DEPARTMENT OF AGRARIAN REFORM

CITIZEN'S CHARTER

Updated as of December 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 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.

Office or Division:	BALA-CRD
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Client / G2G – Government to Government
Who may avail:	General public, such as, Agrarian Reform Beneficiaries, Farmers, Farmworkers, etc. and Landowners, Developers, Lawyers/Law Offices alike, other stakeholders as well as farmers' cooperatives, farmers' organizations and walk-in clients with land problems, issues and concerns with the Department / representative of Government agencies/ student-researchers and multimedia outfits.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Identification (ID)	Any Government-Issued / company Identification Card or any valid ID.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out Clientele Information Sheet (CIS) while Observing of minimum health protocols.	1.1 Issue and request the Walk-in Client/Visitor to accomplish the **Clientele Information Sheet (CIS)** with the following required entries: name, address, telephone/ mobile number, issues & concerns, case number or title, requests, etc., with attached Clientele Satisfaction form (CASF)	None	1 Minute	*CARPO-CRS*

	1.2 Direct/Ushers the Client/ Visitor to present at the PAIC Frontline VAPS Officer/ Operator for evaluation/assessment/ facilitation on the issues and concerns raised.			
2. Respond to questions/interview of PAIC Frontline Officer	2.1 Upon receipt of the accomplished CIS, the PAIC Frontline VAPS 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 &DARRO IV-B, etc. 2.2 Walk-in Client/Visitor with various concerns from the DAR: 2.2.1 PAIC VAPS Officer Operator or the PAIC Team Coordinator coordinates with the concerned VAPS	None	15 Minutes	*CARPO-CRS*

	Frontline Offices' counterpart and asks for update/information/action-taken to clients' concern and relays the same to the client. Client is also provided with action document/s from the concerned offices whenever necessary as well their contact numbers for future follow-ups of the client. 2.2.2As far 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 to discuss the issues and concerns through virtual conversation through the VAPS mechanism. 2.2.2 On matters which fall within the jurisdiction of other government offices, client is to be provided with the offices' address. 2.2.3 On issues/concerns which fall within the authority of DAR Field Offices, clients are provided with instructions and addresses and contact numbers of said offices,			

	with advance coordination with the Quick Response Officers (QROs) counterpart for assistance. 2.2.4 The PAIC Team Coordinator and PAIC VAPS Operators also entertain and address the concerns/queries of all phone calls and text messages from the stakeholders, both from landline and Cellphone Hotline number assigned. (inquire with MISS if VAPS is possible for the field offices)			

	2.3 If the concern/issue of the Client/Visitor is about legal matters such as pending ALI Cases and/or legal queries on agrarian implementation, the PAIC Desk Officer/Operator require the presentation of SPA to follow up case, but the same is no longer required if he is the party to the case, coordinates client's concern to the ARBLAD-BALA counterpart using Visitors Access Portal System (VAPS). 2.3.1If 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 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. 2.3.2 If the concern of the Client/Visitor falls within the jurisdiction of the Legal Service (LS) or concerning DAR employees' services/	None	15 Minutes	*CARPO-CRS*

	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. 2.3.3 If the concern of the Client/Visitor falls under the DARAB Central Office such as status of pending cases, request for case documents, filing of pleadings, request for finality, among others, the PAIC VAPS Officer/Operator or the Team Coordinator facilitates/ coordinates the client's concern to the DARAB Secretariat using VAPS. Likewise provided clients with the DARAB Secretariat's contact number and email address for their further communication. 2.3.4 If the concern of the Client/Visitor falls within the authority of DAR REGION IV-A and DAR REGION IV-B, such as 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. 2.3.5 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 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 Office Document Tracking System (ODTS) number where the issues and concern was referred. 2.3.6 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 of documents at their disposal shall be the responsibility of the Records Management Division (RMD) personnel on-duty stationed at the PAIC to receive and process documents.			
	On instances where Referral is needed 2.4 Whenever situation warrants, the PAIC Team Coordinator prepares Referral Slip addressed to concerned DAR Field Officer for	None	5 Minutes	*CARPO-CRS*

	approval/signature by the Director of the CRS bearing the issues/concerns of the Client/Visitor. 2.5 Furnishes the Client/Visitor with a photocopy of the signed and approved Referral Slip.			
3. Client/Visitor to fill-out the Clientele Assistance Satisfaction Form (CASF) for retrieval and daily encoding	3.1 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 Assistance Satisfaction Form (CASF). 3.2 The PAIC VAPS Officer instructs the Client/Visitor to submit the accomplished CASF to the PAIC personnel at the Waiting Area prior to his/her exit from DAR. 3.3 The PAIC personnel shall turn-over all the submitted CASF to the PAIC Encoder/ Data Processor at the end of the transaction for encoding, report	None	1 Minute	*CARPO-CRS*

	generation and data keeping.			
	TOTAL:	**None**	**39 Minutes**	
Note: **Feedback Mechanism**	Based on the evaluation of results, scores and comments of clients, the PACCU (PAIC) management gives feedback and requests the concerned office to inform the PACCU (PAIC) management as to the action taken of the certain office on the positive / negative comments and/or the unsatisfactory and below rating within TEN (10) working days after receipt of the report.			*CARPO-CRS*

2. Processing and Payments of Disbursement Vouchers/Claims

This service covers processing up to payment of all disbursement vouchers/claims thru check issuance or LDDAP ADA submitted by both internal and external clients. The process is in accordance with National Government Accounting System (NGAS) Manual. The checklist of requirements for common government requirements depending on the nature of expenses to be paid shall be complied with as prescribed in COA Circular No. 2012-001 dated June 14, 2012, amended by COA Circular No. 2013-001 dated January 10, 2013.

Office or Division:	Finance and Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Business (G2B), Government to Government (G2G), government to Citizen (G2C)
Who may avail:	1. Suppliers of goods and services 2. DAR Employees 3. Other government agencies 4. NGOs/POs 5. Private individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For complete documentary requirements, kindly click the Link (COA Circular No. 2012-001 and 2013-001) Or Please refer to attached list	https://www.coa.gov.ph/phocadownloadpap/userupload/Issuances/Circulars/Circ2012/COA_C2012-001.pdf https://www.coa.gov.ph/phocadownloadpap/userupload/Issuances/Circulars/Circ2013/COA_C2013-001.pdf FMS

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Prepares DV in 4 copies, attaches supporting documents (SDs) and ORS and submits to Budget Division	1.1. Receiving/ releasing staff ➢ receives copies 1-4 of DV, 1-3 copies of ORS duly signed by the Head of Requesting Office and SDs;	None	10 minutes	*Budget Officer V*

	If complete, records same in the logbook for the purpose and forwards for processing, If incomplete, returns the document to the Requesting Office for completion			
	1.2. Budget Officer V: ➢ verifies availability of allotment per Project/Activity/Program (PAP); If allotment is not available, ➢ returns the document to the office/personnel concerned, If allotment is available, ➢ assigns number in control book for the purpose, records amount obligated, ➢ indicates appropriate UACS Codes, ➢ initials in Section B of the ORS and ➢ forwards to Budget Officer III for signature	None	3 minutes	*Budget Officer V*
	1.3. BO V reviews ORS and SDs; If in order, signs the certification in Section B, and forwards the ORS, DV and SDs to staff for releasing	None	10 minutes	*Budget Officer V*

	1.4. Budget staff ➢ retains the original copy of the ORS, forwards copies 1-4 of the DV, copies 2-3 of ORS and SDs to the Accounting	None	5 minutes	*Budget Officer V*
	1.5. Accounting staff receives Copy 1-4 of DV, Supporting Documents (SDs) and Copy 2-3 of duly signed ORS from the Budget staff	None	3 minutes	*Chief Accountant*
	1.6. Accounting staff ➢ reviews DV for completeness and propriety of SDs. ➢ Checks index of payments (IP) and determine if claim is in order; If with prior payment on the same claim, returns the DV, SDs and ORS informing claimant of the findings, If in order, verifies amount in ORS against DV; If the same, records in the following in the IP, DV date and number, initials in Box B of DV If amount differs, • prepares NORSA in 3 copies, signs Prepared by portion, attaches 1-3 copies of NORSA to DV	None	10 minutes	*Chief Accountant*

	and forwards to Chief Accountant for approval of NORSA • Records the release of NORSA in the logbook to the Budget for correction of obligations. Budget staff effects adjustments in Obligations column of the ORS and returns the adjusted ORS, DV and SDs to the Accounting. Accounting staff attaches the NORSA to the DV including the SDs and ORS		5 minutes	
	1.7. Accounting staff:	None	10 minutes	*Chief Accountant*

	➢ determines availability of NCA, If NCA is sufficient, records in the RANCA/RANTA the DV date and number and amount, ➢ Checks the "Cash available" portion in Box B of the DV; ➢ Checks accuracy of amount claimed against supporting documents. ➢ If appropriate, computes necessary withholding taxes and other allowable deductions. ➢ Indicates the appropriate accounting entry, and ➢ forwards the DV, SDs and ORS to the Chief Accountant for review. ➢ If applicable, prepares BIR Forms 2301 and 2306 If NCA is not sufficient, notes the non availability of cash and safekeeps the DV, SDs and ORS			
	1.8. Chief Accountant reviews DV and SDs, signs Box B of DV, forwards to	None	15 minutes	*Chief Accountant*

	Receiving/Releasing staff.			
	1.9. Receiving/ releasing staff records in the logbook the release of copies 1-3 of DV and SDa and copies 2-3 of the ORS to the Provincial Agrarian Reform Officer II (PARPO II) for approval of the DV	None	3 minutes	*Chief Accountant*
	1.10. Receiving/ Releasing staff of the ASEC/USEC • receives copies 1-4 of DV, SDs and copies 2-3 of the ORS and records in the logbook the date of receipt, and • forwards the documents to the Approving Officer for review and approval	None	3 minutes	*Chief Accountant*
	1.11. ASEC/USEC, FMAO • reviews DV and signs in Box C "Approved for Payment" portion; • Forwards documents to receiving/releasing staff	None	10 minutes	*ASEC/USEC FMAO*
	1.12. Receiving/ Releasing staff records in logbook the approved DV and all SDs and forwards the documents to the Cashier	None	3 minutes	*ASEC/USEC, FMAO*

	1.13. Staff of Cashier ➢ receives Copies 1-4 of approved DV, Copies 2-3 of ORS and SDs ➢ records in the logbook the date of receipt, DV number, payee, particulars and amount ➢ checks completeness of signatories on DV	None	10 minutes	*CAO*
	1.14. If payment is by/through A. Check, staff: ➢ prepares checks in 3 copies ➢ records the date, check number, name of payee, nature of payment and amount of the DV in the CkaDAD Record maintained per bank account ➢ forwards copies 1-3 of check, copies 1-4 of DV, copies 2-3 of ORS and SDs to the Cashier for review and signature (Proceed to 15)	None	10 minutes	*CAO*

	B. LDDAP-ADA, Accounting Staff ➢ Prepares LDDAP – ADA in 5 copies ➢ Forward the LDDAP – ADA to the Chief Accountant for review and signature Chief Accountant reviews and signs "Certified Correct" portion of the LDDAD – ADA and forwards to Receiving/ Releasing staff Receiving/ Releasing Staff ➢ Records in the logbook the release of copies 1-5 of LDDAP – ADA, copies 1-4 of DV, copies 2-3 of the ORS and SDs to the OARD/ORD for approval of the LDDAP – ADA (Proceed to 17B)			. *Chief Accountant*
	1.15. Cashier ➢ verifies completeness of signature of the DV ➢ reviews the amount in the check against the DV and SDs ➢ signs the check ➢ forwards to staff for releasing to authorized countersigning	None	10 minutes	*CAO*

	official (ASEC/USEC, FMAO)			
	1.16. Staff of Cashier ➢ Forwards the set of documents to the Authorized Countersigning Official (ASEC/USEC, FMAO)	None	5 minutes	*CAO*
	1.17. If A. Check payment, Authorized Countersigning Official (ASEC/USEC, FMAO) ➢ countersigns check ➢ forwards to releasing staff B. LDDAP – ADA Receiving/releasing staff of ASEC/USEC, FMAO ➢ receives copies 1-5 of LDDAP -ADA, copies 1-4 of DV, copies 2-3 of ORS and SDs ➢ forwards documents to ASEC/USEC, FMAO for review and approval of LDDAP – ADA ASEC/USEC, FMAO ➢ reviews LDDAP – ADA ➢ signs in “Approved” portion of the LDDAP ➢ forwards the approved LDDAP-ADA, DV, SDs and	None	5 minutes	*CAO*

	ORS receiving/releasing staff			
	1.18. Releasing staff records in the logbook date of release of check or LDDAP -ADA, DV, SDs and ORS to the Cashier	None	3 minutes	*CAO*
	19.Cashier or Staff A. If Check ➢ receives the check, DV, ORS and SDs, ➢ verifies completeness of signatures in the check, and in the DV including the amounts B. If LDDAP -ADA Cashier • verifies completeness of signatures in the LDDAP – ADA and in the DV including the amounts • Signs the “ADA” portion • Forwards the signed LDDAP – ADA to ASEC/USEC, FMAO for countersigning • ASEC/USEC, FMAO countersigns the “ADA” portion of the LDDADP – ADA (Proceed to 20B)	None	10 minutes	*CAO*
2. Receives check payment by signing in the	2. Cashier or staff A. if check payment	None	5 minutes	*CAO*

1. Check Registry/logbook, and 2. “Released portion of the Copy 1 of DV, Issues OR/Invoice, if needed	➢ releases original of check and copy 4 of the DV to the payee, ➢ attaches OR or invoice, if required to be issued by payee/claimant ➢ requires the payee/claimant to sign on copy 1 of the DV and the Check Registry/logbook, and ➢ Posts in the Date Released column of the CkADADRec the date of release of the check to the claimant B. LDDAP – ADA Cashier • releases copies 1-3 of LDDAP – Ada to LBP Servicing Branch which shall pay the creditors/payees listed in the LDDAP – ADA not later than 48 hours but ot earlier than 24 hours upon receipt of the LDDAP – Ada from the Office • furnishes creditors/payees with copy of the LDDP – ADA or informs them of the LDDAP -Ada number to update			

If required, issues provisional receipt for replacement with Official Receipt or Invoice immediately after actual receipt of payment	them on the status of their claims			
3. Fills – out Client Satisfaction Survey Form	3. Solicits client feedback using CSSF Receives filled – out and places CSSF in box provided for	None	3 minutes	*CAO*
	TOTAL:	**None**	**2 hours 21 minutes**	

3. Request for Issuance of Certification of Remittances

The request for certification of remittances is necessary in the reconciliation of personnel's records of premiums both employee and employer's share, loan payments, taxes withheld, disallowances settled and other deductions made from their personal services claims. This can be also availed by other citizens such as heirs of personnel and other interested persons of juridical bodies for whatever legal purpose this may serve them.

Office or Division:	ACCOUNTING DIVISION - DARCO
Classification:	Simple
Type of Transaction:	G2G, G2C
Who may avail:	1. Currently employed officials and employees of the Department 2. Retired employees of the Department 3. Other government agencies or GOCCs 4. Private Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Filled-Out Request Form Identification Card	Accounting Section From Requesting Party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills out Request Form, signs and submits to Accounting Division thru' personal delivery, mail/courier or online (eMail, Messenger)	1.1 > If personally delivered or via mail/courier Receives and logs request > If received online, Retrieves, prints and logs request	None	2 minutes	*Chief Accountant*

	1.2 Prepares/ Generates from Payroll Index Sub-System (PISS)	None	5 minutes	*Chief Accountant*
	1.3 Signs the Certified Correct portion of the Certification	None	2 minutes	*Chief Accountant*
	1.4 Records the certificate in the logbook for outgoing documents	None	2 minutes	*Chief Accountant*
2. Receives signed certification by signing the released column of logbook or thru' online (eMail, Messenger) and fills - out Client Satisfaction Survey Form (CSSF) and submits to designated personnel	2. Releases the signed certification to the requesting party physically or online (eMail or Messenger) and receives and places the filled – out CSSF in the box provided	None	1 minute	*Chief Accountant*
	TOTAL:	**None**	**12 minutes**	

4. Conduct of Legal Counselling

This service is free and is provided by the DAR Central Office (DARCO) through Agrarian Reform Beneficiaries Legal Assistance Division of the Bureau of Agrarian Legal Assistance (ARBLAD-BALA) including the different Legal Divisions of the DAR in its provincial and regional offices. 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 reform program or to a subject matter involving the application and interpretation of agrarian laws in the country, such as but not limited to the following, *viz*: Republic Act (R.A.) No. 1199, R.A. No. 3844, as amended; Presidential Decree (P.D.) No. 27, R.A. No. 6657, R.A. No. 9700, including any and all existing issuances of the Department relative to such laws, as well as all executive fiats pertaining to the government's implementation of the agrarian reform program.

Office or Division:	Agrarian Reform Beneficiaries Legal Assistance Division (ARBLAD), Bureau of Agrarian Legal Assistance (BALA), DAR Central Office (DARCO)
Classification:	Simple
Type of Transaction:	Government to Government/Business/Client
Who May Avail:	ARBs, Tenants, Farmers, Walk-in Clients, General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Generally, none	Not applicable
Client may however bring documents that will support his/her cause or aid the Officer of the Day to arrive a sound legal advice or concrete solution to the problem/concern	Client concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Entries in the logbook		None	1 minute	*Admin Staff*
2. Seeks for legal advice	2.1 Gathers facts from the narration by the walk-in clients and analyzes the facts to	None	30 minutes	*Officer of the Day (OD)* based on the Monthly Schedule of Duty of Officers of the Day duly

	ascertain the issue/s or concern/s involved. If client brings with him/her documents, analyzes the documents and ascertain the issue/s or concerns involved.			approved by the Division Chief. In he/she is unavailable for valid reasons, any SARPO/ARPO II present.
	2.2 If issue/s or concerns raised are agrarian in nature, render the appropriate advice based on existing agrarian laws and jurisprudence Otherwise, refer to the appropriate person/division/ agency	None	30 minutes	*Officer of the Day (OD)* based on the Monthly Schedule of Duty of Officers of the Day duly approved by the Division Chief. In he/she is unavailable for valid reasons, any SARPO/ARPO II present.
3. Answers the Customer Satisfaction Form		None	5 minutes	
	TOTAL:	**None**	**1 Hour** **6 Minutes**	

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).

Office or Division:	Office of the Bureau Director (BALA)
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party/counsel to the case.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Admin. Staff of LIRD*
	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	*Admin. Staff of LIRD*

	1.3 Verifies whether there is a pending Appeal or Motion for Reconsideration and verification of the presence of the return cards	None	2 days	*Admin. Staff of RMD*
	1.4 Verifies the Status of the Receipt of the Orders	None	2 Days	*Admin. Staff of RMD*
	1.5 Prepares Certificates on whether or not there is Appeal or Motion for Reconsideration and the status of return cards as proof of the receipt of the Orders	None	1 hour	*Admin. Staff of RMD*
	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	*Chief, Records Division*
	1.7 Validates with OD, LUCD, CCD through the Legal Case Monitoring System	None	3 hours	*Admin. Staff of the respective Division* *(OD,LUCD,CCD)*

	1.8 *Prepares Certificate of Finality and Memo implementation	None	4 hours	*ARPO II/Legal Researcher of LIRD*
	1.9 Review and initial the finalized Certificate of Finality and Memo Implementation, then forward the same to the Office of the Bureau Director, for her signature	None	2 hours	*Chief of LIRD*
	1.10 Forward the Certificate of Finality and Memo Implementation to the Bureau Director, for signature	None	15 minutes	*Admin. Staff of LIRD*
	1.11 Review and sign the Certificate of Finality	None	2 hours	*Bureau Director*
	1.12 Release the signed Certificate of Finality and Memo Implementation to the RMD for mailing with complete staff work (preparation of pouch and reproduction of copies)	None	6 hours	*Admin. Staff of BALA*
	TOTAL:	**None**	**6 days,3 hours & 45 minutes**	

* 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).

Office or Division:	Office of the Assistant Director (BALA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Admin. Staff of LIRD*
	1.2 Verifies through the Legal case Monitoring System (LCMS)	None	2 hours	*Admin. Staff of LIRD*
	1.3 Verifies with LUCD and CCD and manual record	None	3 hours	*Admin. Staff of LIRD*
	1.4 Prepares Certificate of No Pending Appeal (CNPA) with his/her initials at the Control Number	None	2 hours	*SARPO/Legal Researcher of LIRD*

	1.5 Reviews and initials the finalized CNPA	None	2 hours	*Chief of the LIRD*
	1.6 Forwards the CNPA to the Office of the Assistant Director for signature	None	15 minutes	*Admin. Staff of LIRD*
	1.7 Signs the CNPA	None	1 hour	*Assistant Director*
	1.8 Release the signed CNPA to Records Division for mailing with complete staff work (reproduction of copies and preparation of pouch)	None	6 hours	*Admin. Staff of LIRD*
	TOTAL:	**None**	**2 days & 45 minutes**	

7. Legal Representation

"Lawyers for the Farmers" is the apt slogan for this public service. In essence, it is providing free legal assistance and representation to our farmers who seek to advance and protect their rights under the government's agrarian reform program--either by way of filing an appropriate case against an individual or an entity; or assert such right by way of defending themselves when they are sued in regular courts, quasi-judicial and administrative agencies.

