Mins	<i>DOD- PO II, PO III, Stat II or Stat III of PIMED-PS</i>
	4.2 Sends requested data to client based on agreed mode (email, mail or courier)  *Transaction is deemed ended as soon as the client is informed that the requested data is available, if data is for pick up, or if data is already sent through email, courier, or courier	None		
	<b>Transaction Completed</b>	<b>None</b>	<b>2 Days 5 Hours and 30 Mins</b>	
<b>TOTAL:</b>				
	<b>Data is not Available in DAR</b>	<b>None</b>	<b>1 Hour and 35 Mins</b>	
	<b>Data is Available in DAR-PS and does not require</b>	<b>None</b>	<b>7 Hours and 55 Mins</b>	



	<b>additional processing</b>			
	<b>Data is Available at DAR but requires additional processing</b>	<b>None</b>	<b>2 Days 2 Hours and 30 Mins</b>	



### 13. 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	1.1 Receives and records the documents in the logbook	None	5 minutes	<i>Administrative Support Staff II/ III</i>
	1.2 Reviews the documents	None	15 minutes	<i>Department Legislative Liaison Specialist (DLLS)</i>
	1.3 Prepares letter-request to the offices concerned re: request for data	None	1 hour	<i>Technical Support Staff I/ III/DLLS</i>
	1.4 Reviews/signs letter-request	None	5 minutes	<i>Director</i>
	1.5 Forwards signed letter-request to offices concerned	None	20 minutes	<i>Administrative Support Staff II/ III</i>





	1.6 Follows-up the request from the offices concerned	None	30 minutes	<i>Technical Support Staff I/ III/ Administrative Support Staff II</i>
	1.7 Collects and collates data	None	1 day	<i>Technical Support Staff I/ III</i>
	1.8 Prepares cover-letter	None	30 minutes	<i>Technical Support Staff IV/ I/ III/DLLS</i>
	1.9 Signs the cover-letter	None	5 minutes	<i>Director</i>
	1.10 Submits the data requested to the requesting party/office	None	1 day	<i>DLLS/Technical Support Staff II // Administrative Support Staff II</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 1 Hour &amp; 50 Minutes</b>	

## 14. 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>
1. Endorsement/ Referral of letter-request	1.1 Receives and records the documents in the logbook	None	5 mins	<i>Administrative Support Staff III/V</i>
	1.2 Reviews the documents	None	15 mins	<i>Technical Support Staff IV</i>
	a. Draft covering letter addressed to the Secretary and Memorandum addressed to offices concerned	None	1 hour	<i>Technical Support Staff IV</i>
	b. Signs the cover-letter	None	5 mins	<i>Director</i>
	1.5 Forwards signed letter to Office of the Secretary	None	20 mins	<i>Administrative Support Staff III/V</i>
	1.6 Receive signed Memorandum for the offices	None	15 mins	<i>Technical Support Staff IV</i>



	concerned			
	1.7 Forwards signed Memorandum to offices concerned	None	20 mins	<i>Administrative Support Staff III/V</i>
	1.8 Follows-up the request from the offices concerned	None	30 mins	<i>Technical Support Staff II/ IV Administrative Support Staff III/V</i>
	1.9 Receives and records in the logbook the approved/signed comment/position paper from the offices concerned	None	7 days	<i>Administrative Support Staff III</i>
	1.10 Reviews/verifies the documents for its appropriate action	None	10 mins	<i>Technical Support Staff IV</i>
	1.11 Submits comment/position paper to HOR/Senate/OP	None	20 mins	<i>Technical Support Staff IV/ II / I / Administrative Support Staff II</i>
	<b>TOTAL:</b>	<b>None</b>	<b>7 Days, 9 Hours, 20 Mins</b>	

## 15. 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>	1. For request for Legal Assistance-Farmer beneficiaries and other farm workers; or 2. For Queries regarding Agrarian Reform Matters -Anyone			
<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. File/submit the written queries or request for legal assistance	1.1 Receive and record the letter request and forwards to the Chief of Staff	None	5 minutes	<i>Administrative Staff/Receiving Clerk</i>
	1.2 Review, evaluate and assign the letter request/ queries to Technical Staff	None	30 minutes	<i>Chief of Staff</i>
	1.3 Conduct research and prepare the letter reply	None	1 day	<i>Technical Staff</i>
	1.4 Review the draft letter	None	15 minutes	<i>Chief of Staff</i>
	1.5 Finalize and forward the letter reply to the Assistant Secretary for Consideration/	None	15 minutes	<i>Assistant Secretary for Legal Affairs</i>



	signature			
	1.6 Release the letter/reply (with customer feedback survey form	None	15 minutes	<i>Administrative Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days &amp; 20 Minutes</b>	

## 16. 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>
1. Submission of request for position paper on policy issue or draft policy	1.1 Log the request in the ODTS	None	10 minutes	<i>Receiving clerk</i>
	1.2 Initial review of the request and attached document for routing	None	10 minutes	<i>Director of PRS</i>
	1.3 Research/ inquire with concerned sector/conduct meeting with concerned offices	None	5 days	<i>Director of PRS/ Chief Policy Division/ Technical Staff</i>
	1.4 Preparation of position paper	None	5 days	<i>Director of PRS/ Chief Policy Division/ Technical Staff</i>
	1.5 Review of the position paper	None	2 days	<i>Director of PRS</i>
	1.6 Revision of the position	None	2 days	<i>Chief Policy</i>



	paper			<i>Division/ Technical Staff</i>
	1.7 Finalization of the position paper	None	1 day	<i>Director of PRS</i>
	1.8 Log position paper in ODTs	None	6 minutes	<i>Receiving clerk</i>
	1.9 Forward for mailing to Records Division including all parties or institution/ Submit to DAR office concerned	None	10 minutes	<i>Admin Staff</i>
2. Receipt of position paper		None		
<b>TOTAL:</b>		<b>None</b>	<b>15 Days and 36 Minutes</b>	

## 17. Provision to access online / digitized DAR completed research studies and other available research materials at the Research Division

This procedure covers from the online request to access the available digitized DAR completed research studies and other research materials to the grant of access and; provide efficient and convenient access of all available research materials in hard copy or digital copy to end-users.

- Through DAR website and Proposed Digital Library (Digitization of all Agrarian Reform research studies, resource materials, and other related studies/materials)

<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. Send inquiries/requests via email/library system on the availability or directly visit the DAR website for the Abstracts of the DAR completed research studies, resource materials, and other related studies/materials	1. Research Staff/System Administrator will search the availability of the requested materials.	None	5 minutes	<i>Research Staff</i>
2. Client will be notified once the resources are available.	2. Research Staff/System Administrator assists the concerned of	None	5 minutes	<i>Research Staff</i>





	the researcher/clients.			
3. Requests permission to access the digitized/scanned DAR completed research studies and other research materials.	3. Research Staff/System Administrator evaluates and approves the request	None	2 minutes	<i>Research Staff</i>
4. Requests for permission to borrow the full copy/ies of DAR completed research studies and other research materials.	4. Research Staff/System Administrator Approves and issues the request after the researcher/client signs in the online forms for the proof of issuance	None	10 minutes	<i>Research Staff</i>
5. Returns the copy/ies of DAR completed research studies borrowed.	5. Research Staff accepts borrowed research studies.	None	2 minutes	<i>Research Staff</i>
6. Clients will submit their personal data/information.	6. Research Staff/System Administrator will monitor the clients' movements or interests in the website.	None	5 minutes	<i>Research Staff</i>
7. Submits accomplished client satisfaction form through online.	7. Research Staff/System Administrator Records feedback in the Clientele Feedback	None	2 minutes	<i>Research Staff</i>



	Report Template.			
<b>TOTAL:</b>		<b>None</b>	<b>29 Minutes</b>	

## 18. 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. Gathers and analyzes the facts to ascertain the	None	30 minutes	<i>Officer of the Day (OD) based on the</i>



	<p>issue/s or concern/s involved.</p> <p>If client brings with him/her documents, analyzes the documents and ascertain the issue/s or concerns involved.</p>			<p><i>OD Schedule;</i> <i>and/or</i></p> <p><i>SARPO/ARPO II</i></p>
	<p>2.1 If issue/s or concerns raised are agrarian in nature, render the appropriate advice based on existing agrarian laws and jurisprudence</p> <p>Otherwise, refer to the appropriate person/division/agency</p>	None	30 minutes	<p><i>Officer of the Day (OD) based on the OD Schedule;</i></p> <p><i>and/or</i></p> <p><i>SARPO/ARPO II</i></p>
3. Answers the Customer Satisfaction Form		None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>66 minutes</b>	

## 19. 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 assists 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>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File, report or submit their written queries or request for legal assistance	1.1 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>
	1.2 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>



	1.3 Interview the client to determine the legal issues and concerns and provide the necessary legal advice.	None	1 hour to 2 hours	<i>Technical Support Staff/ Legal Officer, Lawyer Consultant</i>
	1.4 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:</b>	<b>None</b>	<b>2 Hours and 45 Minutes</b>	



## 20. 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)		Requesting party		
<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.	None	1 Minute	For Dorm <i>Admin Aide VI</i> Admin. Service – OD For HRD and Gym Admin. Aide VI GSD
	1.2 Checks the availability schedule of the requested facilities	None	1 Minute	
	1.3 Calls the client for inspection of facilities	None	5 Minutes	
2. Proceeds to DAR for ocular inspection.	2.1 Assists the Ocular inspections and discuss to the requesting party	None	1 hour	<i>Admin. Aide VI</i> GSD



	<p>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>For Gym: Option 1: Php1, 500 per hour for 10 hours used, except the lawn tennis area or P15, 000 for 10 hours use. For Dorm: Php 50.00/per night</p> <p>For HRD: DAR Employees – Free</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>
3. Proceed to Accounting Division to secure Order of Payment	3.1 Issues Order of Payment to the client	None		Accounting Division
4. Proceed to Cashier Unit and present the order of payment	<p>4.1 Receives the Order of Payment</p> <p>4.2 Issuance of Official Receipt</p>	None	1 minute	<i>Admin. Assistant III</i> Cashier Unit
5. Proceed to GSD and present the 1 duplicate copy of OR	5.1 Receives duplicate copy of Official Receipt	None	15 minutes	<i>GSD Supply Admin</i> <i>staff</i>





	(OR)  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.  5.3 Provides copy of request letter to the Guards.  5.4 Informs the guard and janitors for the final arrangement of the rented facilities			
6. Conducts of activity				
	<b>TOTAL:</b>		<b>1 hour and 30 minutes</b>	
	<b>For Gym Option 1:</b>	<b>Php 1,500</b>		
	<b>Option 2:</b>	<b>Php 15,000</b>		
	<b>For Dorm Option 1:</b>	<b>Php 50.00/per night</b>		
	<b>Option 2: For DAR employees</b>	<b>Free</b>		



**CENTRAL OFFICE  
INTERNAL SERVICES**

## 1. 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>
1. Endorsement/ Referral of letter- request for comment/position paper	1.1 Receives and records the documents in the logbook	None	5 mins	<i>Administrative Support Staff II/ III</i>
	1.2 Reviews the documents	None	15 mins	<i>Department Legislative Liaison Specialist (DLS)</i>
	1.3 Assigns the documents to a technical staff for drafting of endorsement/referral letter to the office concerned	None	5 mins	<i>Director</i>
	1.4 Drafts the endorsement/referral letter	None	20 mins	<i>Technical Support Staff I/ III/DLS</i>



	1.5 Reviews/ approves/signs the endorsement/ referral letter	None	10 mins	<i>Director</i>
	1.6 Forwards the endorsement/ referral letter together with the documents to the office concerned	None	20 mins	<i>Administrative Support Staff II/ III</i>
	1.7 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>
	1.8 Reviews/verifies the received documents for its appropriate action	None	10 mins	<i>DLLS</i>
	1.9 Collates/ consolidates and finalizes comments/ position paper	None	1 day	<i>Technical Support Staff I/ III/DLLS</i>
	1.10 Reviews the comments/ position paper	None	30 mins	<i>Director</i>
	1.11 Forwards the documents for the signature of the Secretary/ Undersecretary, Legal Affairs Office	None	20 mins	<i>Administrative Support Staff II/ III</i>



	1.12 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>
	1.13 Submits comment/position paper to HOR/Senate/OP	None	1 day	<i>DLLS/Technical Support Staff IV/II/I/ Administrative Support Staff II</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 2 Hours and 25 Minutes</b>	

## 2. 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	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<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 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 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	1. Issue checklist of requirements	None	5 minutes	<i>Administrative Aide IV/VI</i>
2. Submit to Personnel Division the complete requirements	2. Receives documents, encodes to ODTs and forwards to the Payroll Officer	None	20 minutes	<i>Administrative Aide IV/VI</i>
	3. Evaluates submitted documents as to completeness		1 Hour & 30 Minutes	<i>Administrative Officer IV</i>



	<p>and correctness of entries or 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 the claim in the ODTS and forward the completed DV &amp; OBR to the Office of the Director for Administrative Service for signature/approval of the Box A for both DV &amp; OBR (<i>claim will be further forwarded for processing to the Budget &amp;</i></p>	None	<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 Aide IV/VI</i></p>
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3. Receives payment through employee's payroll account	<i>Accounting Division, OD-FMS &amp; lastly to the Cashiering unit for the preparation of the LDDAP ADA)</i>			
<b>END OF TRANSACTION</b>				
<b>TOTAL:</b>		<b>None</b>	<b>3 Hours &amp; 15 Minutes</b>	
<b>B. LAST SALARY</b>				
<ol style="list-style-type: none"> <li>1. Submit letter of intent (retirement, resignation, transfer)</li> <li>2. Secure copy of office clearance for signature and approval</li> <li>3. Secure copy of the finger scan report/daily time record</li> <li>4. Submit to Personnel Division the complete requirements</li> </ol>	<ol style="list-style-type: none"> <li>1. Issue Copy of Office Clearance</li> <li>2. Receives documents, encodes to ODTs and forwards to the Payroll Officer</li> <li>3. Evaluates submitted documents as to completeness and correctness of entries or information and updates the payroll system database</li> <li>4. Prepares Disbursement Voucher (DV) and Obligation Request (OBR) and affix initials</li> <li>5. Forwards DV</li> </ol>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>20 minutes</p> <p>60 minutes</p> <p>20 minutes</p> <p>10 minutes</p> <p>30 minutes</p> <p>20 minutes</p>	<p><i>Administrative Aide IV/VI</i></p> <p><i>Administrative Aide IV/VI</i></p> <p><i>Administrative Officer IV</i></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 Aide IV/VI</i></p>