This service is provided by the Agrarian Reform Beneficiaries Legal Assistance Division of the Bureau of Agrarian Legal Assistance (ARBLAD-BALA), including the different Legal Divisions of the Department of Agrarian Reform (DAR) in its provincial and regional offices.

Free legal representation is available to qualified farmers, tenants, actual tillers, or agrarian reform beneficiaries (ARBs) after a request has been made and the process of screening and evaluation had been conducted pursuant to DAR Memorandum Circular No. 12, Series of 2009 (DAR Manual on Legal Assistance).

Office or Division:	Agrarian Reform Beneficiaries Legal Assistance Division of the Bureau of Agrarian Legal Assistance (ARBLAD-BALA), DAR Central Office (DARCO) and the different Legal Divisions of the DARRO/DARPO
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who May Avail:	Qualified Farmers, Agrarian Reform Beneficiaries (ARBs), Tenants, Actual Tillers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Generally, any conceivable documents showing that the requesting-party is either a tenant, farmer, ARB, or actual tiller under the government's agrarian reform program pursuant to existing agrarian laws including pertinent executive issuances	Client concerned
A requesting-party together with his/her written request for legal representation/assistance, may bring,	Client concerned

show, or furnish the office copies of either of the following documents, *viz*: **1.** Certificate of Land Ownership Award (CLOA); **2.** Emancipation Patent (EP); **3.** Order of Award/Certificate of Land Transfer (CLT); **4.** Agricultural Leasehold Contract (ALC); **5.** Receipts of payment of lease rentals; **6.** Order/Resolution/Decision of courts/quasi-judicial agencies establishing the requestor's agrarian right; or **7.** Administrative findings or certifications evidencing such agrarian right.				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Signs the logbook	1. Checks the completeness of the entry for record purposes	None	1 minute	*Admin Staff*
2. Presents the written request for legal representation, and submits any of the documents enumerated above	2.1 Interviews the requesting party. Examines, evaluates, and analyzes the facts as narrated by	None	30 minutes	*Officer of the Day (OD)* based on the Monthly Schedule of Duty of Officers of the Day duly approved by the Division Chief.

	the requestor including the documents submitted.			In he/she is unavailable for valid reasons, any *SARPO/ARPO II* present.
	2.2 Checks the authenticity of the documents submitted by coordinating with the offices where the said documents emanate.	None	1 day	*Officer of the Day (OD)* based on the Monthly Schedule of Duty of Officers of the Day duly approved by the Division Chief. In he/she is unavailable for valid reasons, any *SARPO/ARPO II* present.
	2.2.1 If the requesting party is not qualified for the free legal representation, the denial of the request shall be communicated immediately to the concerned individual or entity.	None		

	The Denial of the Request shall be signed by the Division Chief and forwarded to the Bureau Director for the latter's action.	None	30 minutes	
	2.2.2 If the requesting party is qualified for the free legal representation, and that is by passing the screening process, interview, and the submission of documents, the office represents the requesting party.	None		*Officer of the Day (OD)* based on the Monthly Schedule of Duty of Officers of the Day duly approved by the Division Chief. In he/she is unavailable for valid reasons, any *SARPO/ARPO II* present.

	The Handling Officer shall fill up and sign the Matrix for Legal Representation which shall also be approved by the Division Chief.	None	30 minutes	
	2.3 Finally, the Handling Officer shall draft and file a formal *Entry of Appearance* or file the necessary pleading/documents with the appropriate quasi-judicial agencies or regular courts	None	30 minutes as regards the filing of formal *Entry of Appearance* As regards the <u>filing</u> of pleadings/documents depends on the period set forth by the Rules of Court; respective rules of the QJA concerned; and other pertinent laws	*Officer of the Day (OD)* based on the Monthly Schedule of Duty of Officers of the Day duly approved by the Division Chief. In he/she is unavailable for valid reasons, any *SARPO/ARPO II* present.
3.Answers the Customer Satisfaction Form	Administer CSF	None	5 minutes	*Officer of the Day (OD)* based on the Monthly Schedule of Duty of Officers of the Day duly

				approved by the Division Chief. In he/she is unavailable for valid reasons, any *SARPO/ARPO II* present.
	TOTAL:	**None**	**1 day 2 hours and 6 minutes**	

8. Issuance of Certification on the issued Certificate of Land Transfer (CLT)/ Emancipation Patent (EP)/ Certificate of Land Ownership Award (CLAO) and/or Certified True Copy of the Records/Masterlist of the Issued CLT/EP/CLOA

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

Office or Division:	DARCO BLTI – Documentation and Coordination Division/DAR Regional Office (DARRO)/DAR Provincial Office (DARPO)/DAR Municipal Office (DARMO)
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)/Government to Government (G2G)
Who may avail:	ARBs/Landowners/CSO representatives/Lawyers/Field Level Units

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
FOR DARCO: 1. Inquire and send request either thru PAIC, or via direct mail/online per email address ltidcd.secretariat@dar.gov.ph.	A. **Through PAIC/PACU:** 1.1 Receive the PAIC/PACU Feedback Form and Client's Logbook duly filled up by the requesting client. 1.2 Request for the presentation of Government issued IDs, letter-request, and notarized Special Power of Attorney (SPA) if the Client	None	2 minutes	*Receiving Personnel (RP)/Records Officer*

FOR DARRO/DARPO/DARMO: Inquire and send request either thru PACU or thru the official email address of the Records Office of the concerned DARRO/DARPO/DARMO or via text/call.	is not the CLT/EP/CLOA Holder. 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 1.2.2 In absence of the letter-request, RP shall provide the Client the Letter-Request-Form. 1.3 Conduct an interview to inquire into the request/concerns of the client, discuss other procedures, and elaborate payment process. B. **Sent via mail either direct/online**. 1.4 Evaluate the requests/concerns and check authenticity of the ID, clarity of letter-request and notarization requirement of the SPA, if the Client is not a CLT/EP/CLOA Holder. 1.5 Prepare an official reply acknowledging the Client's requests/concerns and request submission of lacking documents if not provided. 1.6 Once the said documents are complete, RP shall print			

	and/or forward the request to the CARPO. C. **Sent via Text/Call** 1.7 advise the client to send the latter's concern via email and proceed with (B).			
2. Submit letter-request and necessary requirement, if thru PAIC/PACU. Send via mail directly/online the letter-request and scanned copy of the required documents.	2.1 The CARPO/CAO shall assess the requests/ concerns of the Client. 2.2 The CARPO shall assign the Client's concerns/requests to the assigned Technical Staff and instructs the assigned personnel to conduct further interview, if necessary. 2.3 The assigned Technical Staff shall search at the CLT Master list and/or EP-CLOA IS and look for the records of the documents. 2.4 The assigned Technical 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 Technical Staff shall send an official reply signed by the CARPO to explain the details of the process.	None	10 minutes	*CARPO/Assigned Technical Staff/Records Officer*
3. If through PAIC/PACU, the assigned technical staff will bring the	3.1 Request an Order of Payment Form, addressed to CAO, from the DARCO Cashier.	Php 50.00 for Certified True Copy of the	5 minutes	*Assigned Technical Staff/Records*

Order of Payment at the cashier for the issuance of Official Receipt. If via online, text/call transactions, payment is via personal appearance of the client at PAIC/PACU for the issuance of Official Receipt.	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. 3.3 Pay the Order of Payment at the Cashier for the issuance of Official Receipt (OR).	specified entry in the Master list/Php 50.00 for the EP/CLOA Certification		*Officer/Cashier*
4. Client's waiting time while the assigned technical staff prepares the requested certification	4.1 For the Certification on CLT/EP/CLOA and Certified Copy of the CLT/EP/CLOA records, the assigned staff shall: 4.1.1. Photocopy the OR, valid ID, letter-request and notarized SPA, if any, and return the original OR and photocopies of ID, letter-request and SPA to the Client; and 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/CAO for the affixing of signature.	None	8 minutes	*CARPO/Assigned Technical Staff/Records Officer*

	4.2 The CARPO/CAO shall review the documents and if in order, sign the Certification and/or Certified True Copy of the requested documents. 4.3 The Assigned staff shall retrieve the signed documents from the CARPO/CAO, if the transaction is thru PAIC/PACU, make a photocopy of the same. 4.4 If transaction is sent via Online, SMS, Cellphone Call, prepare the scanned copy of the documents and the official receipt (for verification with Cashier), for records purposes;			
5. If thru PAIC/PACU, the assigned staff shall place the requested certification/document in an envelope and give the signed/attested documents to the client. If via Online transaction, the assigned staff shall send an email reply to the Client with	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/PACU (for personal transaction), send back to our email if via online, SMS, Call, said feedback form for PAIC recording purposes.	None	1 minute	*RP/Assigned Technical Staff/Records Officer/Client*

the attached scanned copy of the requested certification/document and request the Client to acknowledge receipt thereon.				
TOTAL:			**26 minutes**	
for Certified True Copy		**Php 50.00**		
for the EP/CLOA Certification		**Php 50.00**		

9. 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.

Office or Division:	DARAB Central Office
Classification:	Simple Transaction
Type of Transaction:	G2C – Government-to-Citizen; G2B-Government-to-Business; G2G – Government-to-Government
Who may avail:	For certification as to case status: 1.Any Party to the Case; 2.Any Counsel of Record; 3.Any person authorized by a party/counsel to the case; or 4.Any government entity concerned For certification of no pending case: 1.Any interested party; or 2.Any government entity concerned

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Written request • DARAB Request Form	Office of the Secretariat
• Letter-request	Party to the case/Counsel of Record/any person authorized
• Request through electronic means	Party to the case/Counsel of Record/any person authorized
For No.3 in the above enumeration: 1. Authorization/Special Power of Attorney (SPA)	Party to the case/Counsel of record
2. Valid ID of the principal (photocopy)	Company, school or Government entity concerned
3. Valid ID of the representative (for presentation only) or any proof of identity	Company, school or Government entity concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit DARAB Request Form/letter request/-request through electronic means	1.1 Receive the request and forwards the same to the person responsible	None	5 minutes	*Administrative Aide*
	1.2 Evaluate the request, and the authority and qualification of the requesting party	None	5 minutes	*Legal Assistant (L.A)*
	1.3 Verify the case status from LCMS and/or database	None	10 minutes	*L.A*
	1.4 Prepare the requested certification	None	10 minutes	For certification as to case status: *L.A* For certification of No pending case: *Administrative Aide*
	1.5 Issue the Request for issuance of Order of Payment *(only for paying client)*	None	2 minutes	*L.A*

2. Pay the necessary fees	2.1 Proceed to Accounting Division for issuance of an Order of payment	None	5 Minutes	*Administrative Aide*
	2.2 Issue an Order of Payment *(only for paying client)*	None	5 Minutes	*Technical Staff,* Accounting Division
	2.3 Proceed to Cashier Division for payment of fees	None	5 Minutes	*Administrative Aide*
	2.4 Issue an Official Receipt (O.R) identifying the object of payment *(only for paying client)*	P50.00 except pauper litigant	5 Minutes	*Cashier, Cashiering Unit*
	2.5 Photocopy the O.R for recording purposes	None	3 minutes	*L.A*

3. Receive the certification	3. Release the certification together with the O.R	None	2 minutes	*L.A*
	TOTAL: **Pauper Litigant:**	**PHP 50.00 (MC No. 02 Series of 2011)** **Free of Charge**	**57 minutes (or within 3 days)**	

10. Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders) and/or Transcript of Stenographic Notes (TSN)

The certified copies of documents which include transcript of the records or any record, decision, ruling or entry requested by interested parties for personal files, as annexes to any appeal in any court or tribunal or for other legal purposes.

Office or Division:	DARAB Central Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government-to-Citizen; G2B - Government-to-Business; G2G - Government-to-Government
Who may avail:	For certified copies of documents (case records/TSN): 1. Any Party to the Case; 2. Any Counsel of Record; 3. Any person authorized by a party/counsel to the case; or 4. Any government entity concerned. For certified copies of promulgated Decisions/Resolutions/Orders: 1.Any interested party; or 2.Any government entity concerned.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Written request • DARAB Request Form	Office of the Secretariat
• Letter-request	Party to the case/Counsel of Record/any person authorized
• Request through electronic means	Party to the case/Counsel of Record/any person authorized
For No.3 in the above enumeration: 4. Authorization/Special Power of Attorney (SPA)	Party to the case/Counsel of record
5. Valid ID of the principal (photocopy)	Company, school or Government entity concerned Company, school or Government entity concerned

6. Valid ID of the representative (for presentation only) or any proof of identity				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit DARAB Request Form/letter request/-request through electronic means	1.1 Receive the request and forwards the same to the person responsible	None	5 Minutes	*Administrative Aide*
	1.2 Evaluate the request, and the authority and qualification of the requesting party	None	5 Minutes	*Legal Assistant (L.A)*
	1.3 Verify the existence of the requested documents and assess the amount to be paid	None	30 minutes	*L.A*
	1.4 Photocopy and authenticate the requested records/documents	None	50 pages & below:30 minutes Additional 30 minutes for every additional 50 pages Voluminous case records: within 3 days	Photocopy: *Administrative Aide* Authentication: *Senior Agrarian Reform Program Officer (SARPO)*

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

Pauper Litigant:	(Sec. 142 of 2021 DARAB Rules of Procedure **Free of Charge**		
50 pages and below		**1 hour & 37 minutes (or within 3 days)**	
Above 50 pages		**Additional 30 minutes for every additional 50 pages**	
Voluminous case records		**Within 3 days**	

11. Issuance of Entry of Judgment

The Entry of Judgment is issued to the requesting party interested to have the subject decision/resolution/final order which has become final and executory (FINEX) be entered in the book of entries of decisions, resolutions and final orders.

Office or Division:	DARAB Central Office
Classification:	Simple Transaction
Type of Transaction:	G2C- Government-to-Citizen; G2B-Government-to-Business; G2G-Government-to-Government
Who may avail:	1.Any party to the case; 2. Any counsel of Record; 3.Any person authorized by the party/counsel to the case; or 4. Any government entity concerned.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Written request • DARAB Request Form	Office of the Secretariat
• Letter-request	Party to the case/Counsel of Record/any person authorized
• Request through electronic means	Party to the case/Counsel of Record/any person authorized
2.Court of Appeals (CA) Certification that No Petition for Review was filed therein (DARAB Circular No.01 Series of 2021) *CA requires DARAB Secretariat (DS) attestation of the fact of status of MR, if any.	Court of Appeals
For No.3 in the above enumeration: 7. Authorization/Special Power of Attorney (SPA)	Party to the case/Counsel of record
8. Valid ID of the principal (photocopy)	Company, school, Government entity concerned

9. Valid ID of the representative (for presentation only) or any proof of identity		Company, school or Government entity concerned		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit DARAB Request Form/ letter request/-request through electronic means -together with the CA certification	1.1 Receive the request including the CA certification (if received online, original copy of the CA certification must be sent via registered mail or through a licensed courier service) and forwards the same to person responsible	None	5 minutes	*Administrative Aide*
	1.2 Evaluate the request including the CA certification	None	5 minutes	*Legal Assistant (L.A)*
	1.3 Prepare draft Entry Judgment	None	30 minutes	*Administrative Aide*
	1.4 Evaluate/edit the draft Entry of Judgment	None	15 minutes	*Senior Agrarian Reform Program Officer (SARPO)*
	1.5 Approve/Sign the Entry of Judgment	None	15 minutes	*Executive Director or in his non-availability,*

				the Attorney VI
2.Receive an authenticated copy of the Entry of Judgment	1.6 Release an authenticated copy of the Entry of Judgment	None	5 minutes	*L.A*
	TOTAL:	**None**	**1 hour & 15 minutes (or within 3 days)**	

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

This service refers to the assistance given to walk-in clients-AR stakeholders, particularly Agrarian Reform Beneficiaries, non-government organizations, people's organizations, and landowners requesting for legal assistance and advice regarding issues and concerns on agrarian related matters. This service also refers to the assistance given to walk-in clients who have complaints regarding pending agrarian cases.

Office or Division:	Office of the Undersecretary for Legal Affairs			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	AR stakeholders - FBs, NGOs/POs, Landowners			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Not applicable		Not applicable		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. File, report, or submit written queries or request for legal assistance	1.1 Receive and record the written request and forward to the Chief of Staff/ Senior Executive Assistant	None	15 minutes	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	1.2 Review and evaluate the request and assign a legal officer or lawyer consultant to assist the client	None	15 minutes	*Chief of Staff, Office of the Undersecretary for Legal Affairs*

	1.3 Interview the client to determine the legal issues and concerns and provide the necessary legal advice	None	1 hour	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	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	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	TOTAL:	**None**	**1 Hour and 45 Minutes**	

13. Legal Opinions and/or Position Papers on Policies, Guidelines, and Bills filed with Congress that affect the Implementation of Agrarian Reform Law

This service refers to the assistance given to the different offices, bureaus, service, and field offices of the Department, as well as other government agencies by providing legal opinion/s and/or position paper/s that affect the implementation of Agrarian Reform Law.

Office or Division:	Office of the Undersecretary for Legal Affairs			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Department Offices, Bureaus, Services, DAR Field Offices and other government agencies			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request		Requesting party/ client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request for legal opinion and/or position paper	1.1 Receive and record the letter request and forward the documents to the Chief of Staff/ Senior Executive Assistant	None	30 minutes	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	1.2 Review, evaluate, and assign the request and forward the documents to designated lawyer/ consultant	None	30 minutes	*Chief of Staff, Office of the Undersecretary for Legal Affairs*

	1.3 Conduct research and 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 4 and hours	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	1.4 Draft legal opinion/ position paper	None	1 day	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	1.5 Review the draft opinion/ position paper	None	1 hour	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	1.6 Finalize the legal opinion and/or position paper and forward to the Undersecretary for approval and signature	None	1 hour	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	1.7 Review the Legal Comment/ Reply on the subject	None	1 day	*Undersecretary for Legal Affairs Office*

	contract, agreement, or undertaking			
	1.9 Finalize legal opinion and/or position paper according to the comment/s of the Undersecretary	None	4 hours	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	1.10 Approval of the Undersecretary of the legal opinion and/or position paper	None	10 minutes	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	1.11 Advise client of the availability of the requested legal opinion and/or position paper, for pick up	None	10 minutes	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
2. Pick-up of legal opinion and/or position paper	2. Release and record the legal opinion/ position paper	None	15 minutes	*Chief of Staff, Office of the Undersecretary for Legal Affairs*
	TOTAL:	**None**	**5 Days, 3 Hours, and 35 Minutes**	

14. Local Area Network Registration and Availing Internet Access

This procedure lays down the process of how to register gadgets to Local Area Network and how to avail Internet Access at DAR Central Office. These steps will be applicable for G2G clients with unregistered devices accessing the Internet. Device registration is a one time process.

Office or Division:	DARCO-MISS			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	All DARCO Employees and Guests			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled-out Request Form		bit.ly/DARCO-LAN-Registration https://bit.ly/postmyIP https://bit.ly/Request-For-Guest-Access https://bit.ly/OnlineHDFeedBack		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills-out online DARCO LAN Registration Form (bit.ly/DARCO-LAN-Registration)	1.1 Receives DARCO LAN Registration Report automatically	None	1 minute	*IT Support Division Chief*
	1.2 Coordinates with client and provide instructions in getting the identity of client's devices (IP and machine address)	None	30 minutes	*IT Support Division Chief*
2. Fills out online form for IP Address reporting (https://bit.ly/postmyIP)	2.1 Verifies or validates DARCO LAN Registration entries if the IP Address provided is valid. In case of wrong entries, the client will be informed to correct the entries.	None	15 minutes	*IT Support Division Chief*

	2.2 Endorses the verified LAN registration entries for registration.	None	1 minute	*IT Support Division Chief*
	2.3 Conducts registration activities.	None	15 minutes	*IT Support Division Chief*
	2.4 Confirms with the client if the registration is successful.	None	1 minute	*IT Support Division Chief*
3. Confirms or Denies that registration is successful	IF NOT SUCCESSFUL			
	3.1 Repeat steps 2.3, 2.4 and 3	None		
	For Guest Internet Access			
4. Concerned Office Fills-up Online Request Form for Guest Internet Access (https://bit.ly/Request-For-Guest-Access)	4.1 Receives DARCO LAN Registration Report automatically	None	1 minute	*IT Support Division Chief*
	4.1 Process request for Guest Internet Access.	None	5 minutes	*IT Support Division Chief*
	4.2 Sends electronically to concerned office the username and password for Guest Internet Access	None	5 minutes	*IT Support Division Chief*
5.Fills-out Client Satisfaction Form (https://bit.ly/OnlineHDFeedBack)				*Client*
			Resolution time for G2G is 1 HOUR and 3 Minutes	

		Resolution time for G2C is 11 minutes.	

15. Processing of Application for Vacant Position

The DAR exercises the judicious and objective assessment of the merit and fitness of all applicants for recruitment and promotion in accordance with the provisions of the Civil Service Commission (CSC) 2017 Omnibus Rules on Appointments and other Human Resource Actions (ORAOHRA) revised 2018 and the DAR Merit Selection Plan (MSP).