<p>5. Receives payment through the employee's payroll account</p>	<p>&amp; OBR together with the complete documents to the CAO for final evaluation and initials</p> <p>6. Update status of the claim in the ODTS and forward the completed DV &amp; OBR to the Office of the Director for Administrative Service for signature/approval of the Box A for both DV &amp; OBR (<i>claim will be further forwarded for processing to the Budget &amp; Accounting Division, OD-FMS &amp; lastly to the Cashiering unit for the preparation of the LDDAP ADA</i>)</p>	<p>None</p>		
<p><b>END OF TRANSACTION</b></p>				
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>2 Hours &amp; 45 Minutes</b></p>	

### 3. 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>
1. Secure copy of the request form	1. Issue request form	None	2 minutes	<i>Administrative Aide IV/VI</i>
2. Properly fill up and submit request form	2. Receives properly filled up request form	None	2 minutes	<i>Administrative Aide IV/VI</i>
	3. Evaluates request and forward to concern section		5 minutes	<i>Administrative Aide IV/VI</i>
	4. Verifies employee records and prepares requested document		10 minutes	<i>Administrative Assistant III or Administrative Office II/III/IV</i>
	5. Reviews and sign by authorized		5 minutes	<i>Chief Administrative Officer</i>
		None	5 minutes	<i>Administrative Assistant III</i>



3. Receives copy of the requested record	officer 7. Releases approved record to the concern personnel and records in the logbook			
<b>TOTAL:</b>		<b>None</b>	<b>29 minutes</b>	



#### 4. 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>		
<ol style="list-style-type: none"> <li>1. Application for leave of absence</li> <li>2. Medical Certificate for application for sick leave of absence in excess of five successive days</li> <li>3. Approved office clearance for application for leave of absence of one month or more but not to exceed one year</li> </ol>		Personnel Division Attending Physician  Personnel Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure copy of application for leave of absence and office clearance (for 1 month or more but not to exceed one year)	1. Issue application for leave of absence and office clearance	None	5 minutes	<i>Administrative Aide IV/VI</i>
2. Inquire available leave balances (optional)	2. Issue slip as to available leave credit balances	None	5 minutes	<i>Administrative Aide IV/VI</i>
3. Properly fill up and	3. Receives and		10 minutes	<i>Administrative Staff</i>



<p>submit application for leave of absence duly recommended and signed by the immediate supervisor with the required supporting documents</p>	<p>encode in the ODTs and forwards to the Administrative Staff/Officer</p> <p>4. Evaluates application for leave of absence as to completeness of information</p> <p>5. Fill out available leave balances in the application for leave form and indicate whether with or without pay and affix initial</p> <p>6. Records the type of leave of absence and the number of days applied for in the leave card index /Automated leave carding system</p> <p>7. Evaluates and signs in the certificate of available leave balances portion of the application form.</p> <p>8. Records in the ODTs and forwards the application for</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p><i>Administrative Assistant III</i></p> <p><i>Administrative Assistant III</i></p> <p><i>Administrative Assistant III</i></p> <p><i>Chief Administrative Officer</i></p> <p><i>Administrative Aide IV/VI</i></p>
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## 5. 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	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Approved application for leave	Personnel Division	
2. Statement of Leave of Absence	Personnel Division	
3. Certified copy of leave cards	Personnel Division	
4. Certified copy of appointment	Personnel Division	
5. Certified copy of NOSA or NOSI	Personnel Division	
6. Complete service record	Personnel Division	
7. Statement of Assets, Liabilities & Networth (SALN) as of date of retirement /separation	Personnel Division/www.csc.gov.ph	
8. Office clearance/s	Personnel Division	
9. LBP Bank Account	Employee-Retiree	
<b><i>Additional requirements in case of death of claimant</i></b>		
<b>a. If Married</b>	Philippine Statistics Office	
	Philippine Statistics Office	
	Philippine Statistics Office	
10. Death Certificate of the employee		
11. Marriage Certificate		
12. Birth Certificates of all surviving legal		





heirs 13. Notarized Affidavit of Next of Kin of the spouse with corroboration of two disinterested persons 14. Notarized Waiver of rights of children 18 years old and above  <b>b. If Single</b> 15. Marriage Certificate of parents 16. Affidavit of Next of Kin of parents with corroboration of two disinterested persons 17. 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 for the form Law Office for the notarization  Personnel Division for the form Law Office for the notarization  Philippine Statistics Office Personnel Division for the form Law Office for the notarization  Personnel Division for the form Law Office for the notarization Philippine Statistics Office Personnel Division for the form Law Office for the notarization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copy of forms for application for leave, SALN and office clearance	1. Issue application for leave of absence, office clearance and SALN	None	5 minutes	<i>Administrative Aide IV/VI</i>
2. Properly fill up all forms and submit the approved application for leave and office clearance and the attested copy of SALN as of date of retirement	2. Receives terminal leave documents, encode in the ODTS and forwards to the Administrative Staff/Officer	None	10 minutes	<i>Administrative Aide IV/VI</i>
	3. Facilitates signing /approval of the Central office clearance to		5 days	<i>Administrative Aide IV/VI and Administrative Assistant III</i>



	<p>authorized signatories</p> <p>4. Evaluates application for terminal leave and SALN,</p> <p>5. Secure certified copies of approved appointment, NOSA/NOSI from the retirees 201 file</p> <p>6. Generates updated service record (SR), leave cards (LCs) and statement of leave of absence (SOLA)</p> <p>7. 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</p> <p>8. Records in the ODTs and forward the application for terminal leave to the Office of</p>		<p>5 minutes</p> <p>30 minutes</p> <p>1 hour</p> <p>10 minutes</p> <p>10 minutes</p>	<p><i>Administrative Aide VI</i></p> <p><i>Administrative Aide VI</i></p> <p><i>Administrative Aide VI and Administrative Assistant III</i></p> <p><i>Administrative Assistant III</i></p> <p><i>Administrative Staff</i></p>
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	the Director for Administrative Service and USEC-FMA/OSEC for initial and approval		1 hour	<i>Administrative Officer II</i>
	9. Upon approval, prepares disbursement voucher (DV) and obligation request (OBR) and attached all supporting documents		2 hours	<i>Administrative Officer IV</i>
	10. 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		30 minutes	<i>Chief Administrative Officer</i>
	11. Reviews terminal leave claim and affix initials in the DV & OBR		10 minutes	<i>Administrative Aide IV/VI</i>
	12. Update status of the claim in the ODTS and forward the completed DV & OBR to the			



<p>3. Receives payment through the employee's bank account</p>	<p>Office of the Director for Administrative Service for signature/approval of the Box A for both DV &amp; OBR (<i>The next action will be the concern of the FMS from requesting of SARO-NCA up to payment of the claim</i>)</p> <p>9. Files duplicate copies of the terminal leave documents in the employee's 201</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide IV/VI</i></p>
<p><b>END OF TRANSACTION</b></p>				
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>3 days &amp; 6 hours</b></p>	

## 6. 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>
1. Fills out Request Form or Logs Request in Logbook	1.1 Receives Request Form	None	2 minutes	<i>Administrative Aide VI</i> Accounting Division
	1.2 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> Accounting Division
	1.3 Signs / Approves the Certificate and forward to the Administrative Aide IV the	None	2 minutes	<i>Accountant V</i> Accounting Division



	signed certificate			
	1.4 Records the certificate in the logbook for releasing / outgoing	None	2 minutes	<i>Administrative Aide IV Accounting Division</i>
2 Receives signed certificate	2. Releases the signed certificate to the requesting party	None	1 minute	<i>Administrative Aide IV Accounting Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>12 minutes</b>	



## 7. Certification as to Pendency of Administrative Case

The Certification as to the pendency/non-pendency of an administrative case, as defined under the pertinent Civil Service Rules, is issued to requesting DAR employees, 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		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	1.1 Receive Request Form.	None	10 mins	<i>Officer of the Day (OD), ARPOII, Legal Service</i>
	1.2 Verify from database and confirm from folders the existence of Formal Charge.	None	1 hour	<i>Administrative Aide VI, Legal Service</i>
	1.3 Prepare, initial and assign number to the Certificate	None	15 mins	<i>Administrative Aide VI, Legal Service</i>
	1.4 Sign the Certificate	None	15 mins	<i>Chief, Legal Service</i>
	1.5 Release Certificate to the requesting party.	None	10 mins	<i>Administrative Aide VI, Legal Service</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour &amp; 50 Minutes</b>	

## 8. Request for inclusion in the deliberation of foreign/local scholarship

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>	simple	
<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. Letter of Application addressed to the Chair, NSC	Applicant	
3. Personal Data Sheet (PDS) / CSC Form 212 (Revised 2017)	} Personnel Division/Personnel Officer (STOD)	
4. Certified Copy of Service Record		
5. Certified Copy of Transcript of Records (Baccalaureate/Graduate)		
6. Certified copy of Diploma (Baccalaureate/Graduate)		
7. Statement of actual duties and responsibilities duly certified by the immediate supervisor;	Immediate Supervisor	
8. Performance Rating for the last two (2) rating periods	Personnel Officer/ STOD	
9. Certification of no pending Administrative/ Criminal Case issued by the legal service or its field counterpart;	Legal Service/Legal Division	





10. Certification of no pending nomination to any scholarship (foreign/local); 11. Certification of no obligation from previous training programs attended; 12. List of trainings attended duly certified by the Personnel Division 13. Certification of non-withdrawal signed by the applicant and attested by head of office 14. Consent of spouse, if applicable 15. Invitations from donor institutions		} ARCDS  } Applicant  Spouse of the Applicant Donor Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Disseminates scholarship announcements/ invitations to various offices of the Department thru Office 365	None		<i>ARPO II, LDD-ARCDS</i>  <i>Director. ARCDS</i>
2. Submits application together with the complete documentary requirements	2.1 Records receipt of forwarded documents of applicant/s  <i>Note: due to pandemic, receipt scanned copies of documents are acknowledged</i>	None	5 minutes	<i>ARPO II, LDD-ARCDS</i>
	2.2 Reviews completeness of the submitted documents using the DAR Scholarship Form (DAR QF-018	None	1 day	<i>ARPOII, LDD-ARCDS</i>



	Checklist of Documentary Requirements for Scholarship Application)			
	2.3 Prepares presentation materials for deliberation	None	2 hours	ARPO II, LDD - ARCDS
	2.4 Sends Notice of Meeting to DAR Scholarship Committee members  (DAR-QF-020 A, B Notice of Meeting) with attached Comparative Qualification Chart (DAR-QF-019)  <i>Note: due to pandemic, Notice of meeting is sent thru MS Teams</i>	None	1 hour	ARPO II, LDD-ARCDS  USEC. FMA/Chair, NSC
	2.5 Conducts deliberation/  Selection of the most qualified applicants;  In any case, if any item needs the Committee's urgent decision, the NSC Secretariat	None	1 hour	National NSC, ARPO II, LDD- ARCDS



	sends notice of meeting to conduct special deliberation/ selection of the most qualified			
	2.6 Prepares deliberation results and agreements for approval of NSC	None	1 day	<i>ARPO II, LDD- ARCDS</i>
	2.7 Prepares communication/ feedback to the Head of Office and applicant/s as to the status of their nomination	None	30 minutes	<i>ARPO II, LDD- ARCDS, Director. ARCDS</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 4 Hours &amp; 35 Minutes</b>	



## 9. 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 availability of the inventory items listed in the RIS.	None	5 minutes	<i>End User /Requesting Unit</i>
	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</i> GSD
2. Accepts supplies, materials and equipment and signs documents	2. Issues inventory items and equipment.	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>33 Minutes</b>	



## 10. 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report the defective PPEs and other civil works request	1.1 Receives and records the report/request and forwards to the concern personnel, for checking and verification	None	3 minutes	<i>Admin Assistant-GSD</i>



	<p>Checks/assess the nature of defects/request and prepares the following:</p> <p>1.1.1 Program of Works, design and lay out for civil works</p> <p>1.1.2 Project Proposal for the new repair request</p> <p>1.1.3 RRDPS - request for Replacement of Defective Parts and Services</p> <p>1.1.4 RSPS – Request for Spare Parts and Services</p> <p>1.1.5 RMIS – Request for Materials and Infrastructure Services</p>	None	3 days	<p><i>Administrative Officer III , Engr. II and Admin Aide VI- GSD</i></p>
	<p>1.2 Prepares Request for Inspection with complete attachment for approval.</p>	None	3 minutes	<p><i>Administrative Officer III, Engr. II and Admin Aide VI- GSD</i></p>
	<p>1.3 Reviews and signs the attached documents</p>	None	3 minutes	<p><i>Chief Admin Officer - GSD</i></p>
	<p>1.4 Records and Forwards the request to the Management Division for the</p>	None	5 minutes	<p><i>Admin Aide VI - GSD</i></p>



	pre repair inspection:			
	1.5 Conduct of Pre-Inspection	None		<i>Designated Technical Inspector – Management Division</i>
	1.6. Records thru ODOTS 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 ODOTS 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>
2. Receives, signs certification of		None	3 minutes	Requesting Unit





acceptance				
	2.1 Prepares /request for Post Inspection	None	3 minutes	<i>Administrative Aide VI</i>
	2.2 Receives approved Post Repair inspection	None	3 minutes	<i>Administrative Aide VI</i>
	2.3 Prepares, process, release thru ODTS the Disbursement Voucher to end user	None	5 minutes	<i>Admin Assistant</i>
<b>TOTAL:</b>		<b>None</b>	<b>13 Days and 1 Hours, 10 Minutes</b>	

## 11. 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>		
<ol style="list-style-type: none"> <li>1. Return of Equipment Form (ROEF)</li> <li>2. Equipment itself to be returned</li> <li>3. Copy of Property Accountability Report (PAR), Inventory Custodian Slip (ICS), Acknowledgement Receipt of Equipment (ARE)</li> </ol>		GSD - Property Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE 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 PPE in the Inventory of Returned Property, Plant and Equipment (IRUP).	None	15 minutes	<i>Administrative Assistant</i>



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

## 12. 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>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for legal review/ comment	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 documents to designated lawyer consultant	None	30 minutes	<i>Chief of Staff/ Senior Executive Assistant</i>
	1.3 Review of the contracts,	None	2 days	<i>Lawyer Consultant</i>



	agreements and other undertakings of the Department			
	1.4 Draft legal comment/ reply	None	4 hours	<i>Lawyer Consultant</i>
	1.5 Technical review of the draft opinion/ position paper	None	2 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	1 hour	<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



	1.9 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	2. Release and record the legal comment/reply document	None	15 minutes	<i>Administrative Support Staff/ Releasing Clerk</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 Days and 10 Hours</b>	



### 13. 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 documents	None	30 minutes	<i>Chief of Staff/ Senior Executive Assistant</i>



	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	<i>Lawyer Consultant</i>
	1.4 Conduct further research	None	2 days	<i>Technical Support Staff/ Legal Researcher</i>
	1.5 Draft legal opinion/ position paper	None	1 day	<i>Lawyer Consultant</i>
	1.6 Technical review of the draft opinion/ position paper	None	4 hours	<i>Technical Support Staff/ Language Editor</i>
	1.7 Finalize and print draft legal comment/ reply and forward to the Chief of Staff/	None	2 hours	<i>Administrative Support Staff</i>





	Senior Executive Assistant			
	1.8 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>
	1.9 Review and approval of the Legal Comment/ Reply on the subject contract, agreement or undertaking.	None	1 hour	Undersecretary Legal Affairs Office
	1.20 Advise client availability of the requested legal opinion and/or position paper, for pick up	None	15 minutes	<i>Administrative Support Staff/ Releasing Clerk</i>
2. Pick-up of legal opinion and/or position paper	2. Release and record the legal opinion/ position paper	None	15 minutes	<i>Administrative Support Staff/ Releasing Clerk</i>
	<b>TOTAL:</b>		<b>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. Client Registration (with or without referral from other DAR Offices)	1.1 For walk-in clients/visitors. Upon entry of the DAR Walk-In Client/Visitor, requests the Client/ Visitor to leave a valid ID and register at the Security Guard's logbook, then issues a DAR client's/visitor's ID and directs/ushers to the PACD	None	2 minutes	<i>Security Guard</i>
	1.2 Requests the Client/ Visitor to register at the PACD logbook (stating his name, address, time-in, and purpose);	None	3 minutes	<i>Admin Aide Support to Operations Division</i>



	1.3 For online clients. The PACD Coordinator entertains and addresses the concerns/queries of all emails, phone calls and text/chat messages from the stakeholders. The PACD Officer of the Day will forward the emails/messages to the appropriate Frontline Office Counterpart that would address their concerns	None	5 minutes	<i>PACD Coordinator</i>
2. Fills up the Clientele Information Sheet	2. Requests the Walk-in Client/ Visitor to accomplish the Clientele Information Sheet (CIS) stating his name, address, telephone/mobile number, issues, case, requests.	None	5 minutes	<i>Admin Aide Support to Operations Division</i>
3. States queries/concerns	3. Interviews the Walk-in Client/Visitor and evaluates his/her issue/concern presented	None	30 minutes	<i>Admin Aide Support to Operations Division</i>
4. Client/Visitor to wait for the update/information/advice/instructions provided and relayed from	4. Provide the appropriate advice or referral to Sector concerned.	None	20 minutes	<i>Admin Aide Support to Operations Division</i>



concerned offices				
5. Referral to other DAR Office/s, client/visitor to wait for the preparation/ mailing of Referral Document	<p>5.1 Whenever situation warrants, the PACD Coordinator prepares Referral Slip addressed to concerned DAR Office bearing the issues/concerns of the Client/Visitor.</p> <p>5.2 Furnishes the Client/Visitor with a photocopy of the signed and approved Referral Slip.</p>	None	15 minutes	<i>Admin Aide Support to Operations Division</i>
6. The Client/ Visitor submits the accomplished Referral Slip (RS) and Client Satisfaction Form (CSF) and DAR area ID to the PACD	6.1 The PACD Officer of the Day reviews the accomplished RS and CSF and replaces the DAR area ID with the Pink ID.	None	5 minutes	<i>Admin Aide Support to Operations Division</i>
	6.2 The Designated Information Officer assigned shall maintain and update the PACD Clientele Database and	None	5 minutes	<i>Designated Provincial 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>None</b>	<b>1 Hours 30 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 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> Office of the RARAD
2. Wait while the case records are being verified	2. Verify case records if there is a pending case before the RARAD	None	10 Minutes	<i>Clerk of the Adjudicator/ ARPO II</i> Office of the RARAD



	Issue Order of Payment if with no pending case			
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> Office of the RARAD
4. Receive the Certification	4. Release the Certification	None	2 Minutes	Cashier / <i>Clerk of the Adjudicator/ ARPO II</i> Office of the RARAD
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> Office of the RARAD
<b>TOTAL:</b>		<b>Php 50.00</b>	<b>32 Minutes</b>	
<b>If Pauper Litigant</b>		<b>Free of charge</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> Office of the RARAD



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	10 minutes  30 minutes  45 minutes	Clerk of the Adjudicator/ ARPO II Office of the RARAD
	2.2. Prepare the Certificate of Finality & Release to the Client	None	10 minutes	Clerk of the Adjudicator/ ARPO II Office of the RARAD
3. Accomplish the Clients Satisfaction Form	3. Request to fill-up the Client Satisfaction Form	None	5 minutes	Clerk of the Adjudicator/ ARPO II Office of the RARAD
<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> Office of the RARAD
2. Wait while the requested document is being retrieved	2.1 Retrieve case records and verify the requested	None	12 minutes	<i>Clerk of the Adjudicator/ ARPO II</i> Office of the RARAD



	document			
	<p>2.2. Prepares, reproduce the requested document and Issues Order of Payment (If case folder is at the office):</p> <p>50 pages &amp; below, active cases</p> <p>50 pages &amp; below, 5 years &amp; above</p> <p>above 50 pages, active cases</p> <p>above 50 pages, 5 years &amp; above</p>	None	<p>30 minutes</p> <p>40 minutes</p> <p>1 Hour</p> <p>1 hour, 10 minutes</p>	<p><i>Clerk of the Adjudicator/ ARPO II</i> Office of the RARAD</p>
3. Come back after three working days	<p>(if case folder is not yet available):</p> <p>3. 1 Retrieved document</p> <p>50 pages &amp; below, archived</p>	None	3 days	<p><i>Clerk of the Adjudicator/ ARPO II</i> Office of the RARAD</p>



	above 50 pages, archived		3 days	
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 Office of the RARAD</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 Office of the RARAD</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 mins	<i>Clerk of the Adjudicator/ ARPO II Office of the RARAD</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</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</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>
	<b>(if TSN is not yet available)</b>	None	3 days	<i>Stenographer</i>



	2.3 Transcribe TSN			
3. Pay to the cashier and Present official receipt (OR)	3. 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>
4. Receive the certified copies of TSN	4. Release the certified copies of TSN to Client	None	2 minutes	<i>Clerk of the Adjudicator/ (ARPO II)</i>
5. Accomplish Client Satisfaction Form and drop in the designated box provided	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>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. 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		Landowner / Applicant		
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)				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Comply with the required documents and submits the	1.1 Receive the Application Folder and	None	1 hour	<i>Legal Officer</i> Legal Division



<p>same to the Legal Staff</p>	<p>checks the completeness of the requirements. If found complete, advises for its filing. Otherwise, return to applicant.</p>			
	<p>1.2 If complete, receive the LUC Application and issues assessment fee, inspection cost and cash/surety bond</p>	<p>Filing Fee = PHP 1,000</p> <p>Inspection Cost = P 10,000, additional 5,000 if land is outside the island where the regional office is located</p> <p>Bond = 2.5% of the zonal value if paid in cash. 15% of the zonal value if paid in</p>	<p>20 minutes</p>	<p><i>RLUCC Secretariat</i></p>



		surety bonds		
2. Secure Order of Payment	2.Assign the appropriate code and sign the Order of Payment	None	15 minutes	<i>Accountant</i> STOD
3. Pay to the Cashier the required fees	3.Receive payment and issue Official Receipt	None	15 minutes	<i>Cashier</i> STOD
4. Submit the Official Receipt on the required fees to the RLUC Secretariat as proof of payment	4.1 Docket the LUC Application and logbooks the same. Registers in the LCMS portal	None	15 minutes	<i>RLUC Secretariat</i> <i>LCMS Point Person</i> Legal Division
	4.2 Transmit the application to the Chief Legal for assignment	None	5 minutes	<i>RLUC Secretariat</i> Legal Division
	4.3 Assign the application to a Legal Officer	None	2 hours	<i>Chief Legal</i> Legal Division
	4.4 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> Legal Division
	4.5 Prepare the Travel Order	None	2 hours	<i>Legal Staff</i> Legal Division
	4.6 Conduct of OCI by the	None	3 days	<i>RLUC Inspection Team, PARPO's</i>



	RLUCC Inspection Team			<i>and MARPO's Representative/s</i>
	4.7 Prepare and execute an Investigation Report for the deliberation of the RLUCC	None	2 days	<i>Legal Officer Legal Division</i>
	4.8 Schedule the date of the deliberation and sends the notice of meeting indicating the schedule thereof	None	1 hour	<i>RLUCC Secretariat Legal Division</i>
	4.9 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 RLUCC Secretariat.	None	1 day	<i>RLUCC Plenary Board</i>
	4.10 Prepare the draft Order of Conversion for the signature of the Regional Director, with the necessary counter	None	5 days	<i>Legal Officer Legal Division</i>



	signatures from the members of the RLUC			
	4.11 Review the draft Order. If in order, countersign the same and transmit to the Office of the ARD.	None	2 days	<i>Chief Legal Legal Division</i>
	4.12 Review the Order. If in order, countersign and transmit the same to the Office of the RD	None	1 day	<i>ARD Concerned / Regional Director DARRO</i>
	4.13 Review and sign the Order if in order	None	2 days	<i>Regional Director DARRO</i>
5. Receives the Resolution		None	5 minutes	
6. Accomplish Feedback Form		None	2 minutes	
<b>TOTAL:</b>		PHP 11,000.00 plus Bond (2.5% of the zonal value if paid in cash or 15% if in surety bonds)  PHP 5,000.00	<b>19 days          3 hours          17 minutes</b>	
Additional fee if land is outside the island where the regional office is located				



## 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>		
Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
Special Power of Attorney for Authorized Representatives		Party to the Case		
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 minute	<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	P50/	3 minutes	<i>Cashier</i>



	Receipt	certificatio n*		Support to Operations Division
		free of charge – for farmers and ARBs		
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>		
Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
SPA for Authorized Representatives		Party to the Case		
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	<i>Cashier Support to Operations Division</i>
	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	<i>Records Officer Support to Operations Division</i>
7. Receives Copy of CTC	7. Asks Client to sign in the logbook	None	2 minutes	<i>Records Officer Support to Operations Division</i>
8. Fills-out Client Satisfaction Form	8. Places Client Satisfaction Form in the box	None	2 minutes	<i>Records Officer Support to Operations Division</i>
<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>19 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>10 minutes</b>	
<b>DAR Personnel</b>		<b>Free of charge</b>	<b>10 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>	Simple	
<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>
1. Submits claim to STOD	1.1 Receives the claim indicating the date of receipt	None	2 minutes	<i>Admin Aide</i> STOD
	1.2 Logs the claim voucher indicating the payee, amount, particulars and provides control number	None	3 minutes	<i>Admin Aide</i> STOD
	1.3 Forwards the claim voucher to Budget Section	None	2 minutes	<i>Admin Aide</i> STOD
	1.4 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> STOD
	1.5 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> STOD
	1.6 Retains copy 1 of the ORS then forwards the obligated DV to the Accounting Section. Records	None	2 minutes	<i>Budget staff/Budget Officer</i> STOD



	the transaction in a logbook indicating the ORS number, UACS codes, payee and particulars.			
	1.7 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 STOD</i>
	1.8 If the attachments of the claim are not complete, return to claimants for compliance.	None	2 minutes	<i>Accounting staff/Accountant STOD</i>
	1.9 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 STOD</i>
	1.10 Retrieves & Verifies the transaction in the Index of Payment (IoP) to avoid double payment	None	3 minutes	<i>Accounting staff/Accountant STOD</i>



	1.11 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> STOD
	1.12 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> STOD
	1.13 Computes the taxes to be withheld and prepares BIR Forms 2307 & 2306.	None	5 minutes	<i>Accounting staff/Accountant</i> STOD
	1.14 Provide accounting entry on the DV.	None	5 minutes	<i>Accounting staff/Accountant</i> STOD
	1.15 Final review and certify as to completeness and propriety of supporting documents and availability of	None	30 minutes	<i>Accountant</i> STOD



	funds. Affixes signature in Box C of DV and Certificate of Taxes Withheld.			
	1.16 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 STOD</i>
	1.17 Head of the Office approves the DV.	None	5 minutes	<i>Regional Director or Authorized representative Office of the RD</i>
	1.18 The Office of the Head of Agency forwards the approved DV to the Cashier unit.	None	5 minutes	<i>Admin Aide Office of the RD</i>
	1.19 Prepares Check /LDDAP ADA upon receipt of approved Disbursement Vouchers from the Head of the Office	None	5 minutes	<i>Cashier STOD</i>
	1.20 Forwards the prepared LDDAP ADA to the Accounting section for final review.	None	2 minutes	<i>Cashier STOD</i>
	1.21 Review, verify and certifies LDDAP ADA prepared by	None	5 minutes	<i>Accountant STOD</i>