Office or Division:	Personnel Division – DAR Central Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government, G2C - Government to Client
Who may avail:	All interested and qualified applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter-Intent, specifying the position/item number and place of assignment (1 photocopy)	Applicant
2. Updated CSC Form 212 (duly subscribed & sworn) with Work Experience Sheet (1 photocopy)	Forms downloadable from the CSC Website (www.csc.gov.ph)
3. IPCR for the last rating period (1 photocopy)	Applicant
4. Certificates of trainings attended (1 photocopy)	Applicant
5. Proof of awards and recognition received (1 photocopy) if applicable	Applicant
6. Scholastic Records (Transcript of Records or Diploma, duly certified by the school (1 photocopy)	School last attended, CHED
7. Certificate of Eligibility (1 photocopy)	CSC/PRC

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit letter-intent, addressed to the Chief of Personnel Division, with the complete documentary requirements at the Personnel Division or the soft copy via email thru the dar.rsp.personnel@gmail.com	1.1 Receive the hard copy applications or download the applications sent via email and check the completion of attachments against the checklist	None	40 minutes per application	*HRMPSB Secretariat Personnel Division*
	1.2 Prepare the transmittal communication and turn over the application documents to the concerned offices 1.3 Transmit the application documents to the DARCO offices where the vacancy exists.	None	20 minutes	*HRMPSB Secretariat Personnel Division*
	TOTAL:	**None**	**1 Hour**	

16. 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.

Office or Division:	Planning Service (PS - Plan Implementation Monitoring Division (PIMED)
Classification:	Simple
Type of Transaction:	G2C (Government to Client) G2G (Government to Government)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
If Walk-in Client: a. Valid Identification Card (Original or photocopy for presentation to Designated Officer of the Day (DOD) only) b. Request Letter (1 copy, original), **and/or** c. Filled-up PS-Client Data Request Form (PS-CDR Form)	Any Government institution, Office of the Requesting Client, School where the client is currently enrolled Office of the requesting organization DAR-Planning Service, Designated Officer-of-the Day (DOD)
If Thru Mail (Snail Mail or e-Mail, Courier): *a.* Valid Identification Card of the requesting party (Scanned Image) *b.* Request Letter *Letter must clearly specify the data/information needed, when it is needed, and the purpose for which the data will be used	Any Government institution, Office of the Requesting Client, School where the client is currently enrolled Office of the requesting organization, School where the client is currently enrolled, or from the Client himself/herself

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A. IF WALK-IN CLIENT				
If Data requested is not available in Planning Service				
1. Presents ID Card and Request Letter to the Designated Officer-of-	1.1 Receives and peruses the request letter and	None	15 Mins	*Designated Officer of the Day (DOD)*

the-Day- (DOD/ Planning Officer II, Statistician II, Planning Officer III, Statistician III)	identification card of the client. If it is in order, assesses if data requested is available in PS.			*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 PS	2.1 Informs the client that the data being requested is not available in PS. If data is available in DAR, refers the client to concerned office. If not, advises the client on where and how he can avail the data needed.	None	15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	Transaction Completed	None	**30 minutes**	
If Data requested is Readily Available at DAR-Planning Service				
1. Presents ID Card and Request Letter to the Designated Officer-of-the-Day- (DOD/ Planning Officer II, Statistician II. Planning Officer III, Statistician 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 at DAR-PS	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 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 or is still to be processed/generated	None	20 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	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 2.3 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 2.4 Prints copy of the filled-out PS-CDR Form. Attaches the PS portion to the request letter and gives the Client's	None	25 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*

	portion to the client.			
3.1 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		*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	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	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	3.3 Records appropriate updates in the PS-CDR Form.	None	15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	3.4. Informs client that data requested is already available and ready for release, if requested document is for pick up. *Thru agreed mode, i.e., text, email, phone call or messenger	None	15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*

	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.	4.1a 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 has been informed that the data requested is available	None	20 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	4.1b 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. **Allow additional half day allowance for going to post-office or courier	None		

	Transaction Completed	**None**	**3 Hours and 50 Mins**	
If Data requested is available PS but Still needs to be processed				
1. Presents ID Card and Request Letter to the Designated Officer-of-the-Day- (DOD/ Planning Officer II, Statistician II, Planning Officer III, Statistician II)	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 at DAR-PS.	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 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 or is still to be processed/generated	None	20 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	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	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*

	2.3 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		
	2.4 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	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
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		*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	3.2 Requests concerned Technical Staff to generate the data requested by client	None	15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	3.3 Processes and generates data requested by client and gives it to the staff-in-charge of complying with	None	2 days	*PO II or PO III, PO IV, Stat II or Stat III Program In-Charge*, PIMED-PS

	the client's request.			
	3.4 Receives documents from Technical Staff and Compiles all data requested (if multiple data requirements)	None	20 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	3.5 Prepares transmittal letter/memo, seeks clearance from Division Chief or PS Director for release of data requested	None	20 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	3.6 Signs transmittal memo/letter and instructs staff-in-charge to release data requested	None	20 mins	*PS Director / Division Chief- PIMED*
	3.7 Records appropriate updates in the PS-CDR Form	None	10 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	3.8 Informs client that data requested is already available and ready for release	None	10 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*

	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 has been informed that the data requested is available	None	20 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	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. **Allow additional half day allowance tor going to post-office or courier	None		

	Transaction Completed	**None**	**2 Days 2 Hours and 55 Mins**	
	TOTAL:			
	Data is not Available at PS	**None**	**30 Minutes**	
	Data is Readily Available at PS	**None**	**3 Hours and 50 Minutes**	
	Data is at PS But Still Needs to be Processed	**None**	**2 Days, 2 Hours and 55 Minutes**	
B. IF THRU E-MAIL/SNAIL MAIL or COURIER				
If Data requested is not available at PS				
1. Sends request email to Planning Service thru ps.pimd@gmail.com *(with attached image of valid ID of requesting party)* OR	1.1a 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.	*PO II, PO III, Stat II or Stat III* (in-charge of manning the e-mail accounts)
Sends request letter to Planning Service thru: The Director, Planning Service	1.1b Receives request letter, records receipt of documents in PS receiving logbook,	None		*Admin Aide* Office of the Director

4/F DAR Main Building Department of Agrarian Reform-Central Office Elliptical Road, Diliman Quezon City	and forwards document to DOD			
	1.2 Receives request letter from Admin Aide or staff in-charge of emails and assesses whether data requested is available or not available at PS, and whether it is readily available or is still to be generated, if available in PS.	None	15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
2. Receives information from DOD that data requested is not available in DAR	3.1 Informs the client that the data being requested is not available in PS. If data is available in other offices in DAR, refers the client to concerned office. - Prepares and send communication to the client regarding non-	None	1 Hour	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*

	availability of the data and if possible advises client on where and how the data can be availed			
	Transaction Completed	**None**	**1 Hour and 35 Minutes**	
If Data requested is available in DAR – Readily Available at DAR-Planning Service				
1. Sends request email to Planning Service thru ps.pimd@gmail.com OR	1.1a 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.	*PO II, PO III, Stat II or Stat III* (in-charge of manning the e-mail accounts)
Sends request letter to Planning Service thru: The Director, Planning Service 4/F DAR Main Building	1.1b Receives request letter, records receipt of documents in PS receiving logbook, and forwards document to DOD	None		*Admin Aide* Office of the Director

Department of Agrarian Reform-Central Office Elliptical Road, Diliman Quezon City				
	1.2 Receives request letter from Admin Aide or staff in-charge of emails and assesses whether data requested is available or not available at PS, and whether it is readily available or is still to be generated, if available in PS.	None	15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
2. Provides additional details to the DOD, finalizes arrangement on when and how data will be claimed	2.1Communicates with the client to: - acknowledge receipt of his/her request; - get details on data being requested, if needed; and - firm up contact details, and arrangements on when the data will be	None	2 Hours	

	available and how it will be claimed			
	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. Prints copy of filled-out PS-CDR Form and attaches it to the request letter	None	20 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
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		*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	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	None	2 hours	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*

	request involves multiple data			
	3.3 Records appropriate updates in the PS-CDR Form.	None	15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	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	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	3.5 Waits for the client to claim data requested	None	(Paused clock)	
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	30 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	4.2 Sends requested data to client based on agreed mode	None		

	(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			
	Transaction Completed	**None**	**5 Hours and 55 Mins**	
If Data requested is available in DAR – Still needs to be processed		None		
1. Sends request email to Planning Service thru ps.pimd@gmail.com OR	1.1a 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.	*PO II, PO III, Stat II or Stat III* (in-charge of manning the e-mail accounts)
Sends request letter to Planning Service thru:	1.1b Receives request letter, records receipt of	None		*Admin Aide* Office of the Director

The Director, Planning Service 4/F DAR Main Building Department of Agrarian Reform-Central Office Elliptical Road, Diliman Quezon City	documents in PS receiving logbook, and forwards document to DOD			
	1.2 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	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
2. Provides additional details to the DOD, finalizes arrangement on when and how data will be claimed	2.1Communicates with the client to: - acknowledge receipt of his/her request;	None	2 Hours	

	- get details on data being requested, if needed; and - firm up contact details, and arrangements on when the data will be available and how it will be claimed			
	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. Prints copy of filled-out PS-CDR Form and attaches it to the request letter	None	20 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	2.3. Undertakes completed staff work (CSW) to comply with the request letter:	None		*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*

	2.4 Requests concerned Technical Staff to generate the data requested by client		15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	2.5 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	*DOD- PO II, PO III, PO IV Stat II or Stat III of PIMED-PS* (Program in Charge) PIMED-PS
	2.6 Receives documents from Technical Staff and Compiles all data requested (if multiple data requirements)	None	20 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	2.7Prepares transmittal letter/memo, seeks clearance from Division Chief or PS Director for release of data requested	None	30 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	2.8 Signs transmittal memo/letter and instructs staff-in-charge to release data requested	None	30 mins	*PS Director / Division Chief*

	2.9 Records appropriate updates in the PS-CDR Form	None	15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	2.10 Informs client that data requested is already available and ready for release	None	15 mins	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	2.11 Waits for the client to claim the data, if for pick-up	None	(Paused clock)	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
3. Receives/claims requested data from DAR, and fills-out Client Satisfaction Form.	3.1.a. 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	*DOD- PO II, PO III, Stat II or Stat III of PIMED-PS*
	4.1b 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		

	Transaction Completed	**None**	**2 Days 7 Hours and 30 Mins**	
	TOTAL:			
	Data is not Available at PS	**None**	**1 Hour and 35 Mins**	
	Data is Readily Available at PS	**None**	**5 Hours and 55 Mins**	
	Data is Available at PS but Still Needs to be Processed	**None**	**2 Days 7 Hours and 30 Mins**	

17. 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 filed.

Office or Division:	Records Division
Classification:	Simple
Type of Transaction:	Government to Citizen; Government to Government
Who may avail:	Parties to the Case and other interested Parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Chief Administrative Officer* Records Division
2. Present valid IDs, SPA (if Representative), and Letter-request	2.1 Prepare and present Request Slip for Order of Payment	None	5 minutes	*Chief Administrative Officer* Records Division
	2.2 Prepares official letter to BALA-Division Chief (if requested by BALA)	None	1 day	*Chief Administrative Officer* Records Division

	2.3 Issues Official Order of Payment	None	2 minutes	*Chief Accountant* Accounting Division
3. Pay Required Fees	3.1 Pay to Cashiering	None	2 minutes	*Chief Administrative Officer* Records Division
	3.2 Issue Official Receipt	P50.00/ certification*free of charge – for farmers and ARBs	3 minutes	*Head Cashier* Cashiering Unit
	3.3 Prepare and issue CMR	None	5 minutes	*Chief Administrative Officer* Records Division
4. Receives Copy of CMR	4. Asks Client to sign in the logbook	None	1 minute	*Chief Administrative Officer* Records Division
5. Fills-out Client's Satisfaction Form	5. Places Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Records Division
	TOTAL:			
	Parties/Not-Parties to the Case	**P50.00***	**25 minutes**	
	Farmers and ARBs	**Free****	**13 minutes**	
	BALA	**Free****	**1 day**	

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 filed.

Office or Division:	Records Division
Classification:	Simple
Type of Transaction:	Government to Citizen; Government to Government
Who may avail:	Parties to the Case and other interested Parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for issuance of Certification on Motion for Reconsideration (CMR) thru Emails and DAR Facebook Messenger (rmd@dar.gov.ph and rmd.secretariat.@dar.gov.ph)	1.1. Assesses the request to determine needs and endorses to person responsible	None	5 minutes	*Chief Administrative Officer* Records Division

	1.2. Contacts or Calls the Requesting Party	None	5 minutes	*Chief Administrative Officer* Records Division
2. Email Photocopy of valid IDs, SPA (if Representative), and Letter-request	2.1. Prepares and presents Request Slip for Order of Payment to Accounting Division	None	5 minutes	*Chief Administrative Officer* Records Division
	2.2. Prepares official letter to BALA-Division Chief (if requested by (BALA)	None	1 day	*Chief Administrative Officer* Records Division
	2.3. Issues Official Order of Payment	None	2 minutes	*Chief Accountant* Accounting Division
3. Pay Required Fees via online payment (thru LBP) and cost of courier service	3.1. Pays to Cashiering	None	2 minutes	*Chief Administrative Officer* Records Division
	3.2 Issues Official Receipt	P50/ certification* free of charge – for farmers	3 minutes	*Head Cashier* Cashiering Unit

		and ARBs		
	3.3 Prepares and send CMR via Courier Service	None	1 day	*Chief Administrative Officer* Records Division
4. Receives Copy of CMR from the Courier Service	4. Emails the Client Satisfaction Form	None	2 minutes	*Chief Administrative Officer* Records Division
5. Fills-out Client's Satisfaction Form then email to Records Division	5. Print and places Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Records Division
	TOTAL:			
	Parties/Not-Parties to the Case	**Php 50.00**	**1 day and 26 minutes**	
	Farmers and ARBs	**Free**	**1day and 19 minutes**	
	BALA	**Free**	**1 day**	

*- Memorandum Circular No. 2, Series of 2011

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

18. 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.

Office or Division:	Records Division
Classification:	Simple
Type of Transaction:	Government to Government; Government to Citizen
Who may avail:	DAR Personnel and Publics

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of DAR Issuances	1.1 Attend to client to determine needs and endorses to responsible person	None	5 minutes	*Chief Administrative Officer* Records Division
	1.2 Checks for the availability of the DAR issuance	None	2 minutes	*Chief Administrative Officer* Records Division
	1.3 Issue and present Request Slip for Order of Payment	None	5 minutes	*Chief Administrative Officer* Records Division
	1.4 Issue Official Order of payment	None	2 minutes	*Chief Accountant* Accounting Division
2. Pay Required Fees	2.1 Pay to Cashiering	None	2 minutes	*Chief Administrative Officer* Records Division
	2.2 Issues Official Receipt	P50.00/ document -	3 minutes	*Head Cashier* Cashiering Unit

		CTC; P10.00/ page – xerox copy; free of charge – for farmers and ARBs.		
	2.3. Prepare and issue CTC of DAR Issuance	None	5 minutes	*Chief Administrative Officer* Records Division
3. Receive CTC of DAR Issuance	3. Ask Client to sign in the logbook	None	1 minute	*Chief Administrative Officer* Records Division
4. Fill-out Client Satisfaction Form	4. Place Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Records Division
	TOTAL:			
	Publics	**Php50.00/ document* - CTC; Php10.00/page *-plain**	**27 minutes**	
	Farmer and ARB	**Free of charge****	**15 minutes**	
	DAR Personnel	**Free of charge**	**15 minutes**	

*- Memorandum Circular No. 2, Series of 2011

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

DIGITAL OR ONLINE FRONTLINE SERVICES OF RECORDS DIVISION

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

Office or Division:	Records Division			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	DAR Personnel and Publics			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of DAR Issuances thru E-mails and DAR Facebook Messenger (rmd@dar.gov.ph and rmd.secretariat@dar.gov.ph)	1.1. Assesses and endorses to responsible person	None	5 minutes	*Chief Administrative Officer* Records Division
	1.2. Checks for the availability of the DAR issuance	None	2 minutes	*Chief Administrative Officer* Records Division
	1.3. Issues and presents Request Slip for Order of Payment	None	5 minutes	*Chief Administrative Officer* Records Division
	1.4. Issues Official Order of payment	None	2 minutes	*Chief Accountant* Accounting Division
2. Pay Required Fees via online payment	2.1. Pays to Cashiering Unit	None	2 minutes	*Chief Administrative Officer*

(thru LBP) and cost of courier service				Records Division
	2.2. Issues Official Receipt	P50.00/ document - CTC; P10.00/ page - xerox copy; *free of charge – for farmers and ARBs.	3 minutes	*Head Cashier* Cashiering Unit
	2.3. Prepares and send CTC of DAR Issuance via Courier Service	None	1 day	*Chief Administrative Officer* 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	*Chief Administrative Officer* Records Division
4. Fills-out Client Satisfaction Form	4.1. Place Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Records Division
	TOTAL:			
	Publics	**Php50/ document* - CTC;** **Php10.00/page**	**1 day and 22 minutes**	

		***-xerox copy**		
	Farmer and ARB	**Free of charge****	**1 day and 10 minutes**	
	DAR Personnel	**Free of charge**	**15 minutes**	

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

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

This Certified True Copy of order or decision/document is requested by parties to the case and other interested parties or clients as their reference in whatever legal purpose or other applications

Office or Division:	Records Division
Classification:	Simple
Type of Transaction:	Government to Client/Government to Government
Who may avail:	Parties to the Case/Interested Parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of Order/Documents	1.1 Attend to client to determine needs and endorses to responsible person	None	5 minutes	*Chief Administrative Officer* Records Division
2. Present valid IDs, SPA (if Representative) and Letter-request	2.1 Provide Letter-Request Form and present to BALA	None	5 minutes	*Chief Administrative Officer* Records Division
	2.2 BALA evaluate and approve the request	None	2 minutes	*Attorney IV* Bureau of Agrarian Legal Assistance (BALA)
	2.3 Prepare and present Request Slip (RS) for Order of Payment	None	5 minutes	*Chief Administrative Officer* Records Division

	2.4 Issues Official Order of Payment	None	2 minutes	*Chief Accountant* Accounting Division
3. Pay Required Fees	3.1 Pays to Cashiering	None	2 minutes	*Chief Administrative Officer* Records Division
	3.2 Issues Official Receipt	P50.00/ document - CTC; P10.00/ page - xerox copy; *free of charge – for farmers and ARBs.	3 minutes	*Head Cashier* Cashiering Unit
	3.3 Prepares and issue copy of CTC	None	5 minutes	*Chief Administrative Officer* Records Division
4. Receives Copy of CTC	4. Asks Client to sign in the logbook	None	1 minute	*Chief Administrative Officer* Records Division
5. Fills-out Client Satisfaction Form	5. Places Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Records Division
	TOTAL:			
	CTC for Party/Not-Party to the Case	**Php50.00/document**	**32 minutes**	
	for Party/Not-Party to the Case	**Php10.00/ page -**	**32 minutes**	

		Xerox Copy		
	Farmer and ARBs	**Free of charge ******	**20 minutes**	

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

Office or Division:	Records Division
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Parties to the Case/Interested Parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of Order/ Documents thru E-mails and	1.1. Assesses the request and endorses to responsible person	None	5 minutes	*Chief Administrative Officer* Records Division

DAR Facebook Messenger rmd@dar.gov.ph or rmd.secretariat.@dar.gov.ph				
	1.2. Contacts or Calls the Requesting Party	None	5 minutes	*Chief Administrative Officer* Records Division
2. Email Photocopy of valid IDs, SPA (if Representative), and Letter-request (if not Party to the case)	2.1. Presents request to BALA for approval	None	5 minutes	*Chief Administrative Officer* Records Division
	2.2. BALA evaluates and approves the request	None	2 minutes	*Attorney IV* Bureau of Agrarian Legal Assistance (BALA)
	2.3. Prepares and presents Request Slip (RS) for Order of Payment	None	5 minutes	*Chief Administrative Officer* Records Division
	2.4. Issues Official Order of Payment	None	2 minutes	*Chief Accountant* Accounting Division
3. Pay Required Fees via online payment (thru LBP) and cost of courier service	3.1. Pays to Cashiering	None	2 minutes	*Chief Administrative Officer* Records Division
	3.2. Issues Official Receipt	P50/page - CTC; P10/page - plain copy;	3 minutes	*Head Cashier* Cashiering Unit

		free of charge – for farmers and ARBs.		
	3.3. Prepares and sends copy of CTC via Courier Service	None	1 day	*Chief Administrative Officer* Records Division
4. Receives Copy of CTC from Courier Service	4. Emails the Client Satisfaction Form (CSF) to Client	None	1 minute	*Chief Administrative Officer* Records Division
5. Fills-out CSF and email back to Records division the picture of CSF	5. Places Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Records Division
	TOTAL:			
	CTC for Party/Not-Party to the Case	**P50/doc*;** **P10/page* - xerox copy**	**1 day and 32 minutes**	
	Farmer and ARBs	**Free of charge*****	**1 day and 20 minutes**	

*- Memorandum Circular No. 2, Series of 2011

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

20. 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.

Office or Division:	Cashiering Division - Central Office			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	All Prospective Bidders and Interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Order of payment form.		Bids and Awards Committee and/or Accounting Section.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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) and Verifies information from the order of payment and receives payment.	None	5 Minutes	*Cashier II*
2. Pay the necessary fees	2.Issuance official receipt based on the bid documents.	None	3 Minutes	*Cashier II*
3. Receives official receipt and Fills-out Feedback Form	3. Reviews the accomplished Feedback Form	None	2 Minutes	*Cashier II*
	TOTAL:	None	**10 Minutes**	

21. Rental of DAR Gymnasium and Dormitories

Rental of DAR 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.