	Cashier and sends back to Cash unit for finalization			
	1.22 Cashier forwards the LDDAP ADA /CHECK to the Head of the Office for approval.	None	5 minutes	<i>Cashier STOD</i>
	1.23 Head of the Office approves the LDDAP ADA/CHECK.	None	5 minutes	<i>Regional Director or Authorized representative Office of the RD</i>
	1.24 The Office of the Head of Agency forwards the approved LDDAP ADA/CHECK back to Cashier unit.	None	5 minutes	<i>Cashier STOD</i>
	<b>TOTAL:</b>	<b>None</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 - DARRO			
<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		DARPO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends case folder to DARRO	1.1 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>Admin Aide</i> Office of the ARD
	1.2 Assign the case to the Legal Officer	None	4 hours	<i>Chief Legal</i> Legal Division
	1.3 Evaluate and prepare Draft Order	None	3 days	<i>Legal Officer</i> Legal Division
	1.4 Conduct OCI if necessary and prepare the OCI report within 3	None	3 days	<i>Legal Officer</i> Legal Division



	days from OCI			
	1.5 Prepare draft Resolution and submit draft Order to the Chief Legal	None	4 hours	<i>Legal Officer</i> Legal Division
	1.6 Review the draft Order and return to the assigned Legal Officer for amendments and/or final printing	None	2 days	<i>Chief Legal</i> Legal Division
	1.7 Input corrections of the Chief Legal and final printing. Submit the corrected Order to the Chief Legal for countersignature	None	4 hours	<i>Legal Officer</i> Legal Division
	1.8 Countersign the Order and transmit the same to the Head of Executive Assistant	None	4 hours	<i>Chief Legal</i> Legal Division
	1.9 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</i> Office of the ARD
	1.10 Assigned Legal Officer submit Order to	None	4 hours	<i>Legal Officer</i> Legal Division



	the Chief Legal for countersignature			
	1.11 Countersign the Order and transmit to the ARD.	None	4 hours	<i>Chief Legal Legal Division</i>
	1.12 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 concerned Office of the ARD</i>
	1.13 Final Review of Order. If found in order, affix signature. If not, return to the Chief Legal	None	4 days	<i>Regional Director Office of the RD</i>
	1.14 Record and reproduce copies of the Order and forward the same to the Records Section for mailing out	None	1 hour	<i>Admin. Aide Office of the RD</i>
2. Receives Order from the DARRO				<i>Client</i>
3. Accomplish Feedback Form	Administer Feedback For			<i>Admin. Aide Office of the RD</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Days 1 Hour 15 Minute s</b>	



## 12. 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>
<i>A IF WALK-IN CLIENT:</i>					
1.	Registers in the visitors/clients logbook and presents ID card.	1. 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 STOD</i>
2.	Fills up the Data/Information Request Form	2. Assesses if the DIRF is properly filled		2 Minutes	<i>Admin Assistant STOD</i>



(DIRF) and returns it to the Record Officer	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.	3. .1 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 STOD</i>
	3.2 Peruses the letter request. If it is in order, assesses if data/information requested is available in DAR.	None	5 Minutes	<i>Planning Officer STOD</i>
<b>4.1 If data/information requested is available in DAR</b>				
4.1.1 If soft copy:  Provides CD or flash drive where the data will be copied	4.1.1 If soft copy:  Copies the data/information to the CD or flash drive.	None	10 Minutes	<i>Planning Officer, STO Div.</i>
4.1.2 If Hard Copy:  Leaves ID card with the service provider and have the data/information	4.1.2 If Hard Copy:  Photocopy the data/information.	None	5 Minutes	<i>Planning Officer, STOD</i>



photocopied				
<b>4.2 If in case the data or information requested is available in DAR but requires additional time to prepare</b>				
4.2.1 Leaves contact number/e-mail address for information when to pick-up the data/information requested		None	5 Minutes	<i>Planning Officers STOD</i>
	4.2.1 Processes the requested data/information. For e-mailed request, e-mail the requested data/information to the client.	None	1 Day	<i>Planning Officer STOD</i>
<b>4.3 If data/information requested is not available in DAR</b>				
	4.3.1 Informs the client 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.	None	2 Minutes	<i>Planning Officer STOD</i>
	4.3.2 Processes the requested data/information	None	2 days	<i>Planning Officer STOD</i>
5. Receives the copy	5. Provides copy of the requested data/informatio	None	5 Minutes	<i>Planning Officer STOD</i>



	n to the client.			
6. Fills-out the Client Satisfaction Form		None	2 Minutes	<i>Planning Officer STOD</i>
<b>TOTAL:</b>				
	<b>Data is not available in DAR</b>	<b>None</b>	<b>2 days &amp; 21 minutes</b>	
	<b>Data is available in DAR and does not require additional processing</b>	<b>None</b>	<b>31 minutes if soft copy; 26 minutes if hardcopy</b>	
	<b>Data is available in DAR but requires additional processing</b>	<b>None</b>	<b>1 Day and 21 Minutes</b>	
<b>B IF THRU MAIL/E-MAIL:</b>				
1. Sends request (through mail/e-mail) to the Office of the Regional Director	1.1 For mailed request, endorses letter to the STOD. For e-mailed request, forwards e-mailed request to the STOD	None	2 Minutes	<i>Admin Aide Office of the Regional Director</i>
	1.2 Receives the mailed/e-mailed request. Prints the e-mailed letter request.	None	5 Minutes	<i>Admin Aide Office of the Regional Director</i>
	1.3 Records the request through the ODTs and indorses it to the Planning Officer for appropriate action.	None	2 Minutes	<i>Admin Aide Office of the Regional Director</i>





	1.4 Peruses the letter request. If it is in order, assesses if data/information requested is available in DAR. Fills up the DIRF.	None	5 Minutes	<i>Planning Officer STOD</i>
<b>2.1 If data/information requested is available in DAR</b>				
	2.1.1 If soft copy:  e-mail to the client the requested data/information	None	5 Minutes	<i>Planning Officer STOD</i>
	2.1.2 If Hard Copy:  Scans and e-mails to the client the requested data/information	None	10 Minutes	<i>Planning Officer STOD</i>
<b>2.2 If in case the data or information requested needs time to prepare the data/information requested.</b>				
	2.2 Processes the requested data/information. For e-mailed request, e-mail the requested data/information to the client.	None	1 Day	<i>Planning Officer STOD</i>



<b>2.3 If data/ information requested is not available in DAR</b>				
	2.3.1 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.	None	5 Minutes	<i>Planning Officer STOD</i>
	2.3.2 Processes the requested data/information	None	2 days	<i>Planning Officer STOD</i>
3. Receives the requested data	3. Provides copy of the requested data/information to the client.	None	5 Minutes	<i>Planning Officer STOD</i>
4. Fills-out the Client Satisfaction Form	4. Receives the filled-out form	None	2 Minutes	<i>Planning Officer STOD</i>
<b>TOTAL:</b>				
	<b>Data is not available in DAR</b>	<b>None</b>	<b>2 Days &amp; 26 Minutes</b>	
	<b>Data is available in DAR and does not require additional processing</b>	<b>None</b>	<b>19 Minutes if soft copy; 24 minutes if hard copy</b>	
	<b>Data is available in DAR but requires additional processing</b>	<b>None</b>	<b>1 Day and 21 Minutes</b>	



### 13. 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> STOD
2. Proceed to Legal Division and submit Clientele Information Sheet (CIS) Form and/or Referral Form	2.1 Receive and record CIS in the logbook and direct Client to sign in the Visitors Logbook	None	10 minutes	<i>Legal Clerk</i> Legal Division



	2.2 Interview the client and determine the disputes/issues raised	None	1 hour	<i>Legal Officer</i> Legal Division
3. Attends Legal Counselling	3. Give Legal Advice and/or Legal Opinion	None	1 hour	<i>Legal Officer</i> Legal Division
4. Fills-out Feedback Form		None	2 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours &amp; 32 minutes</b>	



## 14. 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	1.1 Interview the client and evaluates the issues raised. If it involves an agrarian dispute, set schedule of conference	None	1 hour	<i>Chief Legal/ Legal Officer</i> Legal Division
	1.2 Prepare Notice of Mediation	None	10 minutes	<i>Chief Legal/ Legal Officer</i> Legal Division
2. Attend the scheduled mediation conference	2. Conduct mediation on the scheduled date, time and place	None	1 hour	<i>Chief Legal/ Legal Officer</i> Legal Division
3. Affix signature in the Compromise Agreement	3. Prepare and assist the parties in the execution of the Compromise Agreement, if applicable	None	30 minutes	<i>Chief Legal/ Legal Officer</i> Legal Division
1. Fills-out Feedback Form		None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours</b>	



		<b>42 Minutes</b>	
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## 15. 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.	1.1 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
	1.2 If filed with the Regional Office, forward the complaint to the PARPO for the conduct of investigation.	None	3 days	Legal Staff Legal Division  Records Officer STOD
	1.3 Receive Investigation Report of the	None	15 minutes	Legal Staff Legal Division



	PARPO from the Office of the RD and enter the same in the logbook.			
	1.4 Transmit the Case Folder to the Chief Legal for assignment.	None	15 minutes	<i>Legal Staff</i> Legal Division
	1.5 Assess and assign the Case Folder to the Legal Officer	None	2 hours	<i>Chief Legal</i> Legal Division
	1.6 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> Legal Division
	1.7 Transmit the draft CDO to the Chief Legal for review.	None	5 minutes	<i>Legal Officer</i> Legal Division
	1.8 Review and print the final CDO.	None	10 hours	<i>Chief Legal/</i> <i>Legal Officer</i> Legal Division
	1.9 Forward the final CDO to the Office of the RD for signature.	None	1 day	<i>Legal Officer/</i> Legal Division  <i>Regional Director</i> Office of the RD
	1.10 Record and reproduce copies of the CDO and forwards the same to the Records Section	None	15 minutes	<i>Legal Staff</i> Legal Division





	for mailing			
2. Receives Cease and Desist Order (CDO)		None	5 minutes	
3. Fills-out Feedback Form		None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>12 Days, 4 Hours &amp; 57 Minutes</b>	



## 16. 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).	None	3 Minutes	<i>Cashier II</i> STOD
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> STOD
3. Receives official receipt.	Issuance official receipt.		2 Minutes	<i>Cashier II</i> STOD
4. Fills-out Feedback Form			2 Minutes	
<b>TOTAL:</b>		<b>Depends on the bided amount</b>	<b>10 Minutes</b>	



## 17. 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> STOD
	1.1 Receives payment.	PHP 50.00	3 Minutes	<i>Cashier II</i> STOD
2. Receive official receipt.	2. Issues Official Receipt.	None	3 Minutes	<i>Cashier II</i> STOD
3. Fills-out Feedback Form		None	2 minutes	
<b>TOTAL:</b>		<b>Php 50.00</b>	<b>9 minutes</b>	



**REGIONAL OFFICES  
INTERNAL SERVICES**



## 1. 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>	STOD-DARRO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled-out Request Form			STOD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out Request Form for Troubleshooting/ Repair of Device or other ICT Related devices	1.1 Receive Repair Request from Personnel concerned either personal or by phone call	None	5 minutes	<i>Computer Programmer II</i> STOD
	1.2 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> STOD
	1.2.1 Checks the ICT equipment:  1.2.1.1 If it is under warranty,	None  None		



	<ul style="list-style-type: none"><li>• Give the device with the Computer 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.</li></ul> <p>1.2.1.2.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 Purchase</li></ul>	None		
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	<p>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 Disposal. Concerned Personnel to</li></ul>			



	take the device to the Supply and Property Section for Disposal.			
2. Monitoring & Evaluation	2. 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> STOD
Fills-out Client Satisfaction Form		None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours &amp; 12 Minutes</b>	





## 2. 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. Fills-out request form	1.1 Receives and Log-in written request	None	2 Minutes	<i>Computer Programmer II STOD</i>
	1.2 PACU staff routed the Filled-up Request Form to IT Personnel	None	3 minutes	<i>PACU Staff</i>
	1.3 Evaluates, verifies, retrieves the requested data: 1.3.1 If the requested data refers to individual title, fill-up the findings portion of the Letter Request 1.3.2 If the requested data refers to group of	None	1 hour	<i>Computer Programmer II STOD</i>



	ARBs, prepares the master list, its summary report, and fill-up the findings portion of the Letter Request			
	1.4 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> STOD
	1.5 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> STOD
2. Receives the requested data		None	5 minutes	<i>PACU Staff</i>
3. Fills-out feedback form			2 minutes	
<b>End of Transaction</b>				
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour 32 minutes</b>	



### 3. 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>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. 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>
	2.1 Receives and records in the log sheet all information from the ICT Status Request Form.	None	5 minutes	<i>Computer Programmer II STOD</i>
	2.2 Attends to the request of the concerned client. If the device is under warranty, endorse to GS Chief, otherwise	None	30 minutes	<i>Computer Programmer II STOD</i>



	proceed to next step.			
	2.3 Return the device to end user  If the device is unserviceable, prepare Pre-Repair Inspection Report	None	15 minutes	<i>Computer Programmer II STOD</i>
3. End user receives the device then prepares Purchase Request Form.		None	10 minutes	<i>Client</i>
4. Fill-up Feedback Form		None	2 Minutes	<i>Client</i>
<b>End of Transaction</b>				
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour &amp; 7 Mins</b>	



#### 4. 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>	Complex
<b>Type of Transaction:</b>	G2B, G2C
<b>Who may avail:</b>	QUALIFIED JANITORIAL AND SECURITY AGENCIES & PRIVATE SUPPLIERS
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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	LCR Bidder, Cashier



Contract Price				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attends the pre-procurement conference, Timeline of Activities, Preparation of Bidding Documents, Notice to Observers	1. 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>
2. Attendance of Interested Bidders to the pre-bid conference (Optional)	2. Conduct of pre-bid conference	None	4 hours	<i>BAC Members, TWG, Secretariat, Bidders, Observers</i>
3. Payment of Bidding Documents by the Interested Bidders	3. Issuance of Official Receipts of Payment	1 Million-5 million= P5,000.00 Below 1M= P1,000.00	10 min	<i>Cashier STOD</i>
4. Submission of the Technical and Financial Proposal	4. Acceptance of the Bidding Documents within the prescribed period(within 12 days after the pre-bid conference)	None	10 min	<i>BAC Secretariat</i>
5. Opening of Bidding Documents	5. Conduct of public bidding in accordance with the provisions of RA 9184	None	4 hours	<i>BAC Members, TWG, Secretariat, Bidders, Observers</i>



6. Bid Evaluation and approval of the Result of the Technical and Financial Bid	6. 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>
7. Awarding of the Lowest Calculated Bidder	7. 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>
8. Post Evaluation/Qualification of LC Bidder	8. Conduct of post evaluation/qualification of the Lowest Calculated Bidder and submission of Post Qualification Report	None	1 day	<i>BAC Inspectorate Team, TWG and Secretariat</i>
9. 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	9. Preparation, approval of BAC Resolution, Issuance of Notice of Award	None	1 hour	<i>BAC Members, TWG, Secretariat</i>



Calculated Bidder				
10. Contract Signing and Issuance of Notice to Proceed	10. Preparation of Contract/PO and Notice to Proceed confirmed by the bidder	None	1 hour	<i>BAC Members, HOPE, Secretariat</i>
11. Fund Allocation-Obligation Request and Status	11. Allocation of Funds	None	15 min	<i>Budget Officer STOD</i>
12. Certification of Availability of Funds	12. Certifies Availability of Funds-PO/Contract	None	15 min	<i>Accountant STOD</i>
13. Posting of Performance Bond- at least 30% of the contract price	13. To be submitted at least three (3) days after issuance of the NTP	None		<i>Lowest Calculated and Responsive Bidder</i>
	13.1 Posting of the Notice of Award, NTP, Contract/PO in the Philgeps website	None	1 hour	<i>BAC Secretariat</i>
	<b>TOTAL:</b>	<b>1 million - 5 million = P5,000.00 Below 1M = P1,000.00</b>	<b>3 Days 2 Hours 50 Minutes</b>	





## 5. 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</i> STOD
	1.2 Initiates Market Research/Canvass	None	1 day	<i>RCAO</i> STOD
	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 days	<i>Supply Officer</i> <i>BAC members</i> <i>BAC Chair</i> <i>RD</i> DARRO
	1.4 Prepares BAC Resolution for	None	1 hour	<i>BAC</i> DARRO



	Approval of BAC members and BAC chair			
	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 day	<i>Supply Officer, STOD Budget Officer III, STOD Accountant III, STOD ARDA or RD</i>
	1.6 Serves approved Purchase Order	None	4 hours	<i>Supply Officer STOD</i>
	1.7 Follow up delivery of goods and services to ensure delivery of goods on time	None	1 hour	<i>Supply Officer STOD</i>
	1.8 Receives, inspects and accepts items	None	2 hours	<i>Supply Officer STOD</i>
2. Receives items requested	2. Distributes items to end user	None	1 hour	<i>Supply Officer STOD</i>
3. Signs Requisition Issue Slip and Property	3. Prepares Requisition Issue Slip,	None	2 hours	<i>Supply Officer STOD</i>



Acknowledgement Receipt	Inventory Custodian Slip and Property Acknowledgement Receipt			
4. Fills-out Feedback Form		None	2 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>5 Days, 3 Hours, 17 Minutes</b>	



## 6. 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> STOD
	1.1 The accounting section will provide Disbursement Voucher number.	None	3 Minutes	<i>Accountant III</i> STOD
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> STOD
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	



## 7. 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>
1. Forwards Disbursement Voucher for Payment of Premium & Remittances	1.1 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> STOD
	1.2 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> STOD
	1.3 Prepares the Journal Entry Voucher to support the Accounting Entry	None	2 minutes	<i>Accountant III</i> STOD



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



## 8. 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>	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>		
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	1.1 Receives 2 Copies of DV, 2 Copies of Supporting Documents and 2 Copies ORS and Checks completeness of SDs based on	None	5 minutes	<i>Budget Officer III</i> STOD



	the checklist			
	1.2 Record in the Logbook, determine availability of allotment and assigns ORS number.	None	10 minutes	<i>Budget Officer III</i> STOD
	1.3 Review and certifies allotment available in Box "B" of the ORS	None	5 minutes	<i>Budget Officer III</i> STOD
	1.3.1 Forward signed ORS, DVs and other SDs to Accounting Section	None	2 minutes	<i>Budget Officer III</i> STOD
	1.3.2 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> STOD
	1.3.3 Assigns DV number and records in the logbook the DV number and date, creditor/payee	None	20 minutes	<i>Accountant III</i> STOD





	e, particular and amount			
	1.3.4 Prepares the Journal Entry Accounting Entry of Box B in the DV	None	5 minutes	<i>Accountant III</i> STOD
	1.3.5 Determines availability of NCA	None	3 minutes	<i>Accountant III</i> STOD
	1.3.6 Reviews DV and signs in Box C "Certified" of the Disbursement Voucher	None	5 minutes	<i>Accountant III</i> STOD
	1.3.7 Forwards Disbursement Voucher with complete supporting documents to PARPO II for Approval	None	2 minutes	<i>Accountant III</i> STOD
	1.3.8 Receives DV and other Supporting documents	None	2 minutes	<i>Accountant III</i> STOD
	1.3.9 Approves payroll and Box D of DV	None	5 minutes	<i>ARD STO</i> Office of the ARD
	1.3.10 Forwards Disbursement Voucher, Payroll and Other SDs for Payment of	None	2 minutes	<i>Accountant III</i> STOD



	Salaries to Cashier			
	1.3.11 Receives payroll, 2 Copies ORS, 2 copies of DV and other Supporting documents.	None	2 minutes	<i>Cashier II</i> STOD
	1.3.12 Prepare LDDAP-ADA, ACIC and transmittal to LBP	None	30 minutes	<i>Cashier II</i> STOD
	1.3.13 Signed LDDAP-ADA and ACIC	None	5 minutes	<i>Cashier II</i> STOD
	1.3.14 Forward LDDAP-ADA, Alphalist, ACIC and transmittal to the Accountant for Signature as to correctness	None	2 minutes	<i>Cashier II</i> STOD
	1.3.15 Receives LDDAP-ADA, Alphalist, ACIC and Transmittal	None	2 minutes	<i>Accountant III</i> STOD
	1.4 Reviews and Signs LDDAP-ADA, Alphalist, ACIC and transmittal	None	10 minutes	<i>Accountant III</i> STOD
	1.5 Forward LDDAP-ADA,	None	2 minutes	<i>Accountant III</i> STOD



	Alphalist, ACIC and transmittal to the PARO for Signature as to Approval			
	1.6 Receives LDDAP-ADA, Alphalist and ACIC	None	2 minutes	<i>Accountant III</i> STOD
	1.7 Reviews and Signs LDDAP-ADA, Alphalist and ACIC as to Approval	None	10 minutes	<i>ARD – STO</i> Office of the ARD
	1.8 Forward LDDAP-ADA, Alphalist and ACIC to the Cashier	None	3 minutes	<i>Accountant III</i> STOD
	1.9 Receives signed LDDAP-ADA, Alphalist, ACIC and transmittal	None	2 minutes	<i>Cashier II</i> STOD
2. Credited payment of TEV/other claims to employees individual ATM account	2. Segregate copies of LDDAP-ADA, ACIC, Alphalist, transmittal and forward/submit to LBP.	None	1 hour	<i>Cashier II</i> STOD
<b>TOTAL:</b>		<b>None</b>	<b>3 Hours, 18 Minutes</b>	



## 9. 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>
1. Fills out Request Form or Logs Request in Logbook	1.1 Receives request form	None	1 minute	Cashier II STOP
	1.2 Checks records of the requesting client	None	10 minutes	Cashier II STOP
	1.3 Prepares certification	None	3 minutes	Cashier II STOP
	1.4 Reviews/Signs certification	None	2 minutes	Cashier II STOP
2. Receives certification	2. Releases certification	None	1 minute	Cashier II STOP
3. Fills-out Feedback Form			2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>19 minutes</b>	



## 10. 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; 2. Temporary/Permanent Protection Order obtain from the Court;	Barangay Captain / Municipal Trial Court in the absence of Brgy Captain and MTC, Punong Barangay/Kagawad or Prosecutor or Clerk of Court



<p>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.</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 working days shall be charged</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>



against his/her accrued leave 12. Contract 13. HRDC Resolution 14. Provincial/Regional/Central Office Clearance		Employee HRDC DARRO		
<b>Terminal Leave attachment:</b> 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)</li> </ul>		None	30 minutes	<i>DAR Official / Employee</i> DARRO



<p>before the leave)</p> <ul style="list-style-type: none"> <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>				
<p>2. Submit to immediate supervisor for action.</p>		None	30 minutes	<i>DAR Official / Employee DARRO</i>
<p>3. Submit to HR for computation of Leave Credits.</p> <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> </ul> </li> <li>✚ VACATION/ TRAVEL</li> </ul>	<p>3.1. Ascertain authenticity of attached documents (Police Report; Solo Parent Id, et al)</p> <p>3.2 Computation of Leave Balance/ Credits</p> <p>3.3 If documents attached are</p>	None	1 day	<i>Admin/ Personnel Officer STOD</i>





<p>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>• 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</li> </ul>	<p>found to be complete/ authentic, submit to Head of Office for approval</p>			
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<p>Diploma; Statement of Actual Duties &amp; 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 (local or foreign) signed by the Head of HR; Undertaking stating that in case of approval the applicant/</p>				
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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;				
	3.4 For approval by the Head of Office	None	3 hours	<i>Regional Director</i> Office of the RD
4. Waits for the notification if leave is approved/ disapproved	4.1 Furnished applicant of approved/ disapproved copy; one (1) file 202	None	2 hours	<i>Admin/Personnel Officer</i> STOD
	4.2 Update computerized Leave Card	None	2 hours	
<b>TOTAL:</b>		<b>None</b>	<b>2 days</b>	



**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>
1. Client Registration (with or without referral from other DAR Offices)	1.1 For walk-in clients/visitors. Upon entry of the DAR Walk-In Client/Visitor, requests the Client/ Visitor to leave a valid ID and register at the Security Guard's logbook, then issues a DAR client's/visitor's ID and directs/ushers to the PACD	None	4 minutes	<i>Security Guard</i>
	1.2 Requests the Client/ Visitor to register at the PACD logbook (stating his name, address, time-in, and purpose);	None	5 minutes	<i>Admin Aide Support to Operations Division</i>



	1.3 For online clients. The PACD Coordinator entertains and addresses the concerns/queries of all emails, phone calls and text/chat messages from the stakeholders. The PACD Officer of the Day will forward the emails/messages to the appropriate Frontline Office Counterpart that would address their concerns	None	10 minutes	<i>PACD Coordinator</i>
2. Fills up the Clientele Information Sheet	2. Requests the Walk-in Client/ Visitor to accomplish the Clientele Information Sheet (CIS) stating his name, address, telephone/mobile number, issues, case, requests.	None	10 minutes	<i>Admin Aide Support to Operations Division</i>
3. States queries/concerns	3. Interviews the Walk-in Client/Visitor and evaluates his/her issue/concern presented	None	30 minutes	<i>Admin Aide Support to Operations Division</i>
4. Client/Visitor to wait for the	4. Provide the appropriate	None	45 minutes	<i>Admin Aide Support to Operations Division</i>



update/information/advice/instructions provided and relayed from concerned offices	advice or referral to Sector concerned.			
5. Referral to other DAR Office/s, client/visitor to wait for the preparation/ mailing of Referral Document	5.1 Whenever situation warrants, the PACD Coordinator prepares Referral Slip addressed to concerned DAR Office bearing the issues/concerns of the Client/Visitor.  5.2 Furnishes the Client/Visitor with a photocopy of the signed and approved Referral Slip.	None	15 minutes	<i>Admin Aide Support to Operations Division</i>
6. The Client/ Visitor submits the accomplished Referral Slip (RS) and Client Satisfaction Form (CSF) and DAR area ID to the PACD	6.1 The PACD Officer of the Day reviews the accomplished RS and CSF and replaces the DAR area ID with the Pink ID.	None	10 minutes	<i>Admin Aide Support to Operations Division</i>
	6.2 The Designated Information Officer assigned	None	1 minute	<i>Designated Provincial Information Officer</i>



	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.			
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours 20 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 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 Letterrequest.		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> Office of the PARAD



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> Office of the PARAD
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> Office of the PARAD
4. Receive the Certification	4. Release the Certification	None	2 Minutes	Cashier / <i>Clerk of the Adjudicator/ ARPO II</i> Office of the PARAD
5. Accomplish the Client's Satisfaction Form	5. Request the client to accomplish the Client's Satisfaction form	None	5 minutes	<i>Clerk of the Adjudicator/ ARPO II</i> Office of the PARAD
<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> Office of the PARAD



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	10 minutes	Clerk of the Adjudicator/ ARPO II Office of the PARAD
	1. 5 years & below 2.		30 minutes	
	Above 5 years: 3. Archived		45 minutes	
	2.2. Prepare the Certificate of Finality &	None	10 minutes	Clerk of the Adjudicator/ ARPO II Office of the PARAD
	2.3. Release to the Client			
3. Accomplish the Client Satisfaction Form	3. Request to fill out the Client Satisfaction Form	None	5 minutes	Clerk of the Adjudicator/ ARPO II Office of the PARAD
<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	<i>Clerk of the Adjudicator/ Agrarian Reform Program Officer II (ARPO II)</i> Office of the PARAD
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> Office of the PARAD