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C - Government to Public			
Who may avail:	All employees of DARCO, DARRO/PO (for dormitories and HRD) including private organizations. (for gym)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter with Complete Information (Date and Time of Event, Number of Participants, Contact Person)		Requesting party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits the request letter / Direct inquiries at GSD/ Staff on Duty	1.1 Receives letter request and forwarded to the GSD.	None	1 Minute	*Staff on Duty*
	1.2 Checks the availability schedule of the requested facilities	None	1 Minute	For Dorm *Administrative Aide VI* Admin Service-OD For HRD and Gym *Admin Aide VI* GSD
	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 regarding rules and policy guidelines about the facilities 2.2 Records the Schedules of the event. Presents the rental rate of gymnasium, dormitories 2.3 Informs the requesting party to secure Order of Payment to the Accounting Division as a requirement for final rental payment	None 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 For HRD: DAR Employees – Free	1 hour 2 minutes 1 minute	*Admin. Aide VI* GSD *Admin. Aide VI* GSD *Admin. Aide VI* GSD
3. Proceed to Accounting Division to secure Order of Payment	3.1 Issues Order of Payment to the client	None	1 minutes	Accounting Division

4. Proceed to Cashier Unit and present the order of payment and pay for the fees required	4.1 Receives the Order of Payment 4.2 Issuance of Official Receipt	None	1 minute	*Admin. Assistant III* Cashier Unit
5. Proceed to GSD and present the 1 duplicate copy of OR	5.1 Receives duplicate copy of Official Receipt (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	None	15 minutes	*GSD Supply Admin staff*

	TOTAL:		**1 hour and 30 minutes**	
	For Gym Option 1:	**Php 1,500**		
	Option 2:	**Php 15,000**		
	For Dorm Option 1:	**Php 50.00/per night**		
	Option 2: For DAR employees	**Free**		

CENTRAL OFFICE

INTERNAL SERVICES

1. Request for inclusion in the availment of foreign/local scholarship

This covers the acceptance of the applicants' documents endorsed by the Heads of office at DARCO and the RHRDC on the request regarding available scholarship opportunities.

Office or Division:	Learning and Development Division (LDD)
Classification:	simple
Type of Transaction:	Government to Government
Who may avail:	All DAR Officials and Permanent Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Recommendation letter from the head of office taking into consideration the following; - Relevance and usefulness of the course to the competency requirement of the applicant and to the needs of the office/unit - Availability of funds - Delivery of the office services shall not be disrupted by the applicant's availment of scholarship	Head of Office
2. Endorsement Letter from the Regional HRDC to be approved by the Regional Director addressed to the National HRDC	R-HRDC
3. Application Form/ Letter to the Chair, Regional HRDC	Applicant
4. Personal Data Sheet (PDS) / CSC Form 212 (Revised 2017)	Personnel Division / STOD
5. Certified Copy of Service Record	
6. Certified Copy of Transcript of Records (Baccalaureate/Graduate)	Applicant/ School Registrar
7. Certified copy of Diploma (Baccalaureate/ Graduate)	

8. Statement of actual duties and responsibilities duly certified by the immediate supervisor; 9. Performance Rating for the last two (2) rating periods 10. Certification of no pending Administrative/ Criminal Case issued by the legal service or its field counterpart; 11. Certification of no pending nomination to any scholarship (foreign/local); 12. Certification of no obligation from previous training programs attended; 13. List of trainings attended duly certified by the Personnel Division 14. Certification of non-withdrawal signed by the applicant and attested by head of office 15. Consent of spouse, if applicable 16. Invitation from donor institutions (if self-solicited) *Note: due to the declaration of National Health Emergency scanned copies of documents are accepted	Immediate Supervisor Personnel Division/ STOD Legal Service/Legal Division ARCDS/ STOD Personnel Division / STOD Applicant Spouse of the Applicant Donor Institution/ Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application together with the documentary requirements	1.1 The HRDC Secretariat records receipt of forwarded documents of applicants endorsed by the Regional HRDC and the submitted documents by DARCO	None	5 minutes	*ARPOII,* LDD-ARCDS (HRDC Secretariat)

	1.2 The HRDC Secretariat Reviews completeness of the submitted documents using the DAR Scholarship Form (DAR QF-018 Checklist of Documentary Requirements for Scholarship Application)		1 day	*ARPOII,* LDD-ARCDS (HRDC Secretariat)
	1.3 Prepares and sends communication/ feedback to the Head of Office and applicant/s as to the completeness of the documents submitted	None	1 day	*ARPOII,* LDD-ARCDS (HRDC Secretariat), *Director.* ARCDS
2. Received feedback and fills up client satisfaction	2. Collects client feedback	None	2 hours	*ARPOII,* LDD-ARCDS (HRDC Secretariat)
	TOTAL:	**None**	**2 Days, 2 Hours & 5 minutes**	

2. 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).

Office or Division:	External Affairs and Relations Service (EARS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	HOR/Senate/OP			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send comments/inputs/position paper to be drafted by the office concerned	0. Receive the comments/inputs/position paper and record the same in the logbook submitted by the office concerned	None	5 mins	*Administrative Support Staff III, V*
	1. Review the document/s submitted	None	20 mins	*DLLS*
	2. Collate/ consolidate and finalize comments/position paper	None	1 hour	*Technical Support Staff III/DLLS*
	3. Prepare the cover memorandum for signature of the OIC, Director	None	20 mins	*Technical Support Staff/DLLS*

	4. Review and approve the cover memorandum	None	10 mins	*Director*
	5. Release the comments/inputs / position paper for approval of the Secretary	None	5 mins	*Administrative Support Staff III, V*
	6. Review and approve the comments/inputs / position paper submitted to OSEC	None	2 days	*DAR Secretary*
	7. Receive the documents approved by the Secretary	None	5 mins	DLLS/Technical Support Staff II/ Administrative Support Staff III, V
	8. Release the approved comments/inputs /position paper to the Requesting Agency/Party	None	5 mins	DLLS
		TOTAL:	**2 days 2 hours 10 mins**	

3. Drafting 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).

Office or Division:	External Affairs and Relations Service (EARS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	HOR/Senate/OP			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter Request		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Endorsement/ Referral of letter-request	1.1 Receive and record the letter request with attachments in the logbook	None	5 mins	*Administrative Support Staff III, V*
	1.2 Review the letter and the attachments; draft the endorsement letter to office/s concerned	None	15 mins	*Department Legislative Liaison Specialist (DLLS)*
	1.3 Review, approve and sign the endorsement letter	None	5 mins	*Director*
	1.4 Forward the endorsement letter to appropriate sector or department for appropriate action	None	15 mins	*Technical Support Staff II/DLLS*
	1.5 Waiting for the preparation of the Position Paper by the office concerned	None	3 days	*Office/s concerned*

	1.6 Follow-up with the office concerned re Position Paper 1.7 Receive and record in the logbook the submitted position paper	None None	2 days 5 mins	*DLLS/TSS II* *Administrative Support Staff III, V*
	1.8Review/verify the documents if in order	None	10 mins	*Department Legislative Liaison Specialist (DLLS)*
	1.9Submit comment/ position paper to HOR/ Senate/OP	None	20 mins	*DLLS/Technical Support Staff II/ Administrative Support Staff III, V*
		TOTAL:	**5 days 1 hour 15 mins**	

4. 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.

Office or Division:	External Affairs and Relations Service (EARS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	HOR/Senate/OP/Judiciary			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Endorsement/ Referral of request for information		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit Endorsement/ Referral of request for information	1.1 Receive and record the documents in the logbook	None	5 mins	*Administrative Support Staff III, V*
	1.2 Review the documents and Prepare letter-request to the offices concerned re: request for data	None	30 mins	*Department Legislative Liaison Specialist (DLLS)*
	1.3 Review/sign letter-request	None	10 mins	*Director*
	1.4 Forward signed letter-request to offices concerned	None	5 mins	*Administrative Support Staff III, V*
	1.5 Wait for the data to be submitted	None	2 days	*Administrative Support Staff III, V*
	1.6 Follow-up the request from the offices concerned	None	10 mins	*Technical Support Staff III/ Administrative Support Staff III, V*
	1.7 Collect and collate data	None	1 day	*Technical Support Staff II*

	1.8 Prepare cover-letter	None	30 mins.	*Technical Support Staff II/DLLS*
	1.9 Sign the cover-letter	None	5 mins	*Director*
	1.10 Submit the data requested to the requesting party/office	None	1 day	*DLLS/Technical Support Staff II/ Administrative Support Staff III, V*
		TOTAL:	**4 days, 1 hour, 35 mins**	

5. Legal Review of Contracts, Agreements, and Undertakings of the Department

This service refers to the assistance given to the different offices, bureaus, service, and field offices of the Department by reviewing the legality and appropriateness of contracts, agreements, and other undertakings of the Department before the approval and signature of the concerned Department officials.

Office or Division:	Office of the Undersecretary for Legal Affairs			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Department Offices, Bureaus, Services, DAR Field Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
contracts, agreements, and other undertakings of the Department		Requesting party/ client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request for legal review/comment	1.1 Receive and record the letter request and forward the documents to the Chief of Staff/ Senior Executive Assistant	None	30 minutes	*MARCIA EUGENIA LALIC/ JOCELYN TABAGO*
	1.2 Review, evaluate, and assign the request and forward the documents to designated	None	30 minutes	

	lawyer consultant			
	1.3 Review of the contracts, agreements and other undertakings of the Department	None	2 days	
	1.4 Draft legal comment/ reply	None	4 hours	
	1.5 Technical review of the draft opinion/ position paper	None	2 hours	
	1.6 Finalize and print the draft legal comment/ reply and forward to the Chief of Staff/ Senior Executive Assistant	None	1 hour	
	1.7 Review of the finalized legal comment/reply and forward to the Undersecretary for approval and signature	None	30 minutes	
	1.8 Review and approval of the Legal Comment/	None	1 hour	

	Reply on the subject contract, agreement, or undertaking.			
	1.9 Advise client of the availability of the requested legal comment/reply document, for pick up	None	10 minutes	
2. Pick-up of legal comment/reply document	2. Release and record the legal comment/reply document	None	15 minutes	
	TOTAL:	**None**	**3 Days and 1 Hour and 55 minutes**	

6. Certification as to Pendency of Administrative Case (No Pending Case)

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

Office or Division:	Legal Service			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government employees			
Who may avail:	DAR employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. For walk-in clients: Fill - up Request Form Others: Send letter – request through mail or e-mail	1.1 Receive Request Form.	None	10 Mins	*Officer of the Day (OD)*
	1.2 Verify from data base and confirm from folders the existence of Formal Charge.		1 hour	*Administrative Staff*
	1.3 Prepare, initial and assign number to the Certificate		15 mins	*Administrative Staff*
	1.4 Sign the Certificate		15 mins	*Atty. V / Authorized alternate signatory Per L.S. Memo No. 23 Series of 2019*
	1.5 Release Certificate to the requesting party.		10 mins	*Administrative Staff*
	TOTAL:	**None**	**1 hour 50 minutes**	

7. Providing ICT Technical Support

This procedure lays down the process of how Information and Communication Technology (ICT) resources including hardware, software and application are maintained, repaired and managed to ensure of an effective, efficient services to employees for continuous smooth operation in the workplace.

Office or Division:	DARCO-MISS			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled-out Request Form		http://bit.ly/DARHDesk https://bit.ly/OnlineHDFeedBack		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills-out online MISS Service Desk ICT Incident Report Form (http://bit.ly/DARHDesk)	1.1 Automatically receives alert or notification of submitted ICT Incident Report through email	None	1 minute	*Client, IT Support Division Chief*
	1.2. Acknowledges the submitted ICT report through SMS or email.	None	2 minutes	*IT Support Division Chief*
	1.3 Categorizes ICT Incident Report as either, Hardware, Software, Request, or Network	None	2 minutes	*IT Support Division Chief*
	1.4 Verifies or validates the ICT Incident Report	None	3 minutes	*IT Support Division Chief*
2. Affirm/Cancel/Deny ICT Incident Report	2.1 If the Client cancels or denies the ICT Report, it	None	1 minute	*IT Support Division Chief*

through SMS, email, or voice call	will still be considered as resolved.			
	2.2 If the Client affirms the ICT Report, Sets Prioritization of ICT Incident Report into normal, high, critical	None	2 minutes	*IT Support Division Chief*
	Level of troubleshooting and resolution of ICT Incident 2.3 Identifies level of troubleshooting and resolution of ICT Incident	None	1 minute	*IT Support Division Chief*
	2.3.1 If Level 1, Level 1 conducts troubleshooting and resolution of ICT incident.	None	10 minutes	*IT Support Division Chief*
	2.3.2 If Level 2, level 1 endorses the ICT Incident	None	1 minute	*IT Support Division Chief*
	2.4 Level 2 accepts the ICT incident	None	1 minute	*IT Support Division Chief*
	2.5 Conducts remote troubleshooting and resolution of ICT incident.	None	2 Hours	*IT Support Division Chief*
	IF ICT Incident cannot be resolved remotely, equipment will be pulled-out and repaired at MISS			
	2.6 Conducts disinfection of	None	4 Hours	*IT Support Division Chief*

	equipment for repair			
	2.7 Conducts physical troubleshooting and resolution of ICT incident.	None	Easy 4 Hours Moderate (1 Day) Difficult (2 Days)	*IT Support Division Chief*
3. Fills-out Client Satisfaction Form (https://bit.ly/OnlineHDFeedBack)		None	1 minute	*Client*
			IF ICT Report is canceled or denied, Resolution time is: 9 minutes **IF ICT incident is resolved by L1, resolution time is 22 minutes** **IF ICT incident is resolved by L2 through remote assistance, resolution time is 2 Hours and 14 minutes** **IF ICT incident is resolved by L2 through remote and actual assistance, resolution time is**	

		Easy: 1 Day and 2 Hours and 14 minutes, Moderate: 1 Day and 6 Hours and 14 minutes, Difficult: 2 Days and 6 Hours and 14 minutes	

Remarks: The client will be notified automatically through email all the events happening during the ICT Resolution.

8. 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.

Office or Division:	Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Central Office Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request form		Personnel Division		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits the filled-up request form	1.1 Receives the submitted filled up request form	None	2 minutes	*Administrative Aide IV/VI*
	1.2 Evaluates request and forward to concern section	None	3 minutes	*Administrative Aide IV/VI*
	1.3 Verifies and reviews employee records and prepares requested document		10 minutes	*Administrative Office II*
	1.4 Reviews and sign by authorized officer		10 minutes	*Chief Administrative Officer*

2. Receives copy of the requested record	2.1 Releases approved record to the concern personnel and records in the logbook	None	5 minutes	*Administrative Assistant III*
	TOTAL:	**None**	**30 minutes**	

9. Processing of Application for Leave of Absence

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.

Office or Division:	Personnel Division - DARCO
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DAR Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application for leave of absence two (2) original copies:	Personnel Division for the form/ www.csc.gov.ph
Types of Leave:	
1.a. *Sick Leave of absence:*	
- Medical Certificate for more than 5 days	Attending Physician
- Office Clearance for 30 days or more	Personnel Division for the form/ www/csc.gov.ph
1.b. *Vacation/Mandatory Leave*	
- Office Clearance for 30 days or more	
1.b.1 - *Additional requirements for travel abroad:*	
- Letter request at least 15 days prior to the scheduled date of departure	Employee concern
- Office Clearance	Personnel Division/ www/csc.gov.ph
- Certification from the Head of Office that will not in any way affect work performance of the Office	Head of Office
- Written justification if the request did not comply with the aforementioned 15 working days lead time	Employee Concern
- Photocopy of the round-trip ticket	Employee Concern
1.c *Solo Parent Leave*	
- Photocopy of the latest Solo Parent ID issued by DSWD	Employee Concern

1.d *Maternity Leave (105 days)* - Medical Certificate - Office Clearance	 Attending Physician Personnel Division/ www/csc.gov.ph
1.e *Paternity Leave* - Medical Certificate	 Attending Physician
1.f *Rehabilitation Leave* - Police Incident Report - Medical Certificate	 Attending Physician
1.g *VAWC, any of the following* - Barangay Protection Order; - Temporary/Permanent Protection Order obtain from the Court; - 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.	 Barangay Captain / Municipal Trial Court in the absence of Brgy Captain and MTC, Punong Barangay/Kagawad or Prosecutor or Clerk of Court
1.h - *Adoption Leave* - Authenticated copies of the Decree of Adoption issued by the proper court	 Proper court authorities
1.i Calamity leave (5 days) - Declaration of state of calamity	 National/local issuances
1.j Quarantine leave (14 days) - result of RTPCR/antigen - barangay certification (either close contact etc) - office memorandum signed by the head of office - certification of protocol committee	 LGU/IATF order/resolution
Note: Study leave and terminal leave Application have a different process	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the application for leave of absence duly recommended and signed by the immediate supervisor with the required supporting documents office clearance (for 1 month or more but not to exceed one year)	1.1 Receives and encode in the ODTS and forwards to the Administrative Staff/Officer		10 minutes	*Administrative Staff*
	1.2 Evaluates application for leave of absence as to completeness of information		15 minutes	*Administrative Assistant III*
	1.3 Fill out available leave balances in the application for leave form and indicate whether with or without pay and affix initial		5 minutes	*Administrative Officer II*
	1.4 Records the type of leave of absence and the number of days applied for in the leave card index /Automated leave carding system		10 minutes	*Administrative Officer II*
	1.5 Evaluates and signs in the certificate of available leave		5 minutes	*Chief Administrative Officer*

	balances portion of the application form. 1.6 Records in the ODTS and forwards the application for leave absence to the Office of the Regional Director for approval /disapproval 1.7 Approve the application for leave of absence 1.8 Provide copy to the personnel concern the approved /disapproved application for leave of absence 1.9 File approved application for leave of absence in the 202 file of the concerned personnel		10 minutes 4 hours 3 minutes 5 minutes	*Administrative Assistant III* *Admin Director/Usec for FMA* *Administrative Aide IV/VI* *Administrative Aide IV/VI*
	TOTAL:	**None**	**5 hour & 3 minutes**	

10. Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment

Documentary requirements and step by step processes for the payment of first and last salaries of DAR officials and employees per approved appointment, certificate of assumption to duty & funds availability as authorized by the DBM.

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Central Office Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FIRST SALARY	
2. Certified copy of the duly approved appointment by the appointing authority	Personnel Division
3. Certified copy of the certificate of assumption to duty	Personnel Division
4. Certified copy of the oath of office	Personnel Division
5. Attested copy of the Statement of Assets, Liabilities and Networth (SALN) as of date of assumption to duty	www.csc.gov.ph / Personnel Division for the form Personnel Division
6. Duly signed finger scan report/daily time record	BIR Office
7. Tax Identification Number	Phil-health Office
8. Phil-health Identification Number	Pag-IBIG Office
9. Pag-IBIG Member's Identification Number	
10. LBP Payroll Account Number	LBP with Endorsement from the Personnel Division
11. Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)	Records Division or through Office 365 Account for SOs, Personnel Division for TOs and OBs and CAs from visited office/agency

Additional Requirements for transferees and reappointment	
12. GSIS Business Partner (BP) Number	Former office
13. Copy of authority to transfer	Former office
14. Certificate of last salary received from former office certified by the Chief Accountant and verified by the COA Resident Auditor	Former office
15. Approved office clearance	Former office
16. Updated Service Record	Former office
17. Certificate of available leave credits	Former office
18. BIR W2 or Income Tax Return (ITR)	Former office
19. Certificate of Service Vehicle – for 3rd level officials of Regional and Provincial Offices	Administrative Service
20. Pag-IBIG & P-health forms for updating/consolidation of members records	Personnel Division
B. LAST SALARY	
1. Duly signed finger scan report/daily time record	Personnel Division
2. Approved office clearance	Personnel Division
3. Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)	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
A. FIRST SALARY				

1. Submit to the Personnel Division the complete documentary requirements	1.1 Receives documents, encodes to ODTS and forwards to the Payroll Officer	None	20 minutes	*Administrative Aide IV/VI*
	1.2 Evaluates the submitted documentary requirements as to completeness and encodes the personal information provided through the PDS in the payroll system database	None	1 Hour & 30 Minutes	*Administrative Officer IV*
	1.3 Prepares the Disbursement Voucher (DV) and Obligation Request (OBR) for claims with complete documentary requirements and affix Initials	None	20 minutes	*Administrative Officer IV*
	1.4 Forwards the claim to the CAO/ARD for STO for final evaluation and initials	None	10 minutes	*Administrative Officer IV*
	1.5 Reviews with finality the claim for payment of	None	20 minutes	*Chief Administrative Officer*

	salary and allowance/s and affix initials in the DV & OBR			
	1.6 Updates the status of the claim in the ODTS and forwards to the Office of the Director for Administrative Service for signature/approval of the Box A for both DV & OBR	None	20 minutes	*Administrative Aide IV/VI*
END OF TRANSACTION				
	TOTAL:	**None**	**3 Hours**	
B. LAST SALARY				
1. Submit letter of intent (retirement, resignation, transfer)	1.1 Receives letter of intent (retirement, resignation, transfer) and issue a Copy of the Office Clearance form for signature and approval	None	5 minutes	*Administrative Aide IV/VI*
	1.2 Encodes the documents to the ODTS and forwards to the Payroll Officer	None	15 minutes	*Administrative Aide IV/VI*

	1.3 Evaluates the submitted documentary requirements as to completeness and encodes the personal information provided through the PDS in the payroll system database	None	1 hour and 30 minutes	*Administrative Aide IV/VI*
	1.4 Prepares the Disbursement Voucher (DV) and Obligation Request (OBR) for claims with complete documentary requirements and affix initials	None	20 minutes	*Administrative Officer IV*
	1.5 Forwards the claim to the CAO/ARD for STO for final evaluation and initials		10 minutes	*Administrative Officer IV*
	1.6 Reviews with finality the claim for payment of salary and allowance/s and		20 minutes	*Chief Administrative Office*

	affix initials in the DV & OBR			
	1.7 Updates the status of the claim in the ODTS and forwards to the Office of the Director for Administrative Service for signature/approval of the Box A for both DV & OBR		20 minutes	*Administrative Aide IV/VI*
END OF TRANSACTION				
	TOTAL:	**None**	**3 Hours**	

11. Processing of Terminal Leave Claim

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 may be brought any time after the official/employee severed his/her connection with his/her employer.

Office or Division:	Personnel Division
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	All DAR officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved application for leave	Personnel Division for the form
Statement of Leave of Absence	Personnel Division
Certified copy of leave cards	Personnel Division
Certified copy of appointment	Personnel Division
Certified copy of NOSA or NOSI	Personnel Division
Complete service record	Personnel Division
Attested copy of the Statement of Assets, Liabilities & Net worth (SALN) as of date of retirement /separation	Personnel Division/www.csc.gov.ph for the form Personnel Division for the form
Office clearance/s	Employee-Retiree
LBP Bank Account	
Additional requirements in case of death of the employee-retiree	
If Married	
Death Certificate of the employee	Philippine Statistics Office
Marriage Certificate	Philippine Statistics Office
Birth Certificates of all surviving legal heirs	Philippine Statistics Office
Notarized Affidavit of Next of Kin of the spouse with corroboration of two disinterested persons	Personnel Division for the form Law Office for the notarization

Notarized Waiver of rights of children 18 years old and above (if applicable) If Single Marriage Certificate of parents Notarized Affidavit of Next of Kin of parents with corroboration of two disinterested persons If both parents are dead – Notarized Affidavit of Next of Kin of the siblings Birth Certificate of all siblings Notarized Waiver of Rights of other siblings (if applicable)		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. submit the approved application for leave, approved regional/provincial office clearance (for field employees), and the attested copy of the SALN as of date of retirement	1.1 Receives terminal leave documents, encodes in the ODTS and forwards to the Administrative Staff/Officer	None	10 minutes	*Administrative Aide IV/VI*
	1.2 Facilitates the signing /approval of the Central office clearance to authorized signatories	None	5 days	*Administrative Aide IV/VI and Administrative Assistant III*
	1.3 Evaluates application for terminal leave, SALN & other documentary requirements	None	5 minutes	*Administrative Aide VI*
	1.4 Secure certified copies of approved appointment, NOSA/NOSI from the retirees 201 file	None	30 minutes	*Administrative Aide VI*
	1.5 Generates updated service record (SR), leave cards (LCs) and statement of leave of absence (SOLA)	None	1 hour	*Administrative Aide VI and Administrative Assistant III*

	1.6 Fills up items 7.A & B of the application for terminal leave based on the total accumulated leave credits of the retiree for the signature of the Chief, Personnel Division together with the updated SR, LCs & SOLA	None	10 minutes	*Administrative Assistant III*
	1.7 Records in the ODTS and forwards the application for terminal leave to the Office of the Director for Administrative Service and USEC-FMA/OSEC for initial and approval	None	10 minutes	*Administrative Staff*
	1.8 Upon approval, prepares the disbursement voucher (DV) and obligation request (OBR) and attached all supporting documentary requirements	None	1 hour	*Administrative Officer II*

	1.9 Reviews thoroughly the approved application for terminal leave claim together with the supporting documentary requirements as to completeness and correctness, and affix initials in the DV & OBR	None	2 hours	*Administrative Officer IV*
	1.10 Reviews with finality the terminal leave claim and affix initials in the DV & OBR	None	30 minutes	*Chief Administrative Officer*

	1.11 Updates status of the claim in the ODTS and forwards the completed claim to the Office of the Director for Administrative Service for signature/approval of the Box A for both the DV & OBR 1.12 Files duplicate copies of the terminal leave documents in the employee's 201	None None	10 minutes 10 minutes	*Administrative Aide IV/VI* *Administrative Aide IV/VI*
	TOTAL:	**None**	**5 days 5 hours & 45 minutes**	

12. Procurement for Goods and Services through Competitive Bidding

Competitive Bidding - Refers to a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, receipt and opening of bids, eligibility screening of prospective bidders, evaluation of bids, post- qualification, and award of contract. For purposes of, and throughout this IRR, the terms “Competitive Bidding” and “Public Bidding” shall have the same meaning and shall be used interchangeably.

All Procurement shall be done through “Competitive Bidding” except asprovided in R.A. 9184. Resort to alternative methods shall be made only if: 1) highly exceptional cases 2) To promote economy and efficiency 3) Justified by conditions specified in R.A. 9184 and its IRR.

Office or Division:	Administrative Service – Procurement Division
Classification:	Highly Technical Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All Bureaus/Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Purchased Request	Requesting Party (End-User)
2. Approved Project Proposal	Requesting Party (End-User)
3. Approved Project Procurement Management Plan (PPMP)	Requesting Party (End-User)
4. Technical Specifications indicating the following, such as but not limited to: • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Type of Services to be procured • Estimated cost • Estimated delivery date • Sample picture or layout of item to be procured • Purpose	Requesting Party (End-User)
5. Market Survey/Scan as basis for the Approved Budget for the Contract	Requesting Party (End-User)

6. Pre-Inspection Report for Repair and Maintenance or Office Improvements		General Services Division and Management Division (Inspectorate Team)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved Purchase Request (PR) to Procurement Division or BAC Secretariat together with the required documents.	1.1 Validate if the PR is in the approved Annual Procurement Plan (APP) and review submitted required documents	None	30 minutes	Procurement Division / *Bids and Awards Committee (BAC) Secretariat*
	1.2 If the PR is properly accomplished and the documents are complete, input item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	15 minutes	Procurement Division/ *BAC Secretariat*
	1.3 Approve the Accomplished Purchase Request (PR) with complete required documents for procurement	None	1 hour	*Procurement Division Chief / BAC Secretariat Head*
	1.4 Prepare and Approval of Bidding Documents	None	1 day	*BAC Secretariat, End-User and BAC*
	1.5 Conduct of Pre-procurement Conference up to the Issuance of Notice to Proceed	None	Minimum of 26 calendar days/Maximum of 136 calendar days based on Annex "C" of	*End-User, BAC, BAC-TWG, BAC Secretariat*, Budget Division, Accounting Division and *Head of the Procuring Entity*

			the 2016 IRR of RA 9184	
	TOTAL:	**None**	**27 Days, 1 Hour, 45 Minutes (Minimum)/137 Days, 1 Hour, 45 Minutes (Maximum)**	

******Procurement Process timeline is covered by special law under RA 9184**

13. Procurement of Goods and Services through Negotiated Procurement – Small Value Procurement

Procurement of Goods, Infrastructure Projects and Consulting Services, where the amount involved does not exceed the threshold prescribed in Annex "H" of this IRR: Provided, that incase of Goods, the procurement does not fall under shopping in Section 52 of this IRR.

Office or Division:	Administrative Service - Procurement Division
Classification:	Highly Technical **(SMALL VALUE PROCUREMENT)**
Type of Transaction:	G2G
Who may avail:	All Bureaus/Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Purchase Request	Requesting Party (End-user)
2. Approved Project Procurement and Management Plan (PPMP)	
3. Technical Specifications indicating the following, such as but not limited to: • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Type of Services to be procured • Estimated cost • Estimated delivery date • Sample picture or layout of item to be procured • Purpose	
4. Pre-Inspection Report for Repair and Maintenance or Office Improvements	General Services Division/Inspectorate Team

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved Purchase Request (PR) to Procurement Division	1.1 Validate if the PR is in the Approved Annual Plan and	None	30 minutes	Procurement Division / *Bids and*

or BAC Secretariat together with the required documents.	Review submitted required documents			*Awards Committee (BAC) Secretariat*
	1.2 If the PR is properly accomplished and the documents are complete, input item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	15 minutes	Procurement Division / *BAC Secretariat*
	1.3 Approve the accomplished PR with complete required documents for procurement	None	1 hour	Procurement Division / *BAC Secretariat Head*
	1.4 Prepare and Approval of Request for Quotations (RFQ)	None	4 hours	*BAC Secretariat*
	1.5 Posting of RFQ at PhilGEPS Website/Send of RFQ to known Bidders	None	5 calendar days (3 calendar days active in PhilGEPS Website)	*BAC Secretariat*
	1.6 Bid Opening	None	1 day	*End-User, BAC, BAC Secretariat & Observers*
	1.7 Preparation Abstractof Quotations, ORS, BAC Resolution and Purchase Order/Contract	None	1 day	*BAC Secretariat*

	1.8 Approval of Abstract of Quotations, ORS, BAC Resolution and Purchase Order/Contract	None	15 working days	*End-User, BAC, BAC Secretariat,* Budget Division, Accounting Division and *Head of the Procuring Entity*
	1.9 Issuance of Approved PO/Contract to the Winning Bidder	None	3 calendar days	*BAC Secretariat*
	1.10 Feedback to end-user the status of PR	None	5 minutes	
	TOTAL:	**None**	**25 days, 5 hours & 50 minutes**	

***Procurement Process timeline is covered by special law under RA 9184**

14. Provision of Position on Policy Concerns

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

Office or Division:	Policy and Research Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DAR offices; Congress			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for position paper on specific policy issue		• Direct source of policy issue • Sector head • Other DAR units		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of request for position paper on policy issue or draft policy	1.1 Log the request in the ODTS	None	5 minutes	*Receiving clerk*
	1.2 Initial review of the request and attached document for routing	None	10 minutes	*Director of PRS*
	1.3 Research (online and physical copy of issuances and relevant laws)/ inquire with concerned sector	None	3 days	*Chief Policy Division/ Technical Staff*
	1.4 Preparation of position paper	None	5 days	*Chief Policy Division/ Technical Staff*

	1.5 Review of the position paper	None	1 day	*Director of PRS*
	1.6 Revision of the position paper	None	2 days	*Chief Policy Division/ Technical Staff*
	1.7 Finalization of the position paper	None	1 day	*Director of PRS*
	1.8 Log position paper in ODTS	None	5 minutes	*Receiving clerk*
	1.9 Submit to EARS for consolidation/ sector requesting input/PPRO USEC	None	10 minutes	*Admin Staff*
2. Receipt of position paper		None		
	TOTAL:	**None**	**12 Days and 30 Minutes**	

15. Cancellation of Property Accountability

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

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

	and Equipment (IRUP).			
	1.3 Cancels the accountability and furnishes copy of duly cancelled PAR/ ARE/ICS to the requesting party (original copy of signed PAR/ICS shall be returned to end user)	None	3 minutes	*Administrative Officer/AO IV* GSD
	1.4 Determines/tag /safekeeping/Ens ures the safe storage of all returned PPE.	None	30 minutes	*Admin Aide VI* GSD/support staff
	1.5 Reconciles copy of inventory report in the property database, Files the signed documents	None	5 minutes	*Admin Aide VI* GSD/Support staff
2. Receives copy of cancelled property accountability		None	1 minute	*Requesting party*
	TOTAL:	**None**	**55 minutes**	

16. 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.

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various offices within DARCO			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Requisition and Issue Slip (RIS) (3 copies, original) Inventory Custodian Slip (3 copies original)		GSD Supply Unit		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Admin Assistant*
	1.2 Checks the column "Yes" if the stocks are available and "No", if the stocks are not available	None	2 minutes	*Administrative Assistant* – GSD/Support Staff
	1.3 Prepares ICS for semi expendable inventory items and equipment (3 original copies)	None	5 minutes	*Administrative Aide VI* –GSD/Support staff

	1.4. Signs the approved column of the RIS form	None	1 minute	*Chief Admin Officer*-GSD
	1.5 Prepares / packs the requested inventory items	None	15 minutes/10 minutes	*Admin Aide VI* GSD/Support Staff
2. Accepts supplies, materials and equipment and signs documents	2. Issues inventory items and equipment.	None	5 minutes	End user
	TOTAL:	**None**	**28 mins**	

17. Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)

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

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Central Office Employees/all applicants			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter Program of Works Design and Layout Project Proposal Bill of Materials Request for Pre and Post Repair Inspection RRDPS – Request for Replacement of Defective Parts and Services RSPS – Request for Spare Parts and Services RMIS – Request for Materials and Infrastructure Services Purchase Request		General Services Division		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Report the defective PPEs and other civil works request	1.1Receives and records the report/request and forwards to the concern personnel, for checking and verification and checks/assess	None	3 minutes	*Admin Assistant*-GSD

	the nature of defects/request			
	1.2 Prepares the following: 1.2.1 Program of Works, design and lay out for civil works 1.1 Project Proposal for the new repair request 1.2 RRDPS - request for Replacement of Defective Parts and Services 1.3 RSPS – Request for Spare Parts and Services 1.4 RMIS – Request for Materials	None	2days	*Administrative Officer III , Engr. II and Admin Aide VI-* GSD

	and Infrastructure Services			
	1.3 Prepares Request for Inspection with complete attachment for approval.	None	3 minutes	*Administrative Officer III, Engr. II and Admin Aide VI-* GSD *Admin Officer IV/Support Staff*
	1.4 Reviews and signs the attached documents	None	5 minutes	*Chief Admin Officer* – GSD
	1.4 Records and Forwards the request to the Management Division for the pre repair inspection:	None	5 minutes	*Admin Aide VI* – GSD/-Support staff
	1.5 Provide feedback to client		5 minutes	
	TOTAL:	**None**	**2 Days and 21 Minutes**	

REGIONAL OFFICE

EXTERNAL SERVICES

1. Assistance in Handling of Queries or Complaints as provided by 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.

Office or Division:	Support to Operations Division - DARRO
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Farmers, Farmworkers and Landowners as well as cooperatives, other independent farmer's organizations, representative of other gov't agencies and walk-in clients.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid Identification Card	Any Government-Issued / company Identification Card or any valid ID.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client Registration (with or without referral from other DAR Offices) and fills up the Clientele Information Sheet while observing minimum health protocols.	1.1 Issue and request the Walk-in Client/Visitor to accomplish the **Clientele Information Sheet (CIS)** with the following required entries: name, address, telephone/ mobile number, issues & concerns, case number or title, requests, etc., with attached Clientele Satisfaction form (CASF)	None	15 minutes	*PACD Coordinator*
2. States queries/concerns	2.1 Interviews the Walk-in Client/Visitor and	None	15 minutes	*PACD Coordinator*

	evaluates his/her issue/concern presented 2.2 Prepares Referral Slip addressed to concerned DAR Office bearing the issues/concerns of the Client/Visitor 2.3 Furnishes the Client/Visitor with a photocopy of the signed and approved Referral Slip	None None	5 minutes 15 minutes	*PACD Coordinator* *PACD Coordinator*
3. Accomplish Client Satisfaction Form (CSF) and and submit the DAR area ID to the PACD	The PACD Officer of the Day reviews the accomplished CSF.	None	10 minutes	*PACD Coordinator*
	TOTAL:	**None**	**1 hour**	

2. Processing and Payments of Disbursement Vouchers/Claims

This service covers processing up to payment of all disbursement vouchers/claims thru check issuance or LDDAP ADA submitted by both internal and external clients. The process is in accordance with National Government Accounting System (NGAS) Manual. The checklist of requirements for common government requirements depending on the nature of expenses to be paid shall be complied with as prescribed in COA Circular No. 2012-001 dated June 14, 2012, amended by COA Circular No. 2013-001 dated January 10, 2013.

Office or Division:	Support to Operations Division (STOD) – DARRO
Classification:	Simple
Type of Transaction:	Government to Business (G2B), Government to Government (G2G), Government to Citizen (G2C)
Who may avail:	1. Suppliers of goods and services 2. Employees 3. Other government agencies 4. NGOs/POs 5. Private individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For complete documentary requirements, kindly click the LINK Or Please refer to attached list	https://www.coa.gov.ph/phocadownloadpap/userupload/Issuances/Circulars/Circ2012/COA_C2012-001.pdf https://www.coa.gov.ph/phocadownloadpap/userupload/Issuances/Circulars/Circ2013/COA_C2013-001.pdf Support to Operations Division

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Prepares DV in 4 copies, attaches supporting documents (SDs) and ORS and submits to STOD	1.1 Receiving/ releasing staff ➢ receives copies 1-4 of DV, 1-3 copies of ORS duly signed by the Head of	None	10 minutes	*Regional Chief Administrative Officer*

	Requesting Office and SDs; If complete, records same in the logbook for the purpose and forwards for processing, If incomplete, returns the document to the Requesting Office for completion			
	1.2. Budget Officer ➢ verifies availability of allotment per Project/Activity/Program (PAP); If allotment is not available, ➢ returns the document to the office/personnel concerned, If allotment is available, ➢ assigns number in control book for the purpose, records amount obligated, ➢ indicates appropriate UACS Codes, ➢ initials in Section B of the ORS and ➢ forwards to Budget Officer III for signature	None	3 minutes	*Regional Chief Administrative Officer*
	1.3. BO III reviews ORS and SDs; If in order, signs the certification in Section B, and forwards the ORS, DV and SDs to staff for releasing	None	10 minutes	*Regional Chief Administrative Officer*

	1.4. Budget staff ➢ retains the original copy of the ORS, forwards copies 1-4 of the DV, copies 2-3 of ORS and SDs to the Accounting	None	5 minutes	*Regional Chief Administrative Officer*
	1.5. Accounting staff receives Copy 1-4 of DV, Supporting Documents (SDs) and Copy 2-3 of duly signed ORS from the Budget staff	None	3 minutes	*Regional Chief Administrative Officer*
	1.6. Accounting staff ➢ reviews DV for completeness and propriety of SDs. ➢ Checks index of payments (IP) and determine if claim is in order; If with prior payment on the same claim, returns the DV, SDs and ORS informing claimant of the findings, If in order, verifies amount in ORS against DV; If the same, records in the following in the IP, DV date and number, initials in Box B of DV If amount differs, • prepares NORSA in 3 copies, signs Prepared by portion, attaches 1-3 copies of NORSA to DV	None	10 minutes	*Regional Chief Administrative Officer*

	and forwards to Chief Accountant for approval of NORSA • Records the release of NORSA in the logbook to the Budget for correction of obligations. Budget staff effects adjustments in Obligations column of the ORS and returns the adjusted ORS, DV and SDs to the Accounting. Accounting staff attaches the NORSA to the DV including the SDs and ORS		5 minutes	

	1.7. Accounting staff: ➢ determines availability of NCA, If NCA is sufficient, records in the RANCA/RANTA the DV date and number and amount, ➢ Checks the "Cash available" portion in Box B of the DV; ➢ Checks accuracy of amount claimed against supporting documents. ➢ If appropriate, computes necessary withholding taxes and other allowable deductions. ➢ Indicates the appropriate accounting entry, and ➢ forwards the DV, SDs and ORS to the Accountant III for review. ➢ If applicable, prepares BIR Forms 2301 and 2306 If NCA is not sufficient, notes the non availability of cash and safekeeps the DV, SDs and ORS	None	10 minutes	*Regional Chief Administrative Officer*
	1.8. Accountant III reviews DV and SDs, signs Box B of DV,	None	15 minutes	*Regional Chief Administrative Officer*

	forwards to Receiving/Releasing staff.			
	1.9. Receiving/releasing staff records in the logbook the release of copies 1-3 of DV and SDa and copies 2-3 of the ORS to the Assistant Regional Director or Regional Director for approval of the DV	None	3 minutes	*Regional Chief Administrative Officer*
	1.10. Receiving/ Releasing staff of the OARD/ORD • receives copies 1-4 of DV, SDs and copies 2-3 of the ORS and records in the logbook the date of receipt, and • forwards the documents to the Approving Officer for review and approval	None	3 minutes	*Regional Chief Administrative Officer*
	1.11. ARD/RD • reviews DV and signs in Box C "Approved for Payment" portion; • Forwards documents to receiving/releasing staff	None	10 minutes	*Regional Chief Administrative Officer*
	1.12. Receiving/Releasing staff records in logbook the approved DV and all SDs and forwards the	None	3 minutes	*Regional Chief Administrative Officer*

	documents to the Cashier			
	1.13. Staff of Cashier ➢ receives Copies 1-4 of approved DV, Copies 2-3 of ORS and SDs ➢ records in the logbook the date of receipt, DV number, payee, particulars and amount ➢ checks completeness of signatories on DV	None	10 minutes	*Regional Chief Administrative Officer*
	1.14. If payment is by/through A. Check, staff: ➢ prepares checks in 3 copies ➢ records the daste, check number, name of payee, nature of payment and amount of the DV in the CkaDAD Record maintained per bank account ➢ forwards copies 1-3 of check, copies 1-4 of DV, copies 2-3 of ORS and SDs to the Cashier for review and signature (Proceed to 15) B. LDDAP-ADA, Accounting Staff ➢ Prepares LDDAP – ADA in 5 copies	None	10 minutes	*Regional Chief Administrative Officer*