	<p>2.2. Prepare, reproduces the requested document and Issue Order of Payment (If case folder is at the office):</p> <p>50 pages &amp; below, active cases</p>	None	30 minutes	<i>Clerk of the Adjudicator/ ARPO II Office of the PARAD</i>
	<p>50 pages &amp; below, 5 years &amp; above</p> <p>above 50 pages, active cases</p> <p>above 50 pages, 5 years &amp; above</p>		<p>40 minutes</p> <p>1 Hour</p> <p>1 hour,10 minutes</p>	
3. Come back after three working days	<p>3. (if case folder not yet available):</p> <p>Retrieve the document</p> <p>50 pages &amp; below, archived</p> <p>above 50 pages, archived</p>	None	<p>3 Working days</p> <p>3 Working days</p>	<i>Clerk of the Adjudicator/ ARPO II Office of the PARAD</i>
4. Pay to the cashier and Present official receipt (OR)	<p>4. Authenticate the document while the Client is paying the corresponding fee at the cashier</p> <p>Record the OR number in the</p>	<p>Php 50.00/ document</p> <p>(Pauper litigant is</p>	10 minutes	<i>Cashier / Clerk of the Adjudicator/ ARPO II Office of the PARAD</i>



	logbook	free of charge)		
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> Office of the PARAD
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> Office of the PARAD
<b>TOTAL:</b>				
<b>For 50 pages and below</b>		<b>PHP 50.00</b>		
<b>Active Cases</b>		<b>None</b>	<b>1 hour, 5 minutes</b>	
<b>5 years and above</b>		<b>None</b>	<b>1 hour, 15 minutes</b>	
<b>Archived</b>		<b>None</b>	<b>3 days</b>	
<b>For 50 pages above</b>		<b>PHP 50.00</b>		
<b>Active Cases</b>		<b>None</b>	<b>1 hour, 35 minutes</b>	
<b>5 years and above</b>		<b>None</b>	<b>1 hour, 45 minutes</b>	
<b>Archived</b>		<b>None</b>	<b>3 days</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 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> Office of the PARAD
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> Office of the PARAD





	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> Office of the PARAD
3. Come back after three working days	3. (if TSN is not yet available)	None	3 Days	<i>Stenographer</i> Office of the PARAD
	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	<i>Cashier / Clerk of the Adjudicator/ARPO II</i> Office of the PARAD
5. Receive the certified copies of TSN	5. Releases the certified copies of TSN to Client	None	2 minutes	<i>Clerk of the Adjudicator/ARPO II</i> Office of the PARAD
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	<i>Clerk of the Adjudicator/ARPO II</i> Office of the PARAD
	<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)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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



<p>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</p>	<p>Local Civil Registrar</p>
<p>8. Sketch plan of the property or Approved plan (if portion)</p>	<p>Requesting party, either the Transferee or Transferor</p>
<p>9. Certificate of Aggregate Landholding of both Transferor and Transferee (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</p>	<p>Assessor's Office</p>
<p>10. If applicant is a Corporation:  a. Secretary's certificate or board resolution  b. Articles of Incorporation or Bylaws</p>	<p>Requesting party- Corporation</p>
<p>11. If applicant is a Cooperative:  a. CDA Registration  b. Board resolution  c. Articles of Incorporation or Bylaws</p>	<p>Requesting party- Cooperative</p>
<p>12. If applicant is an Association:  a. SEC or DOLE Registration  b. Officers Resolution  c. Articles of Incorporation or Bylaws</p>	<p>Requesting party- Association</p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<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	<i>ARPT / SARPT DARMO</i>
	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 compliance of the lacking documents.	None	30 minutes	<i>ARPT / SARPT DARMO</i>
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	None	3 days	<i>ARPT / SARPT DARMO</i>



	report and recommendation plus indorsement to the DARPO.			
	<b>DARPO</b>			
	2.1 Log in the received documents in the Official Record Book of the DARPO.	None	10 minutes	<i>Records officer, DARPO</i>
	2.2 Forward to the Chief Legal Division and assigns to the concerned Legal Officer	None	15 minutes	<i>Clerk, Legal Division- DARPO</i>
	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 refiling of the same.	None	1 day	<i>Legal Officer, DARPO</i>
	2.4 Final review of the DAR application folder, CSW, prepared DAR clearance certification	None	6 hours	<i>Chief, Legal Div. DARPO</i>



	2.5 Forward the CSW with attached Certification to the Office of the PARPO.	None	15 minutes	<i>Clerk, Legal Division DARPO</i>
	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 documentar y 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	None	15 minutes	<i>Clerk, Legal Division DARPO</i>



	administer Feedback Form			
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	
<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>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits claim to STOD	1.1 Receives the claim indicating the date of receipt	None	3 minutes	<i>STOD staff</i>
	1.2 Records necessary information/data in the logbook (such as payee, amount, particulars and provides control number) and forwards the claim voucher to Budget Section.	None	5 minutes	<i>STOD staff</i>
	1.3 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>
	1.4 Verifies available funds per Project/Activity/Program (PAP). Obligates by assigning ORS control number and UACS Codes. Record the transaction in the logbook and retain a copy of ORS then	None	5 minutes	<i>Budget staff/Budget Officer</i>



	forwards the obligated DV to the Accounting Section.			
	1.5 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>
	1.6 Stamps "Received" and indicates date of receipt and records necessary information/data in the logbook (such as Payee/Creditor, Particulars, Amount). Retrieves & Verifies the transaction in the Index of Payment (IoP) to avoid double payment and assigns DV number.	None	10 minutes	<i>Accounting staff/Accountant</i>
	1.7 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	None	10 minutes	<i>Accounting staff/Accountant</i>



	against DV, if the amounts are the same, records in the loP including the amount of tax withheld and net amount.			
	1.8 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>
	1.9 Computes the taxes to be withheld and prepares BIR Forms 2307 & 2306.	None	5 minutes	<i>Accounting staff/Accountant</i>
	1.10 Provide accounting entry on the DV.	None	5 minutes	<i>Accounting staff/Accountant</i>
	1.11 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 and forwards the certified/ signed Copy 1-4 of DV, SDs, ORS and Certificate of	None	30 minutes	<i>Accounting staff/Accountant</i>



	Taxes Withheld to the Office of the Head of Agency for approval.			
	1.12 Head of the Office approves the DV and forwards the approved DV to the Cashier unit.	None	10 minutes	<i>Head of Agency or Authorized representative</i>
	1.13 Prepares LDDAP ADA and forwards the prepared LDDAP ADA to the Accounting section for final review.	None	9 minutes	<i>Cashier</i>
	1.14 Reviews, verifies and certifies LDDAP ADA for approval of the Head of the Office.	None	15 minutes	<i>Accountant Head of Agency or Authorized representative</i>
	1.15 The Office of the Head of Agency forwards the approved LDDAP ADA back to Cashier unit for transmittal to Bank	None	5 minutes	<i>Cashier</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours &amp; 4 Minutes</b>	



**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 Municipal Treasurer'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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<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



	<p>1.2 If the application is complete, Record in the Official Record Book and indicate date of receipt in the applicant's receiving copy.</p> <p>1.3 Schedule for OCI and inform client.</p>	None	1 hour	SARPT/ARPT , DARMO
2. Accompany DARMO staff to the site in the conduct of Ocular Inspection.	2.1 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 endorsement to the DARPO.	None	3 hours	SARPT/ARPT, DARMO
	2.2 Receive the folder, endorse to Legal Division	None	20 Minutes	Record Officer, DARPO
	2.3 Legal Division receive, docket, and route/assign to a Legal Officer for review.	None	20 minutes	Clerk of Legal Division and Chief Legal, DARPO
	2.4 Legal Officer review and evaluate the folder.	None	1 day	Legal Officer, DARPO



	2.5 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>
	2.6 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>
	2.7 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	None	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	None	4 hours	<i>Head of Executive Assistant, ODDARRO</i>



	amendments			
	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	End of transaction			
	<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, 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>		
1. Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
2. Special Power of Attorney 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. Attend to client to determine needs and endorses to responsible person	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
2. Present valid IDs, SPA (if Representative), and Letter-request (if not Party to the case)	2.1 Prepare and present Request Slip for Order of Payment	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
	2.2 Issue Official Order of Payment	None	2 minutes	<i>Accountant II</i> Support to Operations Division
3. Pay Required Fees	3.1 Pay to Cashiering	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
	3.2 Issue Official Receipt	P50/ certification *	3 minutes	<i>Cashier</i> Support to Operations Division



		free of charge – for farmers and ARBs		
	3.3 Prepare and Issue CMR	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
4. Receive Copy of CMR	4. Ask Client to sign in the logbook	None	1 minute	<i>Designated Records Officer</i> Support to Operations Division
5. Fill-out Client's Satisfaction Form	5. Place Client's Satisfaction Form in the box	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
<b>TOTAL:</b>				
<b>Parties/Not-Parties to the Case</b>		<b>P50</b>	<b>25 minutes</b>	
<b>Farmers and ARBs</b>		<b>Free</b>	<b>13 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>		
None				
<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. Attend to client to determine needs and endorse to responsible person	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
	1.2. Check for the availability of the DAR issuance	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
	1.3. Issue and present Request Slip for Order of Payment	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
	1.4. Issue Official Order of payment	None	2 minutes	<i>Accountant II</i> Support to Operations Division
2. Pay Required Fees	2.1. Pay to Cashiering	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
	2.2. Issue Official Receipt	P50/page - CTC; P1/page -	3 minutes	<i>Cashier</i> Support to Operations Division



		plain copy; free of charge – for farmers and ARBs.		
	2.3. Prepare and issue CTC of DAR Issuance	None	5 minutes	<i>Designated Records Officer Support to Operations Division</i>
3. Receive CTC of DAR Issuance	3. Ask Client to sign in the logbook	None	1 minutes	<i>Designated Records Officer Support to Operations Division</i>
4. Fills-out Client Satisfaction Form	4. Places Client Satisfaction Form in the box	None	2 minutes	<i>Designated Records Officer Support to Operations Division</i>
<b>TOTAL</b>				
<b>Publics</b>		<b>P50/page* - CTC; P1.00/pag e*-plain copy</b>	<b>27 minutes</b>	
<b>Farmer and ARB</b>		<b>Free of charge**</b>	<b>15 minutes</b>	
<b>DAR Personnel</b>		<b>Free of charge</b>	<b>15 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. Attend to client to determine needs and endorses to responsible person	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
2. Present valid IDs, SPA (if Representative), and Letter-request (if not Party to the case)	2.1 Provide Letter-Request Form (if not Party to the case) and present to Legal Division	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
	2.2 Legal Division evaluates and approves the request	None	2 minutes	<i>Attorney V</i> Legal Division
	2.3 Prepare and	None	5 minutes	<i>Designated</i>



	present Request Slip (RS) for Order of Payment			<i>Records Officer</i> Support to Operations Division
	2.4 Issue Official Order of Payment	None	2 minutes	<i>Accountant II</i> Support to Operations Division
3. Pay Required Fees	3.1. Pay to Cashiering	None	2 minutes	<i>Designated Records Officer</i> Support to Operations Division
	3.2. Issue Official Receipt	P50/page - CTC; P10/page - plain copy; free of charge – for farmers and ARBs.	3 minutes	<i>Cashier</i> Support to Operations Division
	3.3. Prepare and issue copy of CTC	None	5 minutes	<i>Designated Records Officer</i> Support to Operations Division
4. Receives Copy of CTC	4. Ask Client to sign in the logbook	None	1 minute	<i>Designated Records Officer</i> Support to Operations Division
5. Fills-out Client Satisfaction Form	5. Place 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>Php 50/page*</b>	<b>32 minutes</b>	
<b>Plain Copy for Party/Not-Party to the Case</b>		<b>Php 10/page*</b>	<b>32 minutes</b>	
<b>Farmer and ARBs</b>		<b>Free of charge</b>	<b>20 minutes</b>	

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

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





## 12. Processing of Application for Vacant Position

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</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>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Access to <a href="http://www.csc.gov.ph/www.dar.gov.ph">www.csc.gov.ph/www.dar.gov.ph</a> website	None	None	1 hour	<i>Applicant</i>
2. Submit letter-intent with complete required documents	2. Receive and review the required document against the checklist 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]  None	15 minutes  1 day	<i>Secretariat AO V/AO IV Personnel Section</i>
3. Notification received	3. Notify/Inform qualified or not qualified applicants	None	15 minutes	<i>Secretariat AO V/AO IV Personnel Section</i>
<b>End of Transaction</b>	<b>TOTAL:</b>	<b>None</b>	<b>1 Day 1 Hour 30 Minutes</b>	



### 13. Conduct of Dialogue (External)

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>	Simple			
<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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Dialogue		Petitioner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Request for Dialogue	1.1 Receives request for dialogue	None	5 minutes	<i>Records Officer</i>
	1.2 Forwards request to Head of Office	None	5 minutes	<i>Records Officer</i>
	1.3 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>
	1.4 Conducts Meeting with the concerned Operating Units with regards to issues raised by the petitioner	None	2 hours	<i>Head of office concerned</i>



	1.5 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>
	1.6 Initials, signs and approves Letter Reply to petitioner	None	20 minutes	<i>Head of office concerned and Head of office</i>
	1.7 Sends Letter Reply to petitioner	None	15 minutes	<i>Records Officer</i>
2. Dialogue proper	2. Dialogue proper with the petitioner	None	4 hours	<i>Head of Office, concerned office sector and petitioner</i>
3. Signs agreements	3. Prepares Minutes of the dialogue and signs the agreements	None	8 hours	<i>Secretariat, Head of Office, and petitioner</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 7 Hours, 5 Minutes</b>	
<b>END OF TRANSACTION</b>				



## 14. 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>
1. Submit Letter Request and supporting documents to DARMO	1.1 Receives Letter Request with complete supporting documents	None	15 minutes	MARPO
	1.2 Prepares endorsement and recommendation to PARPO	None	15 minutes	MARPO
2. Receives Letter Request with endorsement and recommendation with supporting documents from	2.1 Receives Letter Request with endorsement and recommendation with supporting documents	None	15 minutes	DARPO - EP/CLOA Unit Head/ CARPOLTS



MARO and submits to DARPO EP/CLOA Unit				
	2.2 Prepares Certification of annotation of C FP and ROREM for approval	None	30 minutes	DARPO - EP/CLOA Unit Head/ CARPOLTS
3. Receives the Certification of annotation of CFP and ROREM	3. Issues Certification of annotation of C FP and ROREM	None	10 minutes	DARPO - EP/CLOA Unit Head/ CARPOLTS
<b>END OF TRANSACTION</b>	<b>TOTAL:</b>	<b>None</b>	<b>1hr and 25 minutes</b>	