	➢ Forward the LDDAP – ADA to the Accountant III for review and signature Accountant III reviews and signs "Certified Correct" portion of the LDDAD – ADA and forwards to Receiving/ Releasing staff Receiving/ Releasing Staff ➢ Records in the logbook the release of copies 1-5 of LDDAP – ADA, copies 1-4 of DV, copies 2-3 of the ORS and SDs to the OARD/ORD for approval of the LDDAP – ADA (Proceed to 17B)			
	1.15. Cashier ➢ verifies completeness of signature of the DV ➢ reviews the amount in the check against the DV and SDs ➢ signs the check ➢ forwards to staff for releasing to authorized countersigning official (ARD/RD)	None	15 minutes	*Regional Chief Administrative Officer*
	1.16. Staff of Cashier ➢ Forwards the set of documents to the Authorized	None	5 minutes	*Regional Chief Administrative Officer*

	Countersigning Official (RD or ARD)			
	1.17. If A. Check payment, Authorized Countersigning Official (Rd or ARD) ➢ countersigns check ➢ forwards to releasing staff B. LDDAP – ADA Receiving/releasing staff at OARD/ORD ➢ receives copies 1-5 of LDDAP -ADA, copies 1-4 of DV, copies 2-3 of ORS and SDs ➢ forwards documents to ARD/RD for review and approval of LDDAP – ADA ARD/RD ➢ reviews LDDAP – ADA ➢ signs in "Approved" portion of the LDDAP ➢ forwards the approved LDDAP-AD, DV, SDs and ORS receiving/releasing staff	None	5 minutes	*Regional Chief Administrative Officer*
	1.18. Releasing staff records in the logbook date of release of check or LDDAP -ADA, DV, SDs and ORS to the Cashier	None	3 minutes	*Regional Chief Administrative Officer*

	1.19.Cashier or Staff A. If Check ➢ receives the check, DV, ORS and SDs, ➢ verifies completeness of signatures in the check, and in the DV including the amounts B. If LDDAP -ADA Cashier • verifies completeness of signatures in the LDDAP – ADA and in the DV including the amounts • Signs the "ADA" portion • Forwards the signed LDDAP – ADA to OARD/ORD for countersigning • ARD/RD countersigns the "ADA" portion of the LDDADP – ADA (Proceed to 20B)	None	15 minutes	*Regional Chief Administrative Officer*
2. Receives check payment by signing in the Check Registry/logbook and the "Released portion of the Copy 1 of DV, Issues OR/Invoice, if needed	2. Cashier or staff A. if check payment ➢ releases original of check and copy 4 of the DV to the payee, ➢ attaches OR or invoice, if required to be issued by payee/claimant ➢ requires the payee/claimant to	None	10 minutes	*Regional Chief Administrative Officer*

	sign on copy 1 of the DV and the Check Registry/logbook, and ➢ Posts in the Date Released column of the CkADADRec the date of release of the check to the claimant B. LDDAP – ADA Cashier • releases copies 1-3 of LDDAP – Ada to LBP Servicing Branch which shall pay the creditors/payees listed in the LDDAP – ADA not later than 48 hours but ot earlier than 24 hours upon receipt of the LDDAP – Ada from the Office • furnishes creditors/payees with copy of the LDDP – ADA or informs them of the LDDAP -Ada number to update them on the status of their claims			

If required, issues provisional receipt for replacement with Official Receipt or Invoice immediately after actual receipt of payment				
3. Fills – out Client Satisfaction Survey Form	3. Solicits client feedback using CSSF Receives filled – out and places CSSF in box provided for	None	10 minutes	*Regional Chief Administrative Officer*
	TOTAL:	**None**	**2 hours 53 minutes**	

3. Request for Issuance of Certification of Remittances

The request for certification of remittances is necessary in the reconciliation of personnel's records of premiums both employee and employer's share, loan payments, taxes withheld, disallowances settled and other deductions made from their personal services claims. This can be also availed by other citizens such as heirs of personnel and other interested persons of juridical bodies for whatever legal purpose this may serve them.

Office or Division:	Support to Operations Division (STOD) - DARRO
Classification:	Simple
Type of Transaction:	G2G, G2C
Who may avail:	1. Currently employed officials and employees of the Department 2. Retired employees of the Department 3. Other government agencies or GOCCs 4. Private Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Filled-Out Request Form Identification Card	Accounting Section From Requesting Party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills out Request Form, signs and submits to Accounting Division thru' personal delivery, mail/courier or online (eMail, Messenger)	1.1 > If personally delivered or via mail/courier Receives and logs request > If received online, Retrieves, prints and logs request	None	2 minutes	*Regional Chief Administrative Officer*

	1.2 If using the Payroll Index Sub – System (PISS) Prepares/ Generates from Payroll Index Sub-System (PISS) ➢ If manually done	None	5 minutes 30 minutes	*Regional Chief Administrative Officer*
	1.3 Signs the Certified Correct portion of the Certification	None	2 minutes	*Regional Chief Administrative Officer*
	1.4 Records the certificate in the logbook for outgoing documents	None	2 minutes	*Regional Chief Administrative Officer*
2. Receives signed certification by signing the released column of logbook or thru' online (eMail, Messenger) and fills - out Client Satisfaction Survey Form (CSSF) and submits to designated personnel	2. Releases the signed certification to the requesting party physically or online (eMail or Messenger) and receives and places the filled – out CSSF in the box provided)	None	1 minutes	*Regional Chief Administrative Officer*
	TOTAL: **If using PISS** **If manually done**	**None**	**12 minutes** **37 minutes**	

4. 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.

Office or Division:	Regional Legal Division
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Landowner, Tenant, ARBs, Representative (with SPA)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Copy of proof of ownership, if applicable	Registry of Deeds
Authority to Represent, if applicable	Client
Other Muniments of Title	Client, Assessor's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Chief Legal Officer* Legal Division
	1.2 Prepare Notice of Mediation	None	20 minutes	*Chief Legal Officer* Legal Division
2. Attend the scheduled mediation conference	2. Conduct mediation on the scheduled date, time and place	None	2 days	*Chief Legal Officer* Legal Division
3. If an agreement is reached, affix signature in the Compromise Agreement	3.1 If an agreement is reached, prepare and assist the parties in the execution of the Compromise Agreement	None	30 minutes	*Chief Legal Officer* Legal Division
If no agreement is reached, affix conformity (or signature) in the Certification of No Compromise Agreement	3.2 If no agreement reached, issue a Certification of No Compromise Agreement	None	30 minutes	*Chief Legal Officer* Legal Division

4. Fills-out Feedback Form		None	5 minutes	
	TOTAL: **If an agreement was reached:** **If no agreement was reached:**	**None** **None**	**2 days, 1 hour, and 55 minutes** **2 days, 1 hours, and 55 minutes**	

5. 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.

Office or Division:	Regional Legal Division
Classification:	Highly Technical Transaction
Type of Transaction:	Government to Citizen, Government to Government, Government to Business
Who may avail:	Affected parties, MARPO or PARPO

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Complaint	Complainant

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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. 1.2 If filed with the Regional Office, forward the complaint to the PARPO for the conduct of investigation.	None None	5 days 3 days	*MARPO* *PARPO* *RD* *Chief Legal Officer* Legal Division *Chief Administrative Officer* STOD
	1.3 Receive Investigation Report of the PARPO from the Office of the RD and	None	15 minutes	*Chief Legal Officer* Legal Division

	enter the same in the logbook.			
	1.4 Transmit the Case Folder to the Chief Legal for assignment.	None	15 minutes	*Chief Legal Officer* Legal Division
	1.5 Assess and assign the Case Folder to the Legal Officer	None	2 hours	*Chief Legal Officer* 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	*Chief Legal Officer* Legal Division
	1.7 Transmit the draft CDO to the Chief Legal for review.	None	5 minutes	*Chief Legal Officer* Legal Division
	1.8 Review and print the final CDO.	None	1 day & 2 hours	*Chief Legal Officer* Legal Division
	1.9 Forward the final CDO to the Office of the RD for signature.	None	1 day	*Chief Legal Officer* Legal Division *Regional Director* Office of the RD
	1.10 Record and reproduce copies of the CDO and forwards the same to the Records Section for mailing	None	15 minutes	*Chief Legal Officer* Legal Division
2. Receives Cease and Desist Order (CDO)		None	5 minutes	
3. Fills-out Feedback Form		None	2 minutes	
	TOTAL:	**None**	**12 Days, 4 Hours & 57 Minutes**	

6. 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.

Office or Division:	Legal Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Farmers/actual tillers, ARBs, landowners and the public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Client Information Sheet (CIS) and/or Referral Form		PACCU/ Information Officer, DAR Regional Office		
2. Evidences presented/ submitted		Client concerned		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Chief Administrative Officer* 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	*Chief Legal Officer* Legal Division
	2.2 Interview the client and determine the disputes/issues raised	None	1 hour	*Chief Legal Officer* Legal Division

3. Attends Legal Counselling	3. Give Legal Advice and/or Legal Opinion	None	1 hour	*Chief Legal Officer* Legal Division
4. Fills-out Feedback Form		None	2 minutes	
	TOTAL:	**None**	**2 hours & 32 minutes**	

7. 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 prior to 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.

Office or Division:	Regional Legal Division
Classification:	Highly Technical
Type of Transaction:	Government to Citizen; Government to Business; Government to Government
Who may avail:	• Owners of private agricultural lands or other persons duly authorized by the landowner • 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 • Government agencies, including GOCCs and LGUs which own agricultural lands as their patrimonial property

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Must be six (6) copies placed in separate folders - 1 original copy and 3 clear photocopies to be submitted to the Regional Office - The remaining 2 sets to be submitted directly to the Provincial Office containing the LUC Forms 1, 3,4, Electronic Copy of the Title, Tax Declaration, and Directional Sketch Map.	
Sworn Application for Land Use Conversion (LUC Form No. 1)	RLUCC Secretariat, DAR Regional Office
Electronic Copy of the Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) of the subject land	Register of Deeds

In case of an untitled land, the following is required in lieu of a title: - Certification that the landholding has been classified as alienable and disposable; and - Certification from the DENR-CENRO (for administrative confirmation of imperfect title) or from the Clerk of Court (for judicial confirmation of imperfect title) that the titling process/ proceedings has commenced and there are no adverse claimants	DENR-CENRO DENR-CENRO Clerk of Court
Electronic copy of the Certificate of Title of the subject land as of June 15, 1988 and all successor Titles until the present Title	
Certified Copy of the current 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
If the applicant is not the registered owner, Special Power of Attorney	
If the applicant is a corporation/ cooperative, Notarized Secretary's Certificate	
Vicinity Map	
Topographic Map (if applicable)	
Direction Map	
Site Development and Perspective	
Socio-economic Benefit-Cost Study	
Pictures / Photographs of the Property	

If the subject land is mortgaged, concurrence letter	Mortgagee / Bank / individual whose favor the encumbrance was constituted
Business Registration (if company GIS)	Securities and Exchange Commission
If Sole Proprietor	Department of Trade and Industry
Affidavit of Undertaking (LUC Form No. 2)	RLUCC Secretariat, DAR Regional Office
Certification of Land Use Conversion (LUC Form No. 3) (if the application is a Special Project Undertaking, this is not required)	
Notice of Posting (LUC Form No. 4) (if the application is a Special Project Undertaking, this is not required)	
Zoning Certification	
If highly urbanized/ independent component city	HLURB/ DHSUD
If component city/ municipality	Sangguniang Bayan/ Sangguniang Panlalawigan
Not required for Special Project Undertaking	
Certification stating, among others, whether or not the subject land is within the NIPAS, mossy and virgin forests, riverbanks, or swamp forests and marshlands; within an ECA, or will involve the establishment of an ECP	DENR
If applicable, Certification of Full Payment of Amortization for EP/CLOA (LUC Form No. 8)	Land Bank of the Philippines
Certification Issued by PARO (if applicable for properties covered by CLOA / EP) (LUC Form No. 9)	Office of the PARPO II
If the application is a Special Project Undertaking, a Certification from the concerned agency that the project requiring conversion is a priority project	DA, DOE, NHA/ LGUs/ SHFI/ NHMFC, NTC, MWSS/ Water Security under A.O. No. 32 of the OP, resettlement of relocation sites, lands under R.A. No. 10752, RDC Resolution

If the land is within an Environmental Critical Area (ECA) or involves the establishment of an Environmental Critical Project (ECP), an Environment Compliance Certificate (ECC) is considered a post-compliance.		DENR		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Comply with the required documents and submit the same to the Legal Staff through personal filing or electronic filing (by submitting the PDF file of the application and its annexes to the official email address of the concerned region in compliance to DAR Memorandum No. 224 dated June 15, 2020).	1.1 Receive the Application Folder and checks the completeness of the requirements. If found complete, advises for its filing. Otherwise, return to applicant.	None	1 hour	*Chief Legal Officer* Legal Division
	1.2 If complete, receive the LUC Application and issues assessment fee, inspection cost and cash/surety bond.	Filing Fee = PHP 2,000 Inspection Cost = P 10,000, additional 5,000 if land is outside the island	20 minutes	*Chief Legal Officer* Legal Division

		where the regional office is located Bond = 2.5% of the zonal value if paid in cash. 15% of the zonal value if paid in surety bonds		
2. Secure Order of Payment	2.Assign the appropriate code and sign the Order of Payment	None	15 minutes	*Chief Administrative Officer* STOD
3. Pay to the Cashier the required fees	3.Receive payment and issue Official Receipt	None	15 minutes	*Chief Administrative Officer* STOD
4. Submit the Official Receipt on the required fees to the RLUCC Secretariat as proof of payment	4.1 Docket the LUC Application and logbooks the same. Registers in the LCMS portal	None	15 minutes	*RLUCC Secretariat* *LCMS Point Person* Legal Division
	4.2 Transmit the application to the Chief Legal for assignment	None	5 minutes	*RLUCC Secretariat* Legal Division

	4.3 Assign the application to a Legal Officer	None	10 minutes	*Chief Legal Officer* Legal Division
	4.4 Prepare Notice for the Conduct of OCI on the property subject of the application, and mails the same	None	2 days	*Chief Legal Officer* Legal Division
	4.5 Prepare the Travel Order	None	2 hours	*Chief Legal Officer* Legal Division
	4.6 Conduct of OCI by the RLUCC Inspection Team	None	3 days	*RLUCC Inspection Team, PARPO's and MARPO's Representative/s*
	4.7 Prepare and execute an Investigation Report for the deliberation of the RLUCC	None	3 days	*Chief Legal Officer* Legal Division
	4.8 Schedule the date of the deliberation and sends the notice of meeting indicating the schedule thereof	None	1 hour	*RLUCC Secretariat* Legal Division
	4.9 Deliberate on the findings and recommendations of the investigating team, and make its own decision whether to adopt the	None	1 day	*RLUCC Plenary Board*

	recommendation or not. Said deliberation shall be recorded by the RLUCC Secretariat.			
	4.10 Prepare the draft Order of Conversion for the signature of the Regional Director, with the necessary counter signatures from the members of the RLUCC	None	5 days	*Chief Legal Officer* Legal Division
	4.11 Review the draft Order. If in order, countersign the same and transmit to the Office of the ARD.	None	2 days	*Chief Legal Officer* Legal Division
	4.12 Review the Order. If in order, countersign and transmit the same to the Office of the RD	None	1 day	*ARD Concerned / Regional Director* DARRO
	4.13 Review and sign the Order	None	2 days	*Regional Director* DARRO
5. Receives the Order		None	5 minutes	
6. Accomplish Feedback Form		None	2 minutes	
	TOTAL:	**PHP 12,000.00 plus Bond**	**19 days 5 hours 27 minutes**	

	(2.5% of the zonal value if paid in cash or 15% if in surety bonds)		
Additional fee if land is outside the island where the regional office is located	**PHP 5,000.00**		

***Republic Act No. 6657 and DAR Administrative Order No. 1, Series of 2002 as Amended by Administrative Order No. 1, Series of 2019 and Administrative Order No. 3, Series of 2021**

8. 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 Administrative Order No. 8, Series of 1995. This will legitimize the transfer transaction from the original awardee to the new owner.

Office or Division:	Regional Legal Division
Classification:	Republic Act No. 6657 and DAR Administrative Order No. 8, Series of 1995 Highly Technical
Type of Transaction:	Government to Citizen; Government to Business; Government to Government
Who may avail:	Awardee/Transferor or his/her Authorized Representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Case folder from the Office of the PARO with the following necessary attachments:	DARPO
FOR THE TRANSFEROR:	
1. Letter request of the applicant for transfer;	Applicant
2. If the applicant is not the transferor/ owner, Special Power of Attorney (SPA);	Applicant
3. Deed of instrument to be registered (e.g. Deed of Sale, Deed of Donation, EJS);	Applicant
4. Certificate of Full Payment if VLT/DPS;	Office of the PARPO II/ Landbank of the Philippines
5. Certificate of loans, equipment, etc.;	Office of the PARPO II/ Landbank of the Philippines
6. Certificate of full payment of irrigation fees;	National Irrigation Administration
7. Notarized certificate of the NIA Regional Manager for areas served either by communal or National Irrigation System of the NIA as the	National Irrigation Administration

case may be, and as to whether or not the subject land is irrigated or irrigable;	
8. Tax Clearance for the landholding subject of transfer;	Local Treasurer's Office
9. 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;	Applicant
10. Affidavit stating the land subject of the deed is a retention or portion of the retention area of the awardee;	Applicant
11. Proof of Applicant's identity (e.g. government issued ID, passport, etc.)	Applicant
12. Electronic Copy of the Title subject to transfer; and	Registry of Deeds
13. Original copy of the Tax Declaration of the title.	Assessor's Office
FOR THE TRANSFEREE/ BUYER/ DONEE/ HEIR	
1. Affidavit that he/she and spouse have a total landholding inclusive of the land to be acquired of not more than five (5) hectares if the landowner is non-beneficiary and three (3) hectares if beneficiary;	Transferee
2. Affidavit of Transferee 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;	Transferee
3. Affidavit that the transferee is willing to maintain the productivity of the land;	Transferee
4. Proof of service that the BARC has been furnished a copy of the Affidavit of transferee or proof that the	BARC

Affidavit is attached to the copy of the ROD;	
5. Certified true copy of Income Tax Return (for the year immediately preceding the date of application)	BIR; Transferee
6. Certification regarding the extent of agricultural landholding of the transferee within the province	Provincial Assessor's Office
7. Community Tax Certificate	Transferee; City Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends case folder to DARRO	1.1 Receive folder through the Records Section and records the same in the logbook. Thereafter transmits the folder to the Chief Legal Officer.	None	15 minutes	*Chief Administrative Officer* STOD
	1.2 Assign the case to the Legal Officer	None	4 hours	*Chief Legal Officer* Legal Division
	1.3 Evaluate and prepare Draft Order	None	3 days	*Chief Legal Officer* Legal Division
	1.4 Conduct OCI if necessary and prepare the OCI report within 3 days from OCI	None	3 days	*Chief Legal Officer* Legal Division
	1.5 Prepare draft Resolution and submit draft Order to the Chief Legal	None	4 days	*Chief Legal Officer* Legal Division

	1.6 Review the draft Order and return to the assigned Legal Officer for amendments and/or final printing	None	2 days	*Chief Legal Officer* 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	*Chief Legal Officer* Legal Division
	1.8 Countersign the Order and transmit the same to the Head of Executive Assistant	None	4 hours	*Chief Legal Officer* 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	*Assistant Regional Director*
	1.10 Assigned Legal Officer submit Order to the Chief Legal for countersignature	None	4 hours	*Chief Legal Officer* Legal Division
	1.11 Countersign the Order and	None	4 hours	*Chief Legal Officer* Legal Division

	transmit to the ARD.			
	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	*Assistant Regional Director*
	1.13 Final Review of Order. If found in order, affix signature. If not, return to the Chief Legal	None	4 days	*Regional Director*
	1.14 Record and reproduce copies of the Order and forward the same to the Records Section for mailing out	None	1 hour	*Regional Director*
2. Receives Order from the DARRO			15 minutes	*Client*
3. Accomplish Feedback Form	Administer Feedback Form		3 minutes	*Chief Administrative Officer* *STOD*
	TOTAL:	**None**	**19 Days 1 Hour 33 Minutes**	

***Republic Act No. 6657 and DAR Administrative Order No. 8, Series of 1995**

9. 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.

Office or Division:	Office of the Regional Agrarian Reform Adjudicator (RARAD)
Classification:	Simple Transaction
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Business (G2B)
Who may avail:	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case 4. Government entity concerned

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written request • DARAB Request Form • Letter-request • Request through electronic means 2. Land title and/or Tax Declaration or any other valid sources of landholding information	 Office of the RARAD Party to the case/counsel of record/any person authorized Party to the case/counsel of record/any person authorized Register of Deeds / Assessor's Office / Requesting party
3. For No. 3 in the above enumeration: 3.1 Letter-authority (1 original) 3.2 Valid ID from the principal and the representative (1 photocopy) or any proof of identity	 Party to the case/Counsel of record Company, school or government entity concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit DARAB request form/letter-request/request through electronic means	1. Receive and review the accomplished form/letter-request/request through electronic means	None	5 Minutes	*Clerk of the Adjudicator/Agrarian Reform Program Officer II (ARPO II)*
2. Wait while the case records are being verified	2.1 Verify case records if there is a pending case before the RARAD 2.2 Issue Order of Payment if with no pending case	None	10 Minutes	*Clerk of the Adjudicator/ARPO II*
3. Pay to the cashier and present official receipt (OR)	3.1 Prepare the Certification 3.2 Records the OR number in the logbook/request form	PHP 50/ document (Pauper litigant free of charge)	10 Minutes	*Clerk of the Adjudicator/ARPO II*
4. Receive the Certification	4. Release the Certification	None	2 Minutes	*Cashier / Clerk of the Adjudicator/ARPO II*
5. Accomplish the Client Assistance Satisfaction Form and drop in the designated box provided	5. Request the client to accomplish the Client Assistance Satisfaction Form	None	5 minutes	*Clerk of the Adjudicator/ARPO II*
	TOTAL:	**Php 50.00**	**32 Minutes**	
	If Pauper Litigant	**Free of charge**		

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

The certified copies of documents which include any record, decision, ruling or entry requested by interested parties for personal files, as annexes to any appeal in any court or tribunal or for other legal purposes.

Office or Division:	Office of the Regional Agrarian Reform Adjudicator (RARAD)
Classification:	Simple Transaction
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Businesses (G2B)
Who may avail:	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case 4. Government entity concerned

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written request • DARAB Request Form • Letter-request • Request through electronic means	Office of the RARAD Party to the case/counsel of record/any person authorized Party to the case/counsel of record/any person authorized
2. For No. 3 in the above enumeration: 2.1 Letter-authority (1 original) 2.2 Valid ID of the principal and the representative (1 photocopy) or any proof of identity	 Party to the case/Counsel of record Company, school or government entity concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit DARAB request form/letter-	1. Receive and review the accomplished	None	5 minutes	*Clerk of the Adjudicator/ Agrarian Reform*

request/request through electronic means	form/letter-request/request through electronic means			*Program Officer II (ARPO II)*
2. Wait while the requested document is being retrieved and verified	2.1 Retrieve case records and verify the requested document	None	12 minutes	*Clerk of the Adjudicator/ARPO II*
	2.2. Prepare, reproduce the requested document and issue Order of Payment (If case folder is at the office): •50 pages and below, 5 years and below •50 pages and below, above 5 years •51 to 100 pages, 5 years and below •51 to 100 pages, above 5 years	None	30 minutes 40 minutes 1 Hour 1 hour, 10 minutes	*Clerk of the Adjudicator/ARPO II*
3. Come back after three working days	(If case folder is not yet available or if case records are voluminous): 3.1 Retrieve, prepare, reproduce and authenticate the requested documents	None	3 days	*Clerk of the Adjudicator/ARPO II*

4. Pay to the cashier and Present official receipt (OR)	4.1 Authenticate the document while the Client is paying the corresponding fee at the cashier 4.2 Records the OR number in the logbook/request form	Php 10.00 / page (Pauper litigant is free of charge)	10 minutes	*Cashier / Clerk of the Adjudicator/ ARPO II*
5. Receive the certified copies of document	5. Release the certified copies of document to Client	None	3 minutes	*Clerk of the Adjudicator/ARPO II*
6. Accomplish Client Assistance Satisfaction Form and drop in the designated box provided	6. Request the Client to accomplish the Client Assistance Satisfaction Form	None	5 mins	*Clerk of the Adjudicator/ARPO II*
TOTAL				
For 50 pages and below		**PHP 10.00**		
5 years and below			**1 hour, 5 minutes**	
5 years and above			**1 hour, 15 minutes**	
Archived			**3 days**	
51 to 100 pages		**PHP 10.00**		
5 years and below			**1 hour, 35 minutes**	
5 years and above			**1 hour, 45 minutes**	
Archived			**3 days**	

11. 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.

Office or Division:	Office of the Regional Agrarian Reform Adjudicator (RARAD)
Classification:	Simple Transaction
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Business (G2B)
Who may avail:	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case 4. Government entity concerned

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written request • DARAB Request Form • Letter-request • Request through electronic means	 Office of the RARAD Party to the case/counsel of record/any person authorized Party to the case/counsel of record/any person authorized
2. For No. 3 in the above enumeration: 2.1 Letter-authority (1 original) 2.2 Valid ID of the principal and the representative (1 photocopy) or any proof of identity	 Party to the case/Counsel of record Company, school or government entity concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit DARAB request form/letter-request/request through electronic means	1. Receive and review the accomplished form/letter-request/request through electronic means	None	5 minutes	*Clerk of the Adjudicator/Agrarian Reform Program Officer II (ARPO II)*

2.Wait while the requested TSN is being retrieved and verified	2.1. Retrieve case records and verify the requested document	None	10 minutes	*Clerk of the Adjudicator/ARPO II*
	2.2. Prepare, reproduce the requested document and issue Order of Payment **(if case folder is at the office)**	None	20 Minutes	*Clerk of the Adjudicator/ARPO II*
	(if TSN is not yet available) 2.3 Transcribe TSN	None	3 days	*Stenographic Reporter II*
3. Pay to the cashier and Present official receipt (OR)	3.1 Authenticate the TSN while the Client is paying the corresponding fee at the cashier 3.2 Records the OR number in the logbook/request form	PHP 10.00/ page (Pauper litigant is free of charge)	10 Minutes	*Cashier / Clerk of the Adjudicator/ARPO II*
4. Receive the certified copies of TSN	4. Release the certified copies of TSN to Client	None	2 minutes	*Clerk of the Adjudicator/ARPO II*
5. Accomplish Client Assistance Satisfaction Form and drop in the designated box provided	5. Request the Client to accomplish the Client Assistance Satisfaction Form	None	5 minutes	*Clerk of the Adjudicator/ARPO II*
	TOTAL:			
	TSN is available	**PHP 10.00**	**52 minutes**	
	TSN is yet to be transcribed	**PHP 10.00**	**3 days**	

12. Issuance of Entry of Judgment

The Entry of Judgment is issued to the requesting party interested to have the subject decision/resolution/final order which has become final and executory (FINEX) be entered in the book of entries of decisions, resolutions and final orders.

Office or Division:	Office of the Regional Agrarian Reform Adjudicator (RARAD)
Classification:	Simple Transaction
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Businesses (G2B)
Who may avail:	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case 4. Government entity concerned

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written request • DARAB Request Form • Letter-request • Request through electronic means	Office of the RARAD Party to the case/counsel of record/any person authorized Party to the case/counsel of record/any person authorized
2. For No. 3 in the above enumeration: 2.1 Letter-authority (1 original) 2.2 Valid ID of the principal and the representative (1 photocopy) or any proof of identity	Party to the case/Counsel of record Company, school or government entity concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit DARAB request form/letter-request/request through electronic means	1. Receive and review the accomplished form/letter-	None	5 minutes	*Clerk of the Adjudicator/ Agrarian Reform*

	request/request through electronic means			*Program Officer II (ARPO II)*
2. Wait while the case records are being retrieved and verified	2.1. Retrieve case records and verify if the decision/resolution/final order has become FINEX 1. 5 years & below 2. Above 5 years; 3. Archived	None	10 minutes 30 minutes 45 minutes	*Clerk of the Adjudicator/ARPO II*
	2.2. Prepare the Entry of Judgment and release to the client	None	10 minutes	*Clerk of the Adjudicator/ARPO II*
3. Accomplish the Client Assistance Satisfaction Form and drop in the designated box provided	3. Request to fill-up the Client Assistance Satisfaction Form	None	5 minutes	*Clerk of the Adjudicator/ARPO II*
	TOTAL:			
	5 years & below	**None**	**30 minutes**	
	Above 5 years	**None**	**50 minutes**	
	Archived	**None**	**1 hour, 5 minutes**	

13. Procurement of Goods and Services via Competitive Bidding

Competitive or Public Bidding is a method of procurement that is open to any interested and qualified party. All government procurements should be done through Public Bidding except as provided in Rule XVI of the 2016 Revised IRR of Republic Act No. 9184. Goods and services refer to all items, supplies, materials and general support services, except consulting services and infrastructure projects. This service specifically covers the procurement of goods having an Approved Budget for the Contract (ABC) of at least PhP1, 000,000.00.

Office or Division:	Support to Operations (STO)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Prospective Suppliers Prospective Service Providers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Purchased Request	Requesting Party (End-User)
2. Approved Project Proposal	Requesting Party (End-User)
3. Approved Project Procurement Management Plan (PPMP)	Requesting Party (End-User)
4. Technical Specifications indicating the following, such as but not limited to: • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Type of Services to be procured • Estimated cost • Estimated delivery date • Sample picture or layout of item to be procured • Purpose	Requesting Party (End-User)
5. Market Survey/Scan as basis for the Approved Budget for the Contract	Requesting Party (End-User)

6. Pre-Inspection Report for Repair and Maintenance or Office Improvements		General Services Division and Management Division (Inspectorate Team)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved Purchase Request (PR) to Procurement Division or BAC Secretariat together with the required documents.	1.1 Validate if the PR is in the approved Annual Procurement Plan (APP) and review submitted required documents	None	30 minutes	Procurement Division / *Bids and Awards Committee (BAC) Secretariat*
	1.2 If the PR is properly accomplished and the documents are complete, input item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	15 minutes	Procurement Division/ *BAC Secretariat*
	1.3 Approve the Accomplished Purchase Request (PR) with complete required documents for procurement	None	1 hour	*Procurement Division Chief / BAC Secretariat Head*
	1.4 Prepare and Approval of Bidding Documents	None	1 day	*BAC Secretariat, End-User and BAC*
	1.5 Conduct of Pre-procurement Conference up to the Issuance of Notice to Proceed	None	Minimum of 26 calendar days/Maximum	*End-User, BAC, BAC-TWG, BAC Secretariat*, Budget Division, Accounting Division and

			of 136 calendar days based on Annex "C" of the 2016 IRR of RA 9184	*Head of the Procuring Entity*
	Total:	**None**	**27 Days, 1 Hour, 45 Minutes (Minimum)/137 Days, 1 Hour, 45 Minutes (Maximum)**	

14. Provision of Data and Information from EP/CLOA Database

This procedure covers evaluation, verification, and retrieval of data from EP/CLOA and filling-up of findings on the Request Form It also includes generation of Certification and/or Summary and Detailed reports to be given to client.

Office or Division:	DARRO - Support to Operations Division (STOD)
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizen
Who may avail:	Internal Clients, Civil Society Organization (CSO), Agrarian Reform Beneficiaries (ARBs), Landowners and other stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request form (2 original copies) 2. For external client, photocopy of client's ID as attachment	For external client, DARRO – PACU; For internal client, DARRO - STOD

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills-out request form and attached the photocopy of ID	1.1 Receives and logs-in the filled-up request form	None	2 minutes	*PACU /STOD Staff*
	1.2 Evaluates the filled-up request form	None	3 minutes	*PACU /STOD Staff*
	1.3 Routes the evaluated filled-up request form to RCAO	None	3 minutes	*PACU /STOD Staff*
	1.4 Receives and logs-in request form	None	2 Minutes	*RCAO*
	1.5 Evaluates, verifies, retrieves the requested data.	None	5 Minutes	*RCAO*
	1.5.1 If the request is for the information of an Individual ARB, generates	None	30 minutes	*RCAO*

	individual ARB information 1.5.2 If the request is for group of ARBs, generates list and its summary			
	1.6 Prepares certification that requested information was found or was not found in the database	None	5 minutes	*RCAO*
	1.7 Signs RCAO's initial on the certification	None	2 minutes	*RCAO*
	1.8 Fills-up the findings portion of the request form	None	2 minutes	*RCAO*
	1.9 Forwards the certification with attachments (if necessary) to Regional Director (RD) for approval	None	3 minutes	*RCAO*
	1.10 Receives and logs-in the certification	None	2 minutes	*RD*
	1.11 Reviews the certification	None	5 minutes	*RD*
	1.12 Approves and signs the certification	None	2 minutes	*RD*
	1.13 Logs-out and returns the approved certification	None	2 minutes	*RD*
	1.14 Receives the Approved Certification	None	2 minutes	*RCAO*

	1.15 Photocopies one (1) copy of the updated request form and certification for safekeeping	None	10 Minutes	*RCAO*
	1.16 Logs-out and forwards the updated request form and certification to PACU/STOD Staff	None	3 Minutes	*RCAO*
	1.17 Receives the updated request form and certification	None	2 minutes	*PACU /STOD Staff*
	1.18 Logs-out and releases the certification	None	2 minutes	*PACU /STOD Staff*
2. Receives the certification		None	3 minutes	*Client*
3. Fills-out feedback form	3.1 Receives Client Feedback Form	None	2 minutes	*PACU /STOD Staff*
End of Transaction				
	TOTAL:	**None**	**1 hour 32 minutes**	

15. 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 and CSC 2017 Omnibus Rules on Appointments and other Human Resource Actions (revised 2018). 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.

Office or Division:	Personnel Section – STOD – DARRO
Classification:	Simple
Type of Transaction:	G2G - Government to Government, G2C - Government to Client
Who may avail:	All interested and qualified applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 (www. 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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter-intent with complete required documents whether in email or hard copy address to the Head of Office	1.1 Receive/ download the application and review the required document attached against the checklist 1.2. Evaluate all documents of applicants if it conforms with the minimum requirement of the position based on the Qualification Standard, and application of the EEOP if found out that there are lacking documents inform/notify the applicant to complete the required documents	None None	30 minutes 1 day	*Secretariat Personnel Section* *Secretariat Personnel Section*
	1.3 Prepare reply letter to notify/inform applicants of whether he/she	None	30 minutes	*Secretariat* Personnel Section

	was qualified or not qualified			
	1.4 Review and approve the letter/notification to applicants	None	4 hours	*Head of Office*
	1.5 Send letter to applicant	None	5 minutes	*Secretariat* Personnel Section
	TOTAL:	**None**	**1 Day 5 Hours 5 minutes**	

16. 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.

Office or Division:	Support to Operations Division/ Legal Division - DARRO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	Parties to the Case and other interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for issuance of Certification on Motion for Reconsideration (CMR)	1. Attends to client to determine needs and endorses to responsible person/ Provides Letter-Request Form	None	5 minutes	*RCAO/ Chief Legal Div.*
2. Present valid IDs, SPA (if Representative), and Letter-request	2.1 Prepare and present Request Slip for Order of Payment	None	5 minutes	*RCAO/ Chief Legal Div.*
	2.2 Issue Official Order of Payment	None	2 minutes	*RCAO*
3. Pay Required Fees	3.1 Pay to Cashiering	None	2 minutes	*RCAO*
	3.2 Issue Official Receipt	P50/ certification *	3 minutes	*RCAO*

		free of charge – for farmers and ARBs		
	3.3 Prepare and Issue CMR	None	5 minutes	*RCAO/ Chief Legal Division*
4. Receive Copy of CMR	4. Ask Client to sign in the logbook	None	1 minute	*RCAO/ Chief Legal Division*
5. Fill-out Client's Satisfaction Form	5. Place Client's Satisfaction Form in the box	None	2 minutes	*Guard on duty*
TOTAL:				
Parties/Not-Parties to the Case		**P50**	**25 minutes**	
Farmers and ARBs		**Free**	**13 minutes**	

*- Memorandum Circular No. 2, Series of 2011

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

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.

Office or Division:	Support to Operations Division / Legal Division – DARRO
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government
Who may avail:	Parties to the Case and other interested Parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for issuance of Certification on Motion for Reconsideration (CMR) thru Emails	1.1 Assesses the request to determine needs and endorses to person responsible	None	5 minutes	*RCAO/ Chief Legal Division*
	1.2 Contacts or Calls the Requesting Party	None	5 minutes	*RCAO/ Chief Legal Division*
2. Email Photocopy of valid IDs, SPA (if Representative), and Letter-request.	2.1 Prepares and presents Request Slip for Order of Payment to Accounting Section	None	5 minutes	*RCAO/ Chief Legal Division*
	2.2 Issues Official Order of Payment	None	2 minutes	*RCAO*
3. Pay Required Fees via online payment (thru LBP) and cost of courier service	3.1 Pays to Cashiering	None	2 minutes	*RCAO/ Chief Legal Division*
	3.2 Issues Official Receipt	P50/ certification* free of charge –	3 minutes	*RCAO*

		for farmers and ARBs		
	3.3 Prepares and send CMR via Courier Service	To be determined on the location of the requesting party	1 day	*RCAO/ Chief Legal Division*
4. Receives Copy of CMR from the Courier Service	4.1 Emails the Client Satisfaction Form	None	2 minutes	*RCAO/ Chief Legal Division*
6. Fills-out Client's Satisfaction Form then email the picture to Records Unit	5.1 Places Client Satisfaction Form in the box	None	2 minutes	*RCAO/ Chief Legal Division*
	TOTAL			
Parties/Not-Parties to the Case		**Php 50.00**	**1 day and 26 minutes**	
Farmers and ARBs		**Free**	**1day and 19 minutes**	
Legal Div.		**Free**	**1 day**	
Courier Fess		**To be determined on location of the requesting party**		

*- Memorandum Circular No. 2, Series of 2011

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

17. 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

Office or Division:	Support to Operations Division – DARRO			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	DAR Personnel and Publics			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of DAR Issuances	1.1. Attend to client to determine needs and endorse to responsible person	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
	1.2. Check for the availability of the DAR issuance	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	1.3. Issue and present Request Slip for Order of Payment	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
	1.4. Issue Official Order of payment	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
2. Pay Required Fees	2.1. Pay to Cashiering	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	2.2. Issue Official Receipt	P50/doc - CTC; P10/page - plain copy; free of charge	3 minutes	*Chief Administrative Officer* Support to Operations Division

		– for farmers and ARBs.		
	2.3. Prepare and issue CTC of DAR Issuance	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
3. Receive CTC of DAR Issuance	3. Ask Client to sign in the logbook	None	1 minutes	*Chief Administrative Officer* Support to Operations Division
4. Fills-out Client Satisfaction Form	4. Places Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	TOTAL:			
	Publics	**P50/doc* - CTC; P10.00/ page*- copy**	**27 minutes**	
	Farmer and ARB	**Free of charge** ***	**15 minutes**	
	DAR Personnel	**Free of charge**	**15 minutes**	

*- Memorandum Circular No. 2, Series of 2011

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

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

Office or Division:	Support to Operations Division – DARRO
Classification:	Simple

Type of Transaction:	Government to Government; Government to Citizen
Who may avail:	DAR Personnel and Publics

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of DAR Issuances thru official e-mails	1.1. Assesses and endorses to responsible person	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
	1.2. Checks for the availability of the DAR issuance	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	1.3. Issues and presents Request Slip for Order of Payment	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
	1.4. Issues Official Order of payment	None	2 minutes	*Accountant II* Support to Operations Division
2. Pay Required Fees via online payment (thru LBP and cost of courier service	2.1. Pays to Cashiering Unit	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	2.2. Issues Official Receipt	P50.00/ document - CTC; P10.00/ page - xerox copy; *free of charge – for farmers	3 minutes	*Cashier* Support to Operations Division

		and ARBs.		
	2.3. Prepares and send CTC of DAR Issuance via Courier Service	None	1 day	*Chief Administrative Officer* Support to Operations Division
3. Receives CTC of DAR Issuance from the Courier Service	3.1. Emails the Client Satisfaction Form (CSF) to client	None	1 minute	*Chief Administrative Officer* Support to Operations Division
4. Fills-out Client Satisfaction Form	4.1. Place Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	TOTAL:			
	Publics	**Php50/ document* - CTC; Php10.00/page* -xerox copy**	**1 day and 22 minutes**	
	Farmer and ARBs	**Free of charge** **	**1 day and 10 minutes**	
	DAR Personnel	**Free of charge**	**15 minutes**	

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

18. 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.

Office or Division:	Support to Operations Division / Legal Division – Regional Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client; G2G – Government to Government			
Who may avail:	Parties to the Case/Interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of Order/Documents	1. Attends to client to determine needs and endorses to responsible person/ Provides Letter-Request Form	None	5 minutes	*RCAO/ Chief Legal Division*
2. Presents the form to Legal Division for Approval	2. Legal Division evaluates and approves the request	None	5 minutes	*Chief Legal Division*
3. Presents approved request to Records Officer	3. Issues Request Slip (RS) for Order of Payment	None	2 minutes	*RCAO/ Chief Legal Division*

4. Presents RS to Accountant III	4. Issues Official Order of Payment	None	2 minutes	*RCAO*
5. Pays to Cashier	5. Issues Official Receipt		3 minutes	*RCAO*
	Certified True Copy	P50/per document *		
	Xerox 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	*RCAO/ Chief Legal Division*
7. Receives Copy of CTC	7. Asks Client to sign in the logbook	None	2 minutes	*RCAO/ Chief Legal Division*
8. Fills-out Client Satisfaction Form	8. Places Client Satisfaction Form in the box	None	2 minutes	*Guard on duty*
TOTAL:				
CTC for Party/ Not-Party to the Case		**P50/ per document***	**26 minutes**	
Xerox Copy for Party/ Not-Party to the Case		**P10/ page***	**26 minutes**	
Farmer and ARBs		**Free of charge****	**19 minutes**	

*- Memorandum Circular No. 2, Series of 2011

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

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

Office or Division:	Support to Operations Division/ Legal Division – Regional Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client; G2G - Government to Government
Who may avail:	Parties to the Case/ Interested Parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of Order/ Documents thru E-mails	5.1. Assesses the request and endorses to responsible person	None	5 minutes	*RCAO/ Chief Legal Division*
	5.2. Contacts or Calls the Requesting Party	None	5 minutes	*RCAO/ Chief Legal Division*
6. Email Photocopy of valid IDs, SPA (if Representative), and Letter-request	6.1. Presents request to Legal Div. for approval	None	5 minutes	*RCAO/ Chief Legal Division*

	6.2. Legal Div. evaluates and approves the request	None	2 minutes	*Chief Legal Division*
	6.3. Prepares and presents Request Slip (RS) for Order of Payment	None	5 minutes	*RCAO/ Chief Legal Division*
	6.4. Issues Official Order of Payment	None	2 minutes	*RCAO*
7. Pay Required Fees via online payment	7.1. Pays to Cashiering	None	2 minutes	*RCAO/ Chief Legal Division*
	7.2. Issues Official Receipt	P50/per document - CTC; P10/page - xerox copy; free of charge – for farmers and ARBs.	3 minutes	*RCAO*
	7.3. Prepares and sends copy of CTC via Courier Service	To be determined on the location of the requesting party	1 day	*RCAO/ Chief Legal Division*

8. Receives Copy of CTC from Courier Service	4.1 Emails the Client Satisfaction Form (CSF) to Client	None	1 minute	*RCAO/ Chief Legal Division*
9. 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	*RCAO/ Chief Legal Division*
TOTAL				
CTC for Party/ Not-Party to the Case		**P50/per document***	**1 day and 32 minutes**	
Xerox Copy for Party/Not-Party to the Case		**P10/ page***	**1 day and 32 minutes**	
Farmer and ARBs		**Free of charge****	**1 day and 20 minutes**	
Courier Cost		**To be determined on the location of the requesting party**		

*- Memorandum Circular No. 2, Series of 2011

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

19. 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.