## 15. 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>
1. Submit Letter Request and supporting documents to DARMO/ and request of LBP for DARPO to issue certification	1.1 Receives Letter Request with complete supporting documents	None	15 minutes	MARPO
	1.2 Prepares and issues certification (template) and indorsement to DARPO	None	15 minutes	MARPO



2. Receives and submit to DARPO EP/CLOA	2.1 Receives certification (template) and indorsement, and issue EP/CLOA Information System Certification	None	15 minutes	DARPO CARPO LTS EP/CLOA Head/
	2.2 Reviews and evaluates the request that the EP/CLOA is not a subject of protest, petition for retention and no pending case	None	30 minutes	DARPO Chief Leg al Division
	2.3 Approval of the request	None	30 minutes	PARPO
3. Receives the certification for transmittal to LBP by the ARB	3. Issue certification with the supporting documents/ transmit the request together with the certification to the LBP	None	15 minutes	PARPO
End Of Transaction	<b>TOTAL:</b>	<b>None</b>	<b>2 Hours</b>	





**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>	Support to Operations Division (STOD) – DAR Provincial Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client; Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 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		
2. 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.	1. 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>



<p>2. Fills up the Data/ Information Request Form (DIRF) and returns it to the Record Officer</p>	<p>2. Assesses if the DIRF is properly filled up. If not, requests the client to make the necessary correction/s.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Admin Assistant, STO Div.</i></p>
<p>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.</p>	<p>3.1 Receives and records the request through the ODTs and indorses it to the Planning Officer for appropriate action.</p> <p>Forwards also the DIRF to the Planning Officer</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Admin Assistant, STO Div.</i></p>
	<p>3.2 Peruses the letter request. If it is in order, assesses if data/information requested is available in DAR.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Planning Officer, STO Div,</i></p>
<p><b><i>If data/information requested is not available in DAR</i></b></p>				



	Informs the client 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.	None	2 Minutes	<i>Planning Officer, STO Div,</i>
<b>If data/information requested is available in DAR</b>				
	If the data is available in soft copy, the client may provide CD or flash drive where the data will be copied.			
	Copies the data/information to the CD or flash drive.	None	10 Minutes	<i>Planning Officer, STO Div,</i>
	If the data is available in hard copy, the client leaves ID card with the service provider and have the data / information photocopied.			
	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 need sample 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	<i>Planning Officer, STO Div,</i>
	Processes the requested data/information. For e-mailed request, e-mail the requested data/information to the client.	None	1 Day	<i>Planning Officer, STO Div,</i>
4. Receives the copy Fills-out the Client Satisfaction Form	4. 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 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 PARPO	1.1 For mailed request, endorses letter to the STOD. For emailed request, forwards emailed request to the STOD	None	2 Minutes	<i>Designated officer, Office of the PARPO II</i>
	1.2 Receives the mailed/e-mailed request. Prints the e-mailed letter request.	None	5 Minutes	<i>Designated officer Office of the PARPO II</i>
	1.3 Records the request through the ODTs and indorses it to the Planning Officer for appropriate action.	None	2 Minutes	<i>Designated officer, Office of the PARPO II</i>
	1.4 Peruses the letter request. If it is in order, assesses if data/information requested is	None	5 Minutes	<i>Planning Officer, STO Div,</i>



	available in DAR. Fills up the DIRF.			
	<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.	None	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.	None	5 Minutes	<i>Planning Officer, STO Div,</i>
<b><i>If in case the data or information requested need sample time to prepare.</i></b>				
	Processes the requested data/information. For e-mailed	None	1 Day	<i>Planning Officer, STO Div,</i>



	request, e-mail the requested data/information to the client.			
2. Receives the requested data	2. 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	3. Receives the filled-out form	None	2 Minutes	<i>Planning Officer, STO Div,</i>
<b>TOTAL:</b>		<b>None</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. 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>
1. 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)	1.1 Receive filled-up Request Form and assess the documents requested;	None	15 minutes	<i>HR Section/ Staff STOD</i>



	1.2 Stamp or indicate the date of receipt;	None	15 minutes	<i>HR Section/ Staff STOD</i>
	1.3 Approval by the Head of Office or authorize official of the request	None	1 Hour	<i>Head of Office/Authorized Official</i>
	1.4 Prepare the Personnel Records/document s/ Certification requested;	None	3 Hours	<i>HRMO/HR Staff STOD</i>
	1.5 Forward the Certification/ documents to the Office of Chief Administrative Officer (CAO) for review and evaluation of documents and affix initial;	None	1 Hour	<i>CAO STOD</i>
	1.6 Forward the Certification/ Documents to the Office of the PARPO for approval and signature.	None	2 Hours	<i>PARPO II</i>
2. Receives request	2. Provides signed certification	None	5 minutes	<i>HRMO/HR Staff STOD</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 Hours &amp; 35 Minutes</b>	



### 3. 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>
Letter-intent to retire stating therein the date of retirement for funding purposes		The retiree must prepare the letter-intent to retire addressed to the Head of Office
<b>FOR GSIS APPLICATION FOR RETIREMENT BENEFITS:</b>		
<input type="checkbox"/> Application for Retirement Benefits	The retiree must secure the form from the HR Office or download form from the GSIS web	
<input type="checkbox"/> Service Record	HR Office	
<input type="checkbox"/> Certification as to leave of Absence w/o pay	HR Office	
<input type="checkbox"/> Certification as to the last day of service	HR Office	
<input type="checkbox"/> Ombudsman Clearance	Office of the Ombudsman	
<input type="checkbox"/> GSIS Retirement Documents	Can be download at the GSIS Web	
<input type="checkbox"/> Affidavit of Pendency/Non-Pendency of Cases	Can be download at the GSIS Web	
<b>FOR TERMINAL LEAVE BENEFITS:</b>		
<input type="checkbox"/> Application for Terminal Leave Benefits	Form available at the HR Office	
<input type="checkbox"/> Service Record	HR Office	
<input type="checkbox"/> Statement of Leave of Absence (SOLA)		
<input type="checkbox"/> Leave Cards		



<input type="checkbox"/> Cert. of Transferred Leave (in case of transfer)				
<input type="checkbox"/> Latest Appointment				
<input type="checkbox"/> Ombudsman Clearance	Office of the Ombudsman			
<input type="checkbox"/> NOSA/NOSI	HR Office			
<input type="checkbox"/> Municipal/Provincial/Regional Clearance	Municipal/Provincial Office/Regional			
<input type="checkbox"/> Last CSC Appointment	HR Office			
<input type="checkbox"/> SALN as of Last Day of Service	SALN Form available at the HR Office, Retiree must prepare the SALN & have it notarized			
<input type="checkbox"/> Leave Records	HR Office			
<input type="checkbox"/> Photocopy of ATM	Concerned applicant			
<input type="checkbox"/> For Division Chiefs and Above				
<input type="checkbox"/> NAP (Inventory of Records)	Division Chief/MARPOs/PARPOs concerned			
<b>GSIS RETIREMENT BENEFITS</b>				
<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 Application for Retirement Benefits	1.1 Review duly accomplished application and attach supporting documents	None	1 hr.	<i>Retiree with the assistance of HR staff</i>
	1.2 Prepare transmittal of the application for Retirement Benefits to GSIS upon signature of AAO of indorsement	None	30 minutes	<i>Retiree &amp; HR officer</i>
2. The retiree submits the application for retirement benefits to the GSIS	2. Record release of documents received by applicant	None	10 minutes	<i>Retiree &amp; HR officer</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 day</b>	



<b>• TERMINAL LEAVE BENEFITS</b>				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Notify head of office intention to retire	1. Acceptance of retirement intention	None	15 minutes	<i>Retiree with the assistance of HR Staff</i>
2. Secure Municipal Provincial/Regional Clearance	2. 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	3. Prepare documents requested	None	1 day	<i>HR staff STOD</i>
4. Submit duly accomplished SALN as of last day of service	4. 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	4 days	<i>HR Staff STOD</i>
	Transmit to DARRO/DARCO	None	1 hour	<i>HR Staff STOD</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Days</b>	



## 4. 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



<ol style="list-style-type: none"> <li>1. VAWC Leave (10 days) attachment, any of the following:</li> <li>2. Barangay Protection Order;</li> <li>3. Temporary/Permanent Protection Order obtain from the Court;</li> <li>4. 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 Captain / Municipal Trial Court in the absence of Brgy Captain and MTC, Punong Barangay/Kagawad or Prosecutor or Clerk of Court</p>
<p>Study Leave attachment:</p>	<p>DARPO/DARRO/DARCO</p>
<ol style="list-style-type: none"> <li>5. Recommendation form the Head of Office/ Agency;</li> </ol>	<p>Employee</p>
<ol style="list-style-type: none"> <li>6. Updated PDS;</li> </ol>	<p>HR</p>
<ol style="list-style-type: none"> <li>7. Service Record;</li> </ol>	<p>Employee</p>
<ol style="list-style-type: none"> <li>8. Certified Photocopy of OTR and Diploma;</li> </ol>	<p>Employee</p>
<ol style="list-style-type: none"> <li>9. Statement of Actual Duties &amp; Responsibilities duly certified by the immediate supervisor;</li> </ol>	<p>Employee</p>
<ol style="list-style-type: none"> <li>10. Lists of training programs attended for the last five (5) years signed by the Head of HR;</li> </ol>	<p>HR</p>
<ol style="list-style-type: none"> <li>11. D/IPCR for 2 semesters (at least VS Rating);</li> </ol>	<p>Employee</p>
<ol style="list-style-type: none"> <li>12. Certificate of no Pending Administrative/ Criminal case issued by the Legal Office;</li> </ol>	<p>Legal Office</p>
<ol style="list-style-type: none"> <li>13. Certificate of no Pending Administrative/ Criminal case issued by the Legal Office;</li> </ol>	<p>HR</p>
<ol style="list-style-type: none"> <li>14. Certificate of no service obligation from previous trainings/scholarship programs attended signed by the Head of HR;</li> </ol>	<p>HR</p>
<ol style="list-style-type: none"> <li>15. Certification of no pending nomination to any scholarship (local or foreign) signed by the Head of HR;</li> </ol>	<p>HR</p>
<ol style="list-style-type: none"> <li>15. Undertaking stating that in case of</li> </ol>	<p>Employee</p>



<p>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</p>				
<p>16. Contract 17. HRDC Resolution 18. Provincial/Regional/Central Office Clearance Terminal Leave attachment: 19. Application for Leave 20. Statement of Leave of Absence (SOLA) 21. Leave Cards 22. Cert. of Transferred Leave (in case of transfer) 23. Latest Appointment 24. Latest NOSI or NOSA 25. Updated Service Record 26. Statement of Assets, Liabilities and Networth (SALN) as of date of retirement 27. Provincial Office Clearance 28. Regional Office Clearance 29. Central Office Clearance 30. Ombudsman Clearance 31. Photocopy of ATM</p>		<p>Employee HRDC DARPO/DARRO/DARCO  Employee HR HR HR HR HR HR Employee  DARPO DARRO DARCO Ombudsman Employee</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Prepare, print and sign electronic Leave Application by the applicant.</p> <ul style="list-style-type: none"> <li>Sick Leave (maybe filed in advance or immediately upon return for work) <input type="checkbox"/></li> </ul>	None	None	30 minutes	<i>DAR Official / Employee</i>





<p>Vacation Leave/Forced Leave (5 days before the leave) In case of Vacation Abroad (1 month prior)</p> <ul style="list-style-type: none"> <li>• Special Privilege Leave (5 days before the leave)</li> </ul>				
<ul style="list-style-type: none"> <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) <input type="checkbox"/></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>				
<p>2. Submit to immediate supervisor for action.</p>	None	None	30 minutes	<i>DAR Official / Employee</i>
<p>3. Submit to HR for computation of Leave</p>	3.1 Ascertain authenticity of	None	1 day	<i>HR Staff STOD</i>



<p>Credits.</p> <ul style="list-style-type: none"> <li>• SICK LEAVE</li> <li>• Medical Certificate if more than 5 days</li> <li>• VACATION LEAVE</li> <li>• Attach Clearance if more 30 working days <input type="checkbox"/> 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>	<p>attached documents (Police Report; Solo Parent Id, et al)</p> <p>3.2 Computation of Leave Balance/ Credits</p> <p>3.3 If documents attached are found to be complete/ authentic, submit to Head of Office for approval</p>	<p>None</p> <p>None</p>		
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<ul style="list-style-type: none"> <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 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</li> </ul>				
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<p>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>None</p>	<p>3 hours</p>	<p><i>Head of Agency</i></p>
<p>5. Furnished applicant of approved/ disapproved copy; one (1) file 202</p>	<p>5. Update computerized Leave Card</p>	<p>None</p>	<p>4 hours</p>	<p><i>HR</i></p>
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>2 days</b></p>	



## 5. 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>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Received Payroll Adjustment Form	1.Encode in the General Payroll employees' adjustment form and collection list from GSIS PAGIBIG/OTHERS	None	1 day	HRMO II STOD
a. Employee Adjustment Form		None		
b. Collection List from PAGIBIG/GSIS		None		



c. Collection List from Employee s Association & Other GFIs/Private Lending Inst.		None		
2. Printing/review & collation of General Payroll	2. Generation of Payroll with Summary of Totals	None	4 hours	<i>HRMO II</i> STOD
3. Printing/ review & collation of Payslips	3. Generation of Payslips	None	4 hours	<i>HRMO II</i> STOD
4. Submit to the Office of the PCAO for signature	4. Payroll for signature of the PCAO	None	1 hour	<i>RCAO/PCAO</i> STOD
5. Submit to the Provincial Budget Officer for processing	5. General Payroll for ORS	None	3 hours.	<i>BUDGET OFFICER II</i> STOD
6. Submit to the Provincial Accountant for review & processing	6. General Payroll for processing and signature by the Provincial Accountant	None	4 hours	<i>ACCOUNTANT II</i> STOD
7. Submit to the Office of the PARPO II for signature	7.1 General Payroll for approval and signature of PARPO II	None	1 hour	<i>PARPO II</i>
8. Submit to the Cashier II for encoding & generation of reports	8.1 General payroll for FINDES/LDDAP/SUMMARY OF LDDAP-ADA issued and validated ADA entries	None	4 hours	<i>CASHIER II</i> STOD
	8.2 Generate of advice of check	None	3 hours	<i>CASHIER II</i> STOD



	issued			
	8.3 ACIC for submission to LBP	None	4 hours	<i>CASHIER II</i> STOD
9. Employees proceed to the Cashier Section	9. Sign General Payroll and submit DTR	None	4 hours	<i>CASHIER II</i> STOD
<b>TOTAL:</b>		<b>None</b>	<b>5 days</b>	



## 6. 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>FEESTO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PACU staff route the Request Form to IT Personnel	1.1 Receives and Login written request	None	5 Minutes	<i>IT Personnel</i> STOD
	1.2 Evaluates, verifies, retrieves the requested data and fill-up the findings portion of the Letter Request	None	10 Minutes	<i>IT Personnel</i> STOD
	1.3 Photocopies the updated Letter Request (2 copies) 1st Copy - for CAO 2nd Copy - Safekeeping	None	5 Minutes	<i>IT Personnel</i> STOD
	1.4 Forwards the updated letter request to PACU (original copy)	None	5 Minutes	<i>IT Personnel</i> STOD





2. PACU receive the report and Fill-up feedback form	None	None	5 minutes	<i>PACU Staff</i> STOD
<b>End of Transaction</b>				
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes</b>	



## 7. 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	1.1 The end-user completely fills-up the ICT Status Request Form.	None	5 minutes	<i>End-user</i>
	1.2 The IT Personnel receives and records in the log sheet all information from the ICT Status Request Form.	None	5 minutes	<i>IT Personnel</i> STOD
	1.3 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	None	30 minutes	<i>IT Personnel</i> STOD



	step.			
	1.4 Return the device to end user If the device is unserviceable, prepare Pre-Repair Inspection Report	None	15 minutes	<i>IT Personnel</i> STOD
2. End user receives the device then prepares Purchase Request Form.	None	None	10 minutes	<i>End-user</i>
3. Fill-up Feedback Form	None	None	5 Minutes	<i>End-user</i>
<b>End of Transaction</b>				
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour 10 Mins</b>	



## 8. 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	2.1 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>



	2.2 Receive, evaluate and route to PBD sector	None	30 Minutes	<i>Receiving Clerk/ Head of Office</i>
	2.3 Receive, examine and route to point person concerned	None	10 Minutes	<i>Receiving Clerk/CARPO, PBDD</i>
	2.4 Determine appropriate action to immediately respond to the request	None	1 Hour	<i>Credit and Micro Finance (MF) Point person, PBDD</i>
	2.5 Prepare and send letter to requesting party to comply with documentary requirements (with attached checklist of requirements)	None	4 Hours	<i>Credit and MF Pointperson – 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 Pointperson, 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 Pointperson, 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 Pointperson, PBDD</i>
6. ARB borrowers/ARBO to attend prerelease 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>	<b>None</b>	<b>6 Days, 7 Hours</b>	



## 9. 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>	Complex			
<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	1. 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	2.1 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>
	2.2 Receive, evaluate and route to PBD sector	None	30 minutes	<i>Receiving Clerk Head of Office</i>
	2.3 Receive, examine and route to concerned point person	None	10 minutes	<i>Receiving Clerk/CARPO-PBDD</i>



	2.4 Determine appropriate action to immediately respond to the request	None	1 hour	<i>Institutional Development Point Person, PBDD</i>
	2.5 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>
	2.6 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>
	2.7 Review of activity proposal	None	4 hours	<i>CARPO - PBDD</i>
	2.8 Approval of Activity Proposal	None	1 day	<i>Head of Office</i>
	2.9 Procurement Process	None	3 days	<i>End user/BAC</i>
	2.10 Notification & Confirmation of Participants	None	1 day	<i>Institutional Development Point Person, PBDD</i>
3. Attendance to the activity	3.1 Conduct of trainings	None	Depending on the type of training	<i>PBD Staff, ARBs &amp; non-ARBs of ARBOs and Resource Person</i>
4. Accomplish post activity/ training evaluation	4.1 Distribute, collects and analyze evaluation forms	None	1 Hour	<i>Secretariat, RP</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 5 hours</b>	





## VI. LIST OF OFFICES

Office	Address	Contact Information
Office of the Secretary (OSEC)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-1225 (02) 8929-34-60 (02) 8928-7031 loc. 401 Telefax: (02) 8920-0380 deptsecretary@dar.gov.ph jrcastriciones@dar.gov.ph secjrc@dar.gov.ph
Office of the Head Executive Assistant (HEA)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-1225 hea@dar.gov.ph hea.osec@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@dar.gov.ph usec_lao@yahoo.com.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) 8928-6447 usec.fapso@dar.gov.ph



Office	Address	Contact Information
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 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



Office	Address	Contact Information
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 Secretariat (PARC Sec)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-7135 Telefax: (02) 3456-4341 director.parcsec@dar.gov.ph
Public Assistance and Media Relations Service (PAMRS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3455-6729 (02) 3455-0814 (02) 3456-2581 Telefax: (02) 8928-6821 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	Telefax: (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 (02) 3454-2011 Telefax: (02) 8426-7451 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 –	DAR Central Office,	(02) 3455-6871



Office	Address	Contact Information
Planning Service (PS)	Elliptical Road, Diliman, Quezon City	(02) 3453-9049 (02) 8928-8961 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) 3456-3995 director.fms@dar.gov.ph
Director – Agrarian Reform Capacity Development Service (ARCDS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 8922-8975 director.arcds@dar.gov.ph
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	#55, Bokawkan Road, (Corner Bokawkan-Guisad Road), Baguio City 2600	(074) 445-4497 (074) 422-5873 rd.car@dar.gov.ph; records.car@dar.gov.ph
Abra Provincial Office	3 <sup>rd</sup> Floor, 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	Bulanao, Tabuk City,	0928 195 8663



Office	Address	Contact Information
Office	Kalinga	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	0927-113-8147; 0920-4999-917 (072) 700-5770 (072) 700-5771 rd.01@dar.gov.ph
DAR Provincial Office Ilocos Norte	3rd Floor, Pacific Building, Don E. Ruiz Street, Laoag City, Ilocos Norte	(077) 772-1354; (077) 772-1356 parpo2.ilocosnorte@dar.gov.ph
DAR Provincial Office Ilocos Sur	P. Square Building, Buquig, Bantay Ilocos Sur	(077) 722-1597; (077) 632-1130; (077) 722-1860; 0926-613-5993
DAR Provincial Office La Union	RSRK Building, Sitio 5, Barangay Biday, San Fernando City, La Union 2500	0917-408-9683; 0947-431-0515 parpo2.launion@dar.gov.ph
DAR Provincial Office Pangasinan	Gacutan Building, Alexander Street, Poblacion, Urdaneta City, Pangasinan	(075) 656-0187
DAR Regional Office II	Dalan na Pavvurulun, Regional Government Center, Carig Sur 2500 Tuguegarao City	(078) 396-0699 (078) 396-0620 Fax: (078) 396-9710 rd.02@dar.gov.ph records.02@dar.gov.ph
DAR Provincial Office Cagayan	Dalan na Pavvurulun, Regional Government Center, Carig Sur 2500 Tuguegarao City	(078) 396-2501 records.cagayan@dar.gov.ph
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	



Office	Address	Contact Information
	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	(078) 384-6484 parpo2.quirino@dar.gov.ph
DAR Regional Office III	B&S Technology Center Building, Sta. Lucia, City of San Fernando, 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
DAR Provincial Office Pampanga	R&E del Pilar, McArthur Highway, 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 (02) 842-69315
DAR Provincial Office Batangas	PMS Building, A. Tanco Road, Marawoy, Lipa City, Batangas 4217	(043) 404-7283 (043) 981-0855 parpo2batangas@dar.gov.ph
DAR Provincial Office Cavite	2nd Floor, Government Center Building, Provincial Capitol Compound, Trece Martirez City, Cavite 4109	(046) 419-1914 (046) 482-0600 parpo2.cavite@dar.gov.ph



Office	Address	Contact Information
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 (042) 719-2143 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) 8254-9596 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 Jose, Occidental Mindoro	(043) 457-0938 parpo2.occidentalmindoro@dar.gov.ph
DAR Provincial Office Oriental Mindoro	Sixteen Enterprises Building, Masipit, Calapan City, Oriental Mindoro	(043) 288-2162
DAR Provincial Office Palawan	Ednel's bldg, #62 Manalo st. Brgy Masipag, Puerto Princesa City, Palawan	(048) 434-1165 parpo2.palawan@dar.gov.ph parpo1.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



Office	Address	Contact Information
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 gaylabad@gmail.com
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 gigi_s17@yahoo.com
DAR Provincial Office Catanduanes	Constantino, Virac, Catanduanes	pcao.catanduanes@dar.gov.ph alexanderteves69@yahoo.com
DAR Provincial Office Masbate	Barangay Nursery, Masbate City, Masbate	(056) 333-4199 parpo2.masbate@dar.gov.ph delmontecamilo@yahoo.com
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 (033) 503-2823 Fax: (033) 503-2823 rd.06@dar.gov.ph
DAR Provincial Office Aklan	2nd Floor, Arcada Prime Building, M. Laserna Street Cor. G. Ramos	parpo2.aklan@dar.gov.ph





Office	Address	Contact Information
	Street, Kalibo, Aklan	
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	(034) 433-8123 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, Tagbilaran City, Bohol	(038) 412-2816; (038) 235-4243 (038) 501-8891 parpo2.bohol@dar.gov.ph
DAR Provincial Office Cebu	2nd Floor, WDC Building, Osmeña Boulevard, Cebu City Cebu	(032) 255-7138 parpo2.cebu@dar.gov.ph
DAR Provincial Office Negros Oriental	Nicolas Solon Building, Bantayan Road, Dumaguete City,	(035) 422-0608 parpo2.negrosoriental@dar.gov.ph



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	Negros Oriental	
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; (053) 888-1098; 0919-207-5120 parpo2.leyte@dar.gov.ph
DAR Provincial Office Southern Leyte	Barangay Zone 5, Sogod, Southern Leyte	(053) 382-2709 0935-893-4495 parpo2.southernleyte@dar.gov.ph
DAR Provincial Office Eastern Samar	Borongon City, Eastern Samar	0935-893-4495 parpo2.easternsamar@dar.gov.ph
DAR Provincial Office Northern Samar	Kasing Uy Building, Balite Street, Barangay Sampaguita, Catarman, Northern Samar	0905-287-6538 parpo2.northernsmamar@dar.gov.ph
DAR Provincial Office Western Samar	RS Building, San Francisco Street Corner Rizal Avenue, Catbalogan City, Samar	(055) 251-2365 parpo2.westernsmamar@dar.gov.ph
DAR Regional Office IX	Joicel Building, Tumaga, Zamboanga City	(062) 955-0659; (062) 955-0657 rd.09@dar.gov.ph; ard1.09@dar.gov.ph; dar09records@yahoo.com
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



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DAR Provincial Office Zamboanga Sibugay	BLISS Site, Ipil Heights, Ipil Zamboanga Sibugay	parpo2.sibugay@dar.gov.ph
DAR Regional Office X	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	Airport Village, Casisang, Malaybalay, Bukidnon	888-313-5098 0905-344-0599 darsouthbuk07@yahoo.com
DAR Provincial Office Lanao del Norte	SOCOR Residences Building, Gregorio Lluch Subdivision, Pala-o, Iligan City	2218484 0956-972-7994
DAR Provincial Office Misamis Occidental	Ozamiz City, Misamis Occidental	(088) 521-3378 rolandojrlibetario@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 (082) 293-1610 Fax: (082)293-1610 rdjosephorilla@gmail.com records.11@dar.gov.ph rd.11@dar.gov.ph
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
DAR Provincial Office Davao del Norte	Mankilam, Tagum City Davao del Norte	(084) 655-9412 parpo2.davaonorte@dar.gov.ph;



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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	Agreville Realty & Dev't. Building Lot 1 Block 2 Dona Lourdes Street corner Gensan Drive Zone 2, Koronadal City 9506 South Cotabato	(064) 552-1563; (064) 421-3006 rd12@dar.gov.ph; ordsec.dar12@gmail.com darro12_records@yahoo.com.ph
DAR Provincial Office North Cotabato	APO Sandawa Homes Phase III, Singao Road Kidapawan City 9400 North Cotabato	(064) 521-1259 dar pocot@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	National Highway, Impao, Isulan 9805 Sultan Kudarat	(064) 201-4136 0920-409-8209 0935-759-0369 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; records.sarangani@dar.gov.ph
DAR Regional Office Caraga	CTP Building, Km.4, JC Aquino Highway, Libertad, Butuan City, Caraga	(085) 815-6371 Mobile: 0948-583-8443 rd.caraga@dar.gov.ph; rdleovillareal@gmail.com;



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DAR Provincial Office Agusan Del Norte	J. Rosales Avenue, Butuan City, Agusan Del Norte	(085) 342-3154 records.agusannorte@dar.gov.ph; andraga_2004@yahoo.com; fad_agusandelnorte@yahoo.com
DAR Provincial Office Agusan Del Sur	Barangay 5, San Francisco, Agusan Del Sur	parpo2.agusansur@dar.gov.ph; jpamatonding0903@gmail.com
DAR Provincial Office Surigao Del Norte	CARRECCO Building, Km.4, Barangay Luna, Surigao City, Surigao Del Norte	(086) 231-7405 parpo2.surigaonorte@dar.gov.ph
DAR Provincial Office Surigao Del Sur	CARRECCO Building, Km.4, Barangay Luna, Surigao City, Surigao Del Norte	(086) 231-7405 (086) 211-3576 parpo2.surigaosur@dar.gov.ph; bethdegz@yahoo.com