Office or Division:	Support to Operations Division (STOD) – Cashiering Section Regional Office			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	All Prospective Bidders and Interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Order of payment form.		Bids and Awards Committee and/or Accounting Section.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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) and Verifies information from the order of payment and receives payment.	None	5 Minutes	*Cashier II* STOD
2. Pay the necessary fees	2.Issuance official receipt based on the bid documents.	None	3 Minutes	*Cashier II* STOD
3. Receives official receipt and Fills-out Feedback Form	3. Reviews the accomplished Feedback Form	None	2 Minutes	*Cashier II* STOD
	TOTAL:	None	**10 Minutes**	

REGIONAL OFFICE

INTERNAL SERVICES

1. Procurement of Goods (Small Value)

Procurement of goods having an Approved Budget for the Contract of Php 50,000.00 and below, and not covered by Shopping under Section 52 of the IRR of RA 9184, where the supplier agrees to deliver the goods on the basis of an approved Purchase Order (PO).

Office or Division:	Support to Operations Division (STOD) Land Tenure Improvement Division (LTID) Program Beneficiaries Development Division (PBDD) DARAB Legal Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All End User Units

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Purchase Request (1 original copy, 2 photocopy)	Requesting End-User (EU) Unit
Approved PPMP (1 photocopy)	Requesting End-User (EU) Unit

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits approved Purchase Request and Approved PPMP	1.1 Prepares Request for Quotation (RFQ) for approval of the BAC Chair	None	15 Minutes	*Supply Officer/BAC Sec*
	1.2 Canvass Quotations	None	1 day	*Supply Officer/ Canvasser*
	1.3 Opens, evaluates quotations and prepare Abstract of Bids for signature and approval of BAC	None	1 day	*BAC Members Supply Officer/ BAC Secretariat*
	1.4 Prepares BAC Resolution declaring the Lowest	None	1 hour	*Supply Officer/ BAC Secretariat BAC Members*

	Calculated and Responsive Quotation			
	1.5. Prepares Purchase Order and Obligation Request	None	1 hour	*Supply Officer* *Accountant* *HOPE* *Budget Officer III* *ARD or RD*
	1.6 Serves approved Purchase Order	None	4 hours	*Supply Officer*
	1.7 Follow up delivery of goods services	None	1 hour	*Supply Officer*
	1.8 Receives and inspects goods	None	2 hours	*Inspectorate Team* *Supply Officer*
2. Receives items requested	2. Distributes/Release goods	None	1 hour	*Supply Section Staff*
3. Receives goods and signs Requisition Issue Slip	3. Prepares of Requisition Issue Slip and updates Inventory Custodian Slip	None	2 hours	*Supply Officer* *Property Custodian*
4. Fills out Feedback Form		None	2 minutes	
	TOTAL:	**None**	**3 days, 4 hrs, 17 min**	

2. Provision of ICT Services (Service Desk)

This procedure lays down the process of how Information and Communication Technology (ICT) resources including hardware, software and application are maintained, repaired and managed to ensure of an effective, efficient services to employees for continuous smooth operation in the workplace.

Office or Division:	STOD-DARRO			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All DARRO Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled-out Provision of ICT Services Form		STOD		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills-out Provision of ICT Services Form for Troubleshooting/ Repair of Device or other ICT Related devices	1.1 Receives and records in the logbook all information from the Provision of ICT Services Form	None	5 minutes	*CAO*
	1.2 Conducts troubleshooting activities	None	10 minutes	*CAO*
	1.3 Conducts resolution/maintenance activities	None	Easy: 10 minutes Moderate: 1 hour Difficult: 1 day Preventive Maintenance: 4 Hours	*CAO*
	1.3.1 If resolved, returns the device to the client, or updates		10 minutes	*CAO*

	the client of the resolution with the accomplished Provision of ICT Services Form.			
	1.4 If the hardware component is beyond repair and under warranty, endorses the device to the Supply Officer with the Provision of ICT Services Form to avail warranty procedures. Provides copy of the accomplished Provision of ICT Services Form to the personnel concerned for information and reference.	None	10 minutes	*CAO*

	1.5 If the hardware component is beyond repair and not under warranty, returns the device to the client with the accomplished Provision of ICT Services Form as support in availing of service center repair or replacement of defective component.	None	10 minutes	*CAO*
	1.6 If the issue is about application or software in which the problem is beyond resolution, endorses/elevates the issue to the concerned Office	None	10 minutes	*CAO*
2. Fills-out Client Satisfaction Form		None	2 minutes	*Client*
	TOTAL:	**None**	**Easy: 35 minutes Moderate: 1 hour 25 minutes**	

		Difficult: 1 day 25 minutes **If beyond repair and under warranty: 25 minutes** **If beyond repair and not under warranty: 25 minutes** **For software and application beyond the capability of DARRO/DARPO: 25 minutes** **For preventive maintenance: 4 hours and 15 minutes**	

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.

Office or Division:	Personnel Section – STOD - DARRO			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Regional Office Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
.Request form		Personnel Section		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits the filled-up request form	1.1 Receives the submitted filled up request form	None	2 minutes	*Administrative Staff*
	1.2 Evaluates request and forward to concern section	None	3 minutes	*Administrative Staff*
	1.3 Verifies and reviews employee records and prepares requested document		10 minutes	*Administrative Staff*
	1.4 Reviews and sign by authorized officer		10 minutes	*Chief Administrative Officer*

2. Receives copy of the requested record	2.1 Releases approved record to the concern personnel and records in the logbook	None	5 minutes	*Admin Staff*
	TOTAL:	**None**	**30 minutes**	

4. Processing of Application for Leave of Absence

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.

Office or Division:	Personnel Section -STOD – DARRO
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DAR Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application for leave of absence two (2) original copies: Types of Leave:	Personnel Section for the form/ www.csc.gov.ph
1.a. *Sick Leave of absence:* - Medical Certificate for more than 5 days	Attending Physician
- Office Clearance for 30 days or more	Personnel Section for the form/ www/csc.gov.ph
1.b. *Vacation/Mandatory Leave* - Office Clearance for 30 days or more	
1.b.1 - *Additional requirements for travel abroad:* - Letter request at least 15 days prior to the scheduled date of departure	Employee concern
- Office Clearance	Personnel Section/ www/csc.gov.ph
- Certification from the Head of Office that will not in any way affect work performance of the Office	Head of Office
- Written justification if the request did not comply with the aforementioned 15 working days lead time	Employee Concern
- Photocopy of the round-trip ticket	Employee Concern
1.c *Solo Parent Leave* - Photocopy of the latest Solo Parent ID issued by DSWD	Employee Concern

1.d *Maternity Leave (105 days)* - Medical Certificate - Office Clearance	 Attending Physician Personnel Section/ www/csc.gov.ph
1.e *Paternity Leave* - Medical Certificate	 Attending Physician
1.f *Rehabilitation Leave* - Police Incident Report - Medical Certificate	 Attending Physician
1.g *VAWC, any of the following* - Barangay Protection Order; - Temporary/Permanent Protection Order obtain from the Court; - 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.	 Barangay Captain / Municipal Trial Court in the absence of Brgy Captain and MTC, Punong Barangay/Kagawad or Prosecutor or Clerk of Court
1.h - *Adoption Leave* - Authenticated copies of the Decree of Adoption issued by the proper court	 Proper court authorities
1.i Calamity leave (5 days) - Declaration of state of calamity	 National/local issuances
1.j Quarantine leave (14 days) - result of RTPCR/antigen - barangay certification (either close contact etc) - office memorandum signed by the head of office - certification of protocol committee	 LGU/IATF order/resolution
Note: Study leave and terminal leave Application have a different process	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the application for leave of absence duly recommended and signed by the immediate supervisor with the required supporting documents office clearance (for 1 month or more but not to exceed one year)	1.1 Receives and encode in the ODTS and forwards to the Administrative Staff/Officer		10 minutes	*Admin Officer V/ Personnel Officer*
	1.2 Evaluates application for leave of absence as to completeness of information		15 minutes	*Admin/Personnel Officer* STOD
	1.3 Fill out available leave balances in the application for leave form and indicate whether with or without pay and affix initial		5 minutes	*Admin/Personnel Officer* STOD
	1.4 Records the type of leave of absence and the number of days applied for in the leave card index /Automated leave carding system		10 minutes	*Admin/Personnel Officer* STOD
	1.5 Evaluates and signs in the certificate of available leave		5 minutes	*Chief Administrative Officer*

	balances portion of the application form. 1.6 Records in the ODTS and forwards the application for leave absence to the Office of the Regional Director for approval /disapproval 1.7 Approve the application for leave of absence 1.8 Provide copy to the personnel concern the approved /disapproved application for leave of absence 1.9 File approved application for leave of absence in the 202 file of the concerned personnel		10 minutes 4 hours 3 minutes 5 minutes	*Admin/Personnel Officer* STOD *Regional Director* Office of the RD *Admin/Personnel Officer* STOD *Admin/Personnel Officer* STOD
TOTAL:		**None**	**5 hour & 3 minutes**	

5. Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment

Documentary requirements and step by step processes for the payment of first and last salaries of DAR officials and employees per approved appointment, certificate of assumption to duty & funds availability as authorized by the DBM.

Office or Division:	Personnel Section – STOD – DARRO
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Regional Office Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
C. FIRST SALARY	
1. Certified copy of the duly approved appointment by the appointing authority	Personnel Section
2. Certified copy of the certificate of assumption to duty	Personnel Section
2. Certified copy of the oath of office	Personnel Section
3. Attested copy of the Statement of Assets, Liabilities and Networth (SALN) as of date of assumption to duty	www.csc.gov.ph / Personnel Section for the form Personnel Section
4. Duly signed finger scan report/daily time record	BIR Office
5. Tax Identification Number	Phil-health Office
6. Phil-health Identification Number	Pag-IBIG Office
7. Pag-IBIG Member's Identification Number	
8. LBP Payroll Account Number	LBP with Endorsement from the Personnel Division
9. Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)	Records Division or through Office 365 Account for SOs, Personnel Division for TOs and OBs and CAs from visited office/agency
Additional Requirements for transferees and reappointment	

10. GSIS Business Partner (BP) Number 11. Copy of authority to transfer 12. Certificate of last salary received from former office certified by the Chief Accountant and verified by the COA Resident Auditor 13. Approved office clearance 14. Updated Service Record 15. Certificate of available leave credits 16. BIR W2 or Income Tax Return (ITR) 17. Certificate of Service Vehicle – for 3rd level officials of Regional and Provincial Offices 18. Pag-IBIG & P-health forms for updating/consolidation of members records	Former office Former office Former office Former office Former office Former office Former office STOD Personnel Section
D. LAST SALARY	
4. Duly signed finger scan report/daily time record 5. Approved office clearance 6. Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)	Personnel Section Personnel Section 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
C. FIRST SALARY				
2. Submit to the Personnel Division the complete documentary requirements	1.1 Receives documents, encodes to ODTS and forwards to the Payroll Officer	None	20 minutes	*Admin Staff*

	1.2 Evaluates the submitted documentary requirements as to completeness and encodes the personal information provided through the PDS in the payroll system database	None	1 Hour & 30 Minutes	*Administrative Officer*
	1.3 Prepares the Disbursement Voucher (DV) and Obligation Request (OBR) for claims with complete documentary requirements and affix Initials	None	20 minutes	*Administrative Officer*
	1.4 Forwards the claim to the CAO/ARD for STO for final evaluation and initials	None	10 minutes	*Administrative Officer*
	1.5 Reviews with finality the claim for payment of salary and allowance/s and affix initials in the DV & OBR	None	20 minutes	*ARD for STO*
	1.6 Updates the status of the claim	None	20 minutes	*Admin Staff*

	in the ODTS and forwards to the Office of the Director for Administrative Service for signature/approval of the Box A for both DV & OBR			
END OF TRANSACTION				
	TOTAL:	**None**	**3 Hours**	
D. LAST SALARY				
2. Submit letter of intent (retirement, resignation, transfer)	1.1 Receives letter of intent (retirement, resignation, transfer) and issue a Copy of the Office Clearance form for signature and approval	None	5 minutes	*Admin Staff*
	1.2 Encodes the documents to the ODTS and forwards to the Payroll Officer	None	15 minutes	*Admin Staff*
	1.3 Evaluates the submitted documentary requirements as to completeness and encodes the personal information provided through	None	1 hour and 30 minutes	*Admin Staff*

	the PDS in the payroll system database 1.4 Prepares the Disbursement Voucher (DV) and Obligation Request (OBR) for claims with complete documentary requirements and affix initials 1.5 Forwards the claim to the CAO/ARD for STO for final evaluation and initials 1.6 Reviews with finality the claim for payment of salary and allowance/s and affix initials in the DV & OBR	None	20 minutes 10 minutes 20 minutes	*Administrative Officer* *Administrative Officer* *ARD for STO*
	1.7 Updates the status of the claim in the ODTS and forwards to the Office of the Director for Administrative		20 minutes	*Admin Staff*

	Service for signature/approval of the Box A for both DV & OBR			
END OF TRANSACTION				
	TOTAL:	**None**	**3 Hours**	

6. Processing of Terminal Leave Claim

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 may be brought any time after the official/employee severed his/her connection with his/her employer.

Office or Division:	Personnel Section STOD – DARRO
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	All DAR officials and employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved application for leave	Personnel Division for the form
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. Attested copy of the Statement of Assets, Liabilities & Networth (SALN) as of date of retirement /separation	Personnel Division/www.csc.gov.ph for the form
8. Office clearance/s	Personnel Division for the form
9. LBP Bank Account	Employee-Retiree
Additional requirements in case of death of the employee-retiree	
a. If Married	
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 (if applicable) ***b.*** If Single 15. Marriage Certificate of parents 16. Notarized Affidavit of Next of Kin of parents with corroboration of two disinterested persons 17. If both parents are dead – a. Notarized Affidavit of Next of Kin of the siblings b. Birth Certificate of all siblings c. Notarized Waiver of Rights of other siblings (if applicable)	Philippine Statistics Office Philippine Statistics Office 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 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.Submit the approved application for leave, approved provincial office clearance (for DARPO employees), and the attested copy of the SALN as of date of retirement Regional Officials and employees	1.1 Receives application for terminal leave claim, encodes in the logbook and forwards to the Administrative Staff/Officer	None None	10 minutes 5 days	*Assigned Staff /Admin. Officer V*

	1.2 Prepares the DARRO office clearance and facilitates the signing /approval to authorized signatories			*Assigned staff /Admin. Officer V*
	1.3 Prepares documentary requirements for retirement such as : Leave Card, SOLA, Service Records, NOSI, NOSA Appointments,	None	1 hour & 30 minutes	*Assigned staff/Admin. Officer V*
	1.4 Reviews thoroughly the approved application for terminal leave claim together with the supporting documentary requirements as to completeness and correctness	None	20 minutes	*Administrative Officer V*
	1.5 Prepare an indorsement for submission to DARCO of all documentary	None	1 hour	*Admin. Officer V*

	requirements for Terminal Leave Benefits for payment			
	1.6 Review and approve endorsement letter to DARCO	None	4 hour	*Head of Office*
	1.7 Log in the logbook and submit the same to the Records for mailing thru courier for submission to DARCO	None	20 minutes	*Administrative Officer V*
	1.8 Files duplicate copies of the terminal leave documents in the employee's 201	None	10 minutes	*Assigned staff/ Admin. Officer V*
END OF TRANSACTION				
	TOTAL:	**None**	**5 days 7 hours & 30 minutes**	

7. Procurement for Goods and Services through Competitive Bidding

Competitive Bidding - Refers to a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, receipt and opening of bids, eligibility screening of prospective bidders, evaluation of bids, post- qualification, and award of contract. For purposes of, and throughout this IRR, the terms “Competitive Bidding” and “Public Bidding” shall have the same meaning and shall be used interchangeably.

All Procurement shall be done through “Competitive Bidding” except asprovided in R.A. 9184. Resort to alternative methods shall be made only if: 1) highly exceptional cases 2) To promote economy and efficiency 3) Justified by conditions specified in R.A. 9184 and its IRR.

Office or Division:	STOD - DARRO
Classification:	Highly Technical Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Purchased Request	Requesting Party (End-User)
2. Approved Project Proposal	Requesting Party (End-User)
3. Approved Project Procurement Management Plan (PPMP)	Requesting Party (End-User)
4. Technical Specifications indicating the following, such as but not limited to: • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Type of Services to be procured • Estimated cost • Estimated delivery date • Sample picture or layout of item to be procured • Purpose	Requesting Party (End-User)
5. Market Survey/Scan as basis for the Approved Budget for the Contract	Requesting Party (End-User)
6. Pre-Inspection Report for Repair and Maintenance or Office Improvements	STOD (Inspectorate Team)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Purchase Request (PR) to Procurement Division or BAC Secretariat together with the required documents.	1.1 Validate if the PR is in the approved Annual Procurement Plan (APP) and review submitted required documents	None	30 minutes	*STOD / Bids and Awards Committee (BAC) Secretariat*
	1.2 If the PR is properly accomplished and the documents are complete, input item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	15 minutes	*STOD / BAC Secretariat*
	1.3 Approve the Accomplished Purchase Request (PR) with complete required documents for procurement	None	1 hour	*BAC Secretariat Head*
	1.4 Prepare and Approval of Bidding Documents	None	1 day	*BAC Secretariat, End-User and BAC*
	1.5 Conduct of Pre-procurement Conference up to the Issuance of Notice to Proceed	None	Minimum of 26 calendar days/Maximum of 136 calendar days based on Annex "C" of the 2016 IRR of	*End-User, BAC, BAC-TWG, BAC Secretariat*, *STOD* and *Head of the Procuring Entity*

			RA 9184	
	TOTAL:	**None**	**27 Days, 1 Hour, 45 Minutes (Minimum)/137 Days, 1 Hour, 45 Minutes (Maximum)**	

******Procurement Process timeline is covered by special law under RA 9184**

8. Procurement of Goods and Services through Negotiated Procurement – Small Value Procurement

Procurement of Goods, Infrastructure Projects and Consulting Services, where the amount involved does not exceed the threshold prescribed in Annex "H" of this IRR: Provided, that incase of Goods, the procurement does not fall under shopping in Section 52 of this IRR.

Office or Division:	STOD – DARRO
Classification:	Highly Technical **(SMALL VALUE PROCUREMENT)**
Type of Transaction:	G2G
Who may avail:	All Bureaus/Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Purchase Request	Requesting Party (End-user)
2. Approved Project Procurement and Management Plan (PPMP)	
3. Technical Specifications indicating the following, such as but not limited to: • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Type of Services to be procured • Estimated cost • Estimated delivery date • Sample picture or layout of item to be procured • Purpose	
4. Pre-Inspection Report for Repair and Maintenance or Office Improvements	STOD/Inspectorate Team

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved Purchase Request (PR) to Procurement Division	1 Validate if the PR is in the Approved Annual Plan and Review	None	30 minutes	*STOD / Bids and Awards*

or BAC Secretariat together with the required documents.	submitted required documents			*Committee (BAC) Secretariat*
	1.2 If the PR is properly accomplished and the documents are complete, input item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	15 minutes	*STOD / BAC Secretariat*
	1.3 Approve the accomplished PR with complete required documents for procurement	None	1 hour	*STOD / BAC Secretariat Head*
	1.4 Prepare and Approval of Request for Quotations (RFQ)	None	4 hours	*BAC Secretariat*
	1.5 Posting of RFQ at PhilGEPS Website/Send of RFQ to known Bidders	None	5 calendar days (3 calendar days active in PhilGEPS Website)	*BAC Secretariat*
	1.6 Bid Opening	None	1 day	*End-User, BAC, BAC Secretariat & Observers*
	1.7 Preparation Abstractof Quotations, ORS, BAC Resolution and Purchase Order/Contract	None	1 day	*BAC Secretariat*
	1.8 Approval of Abstract	None	15	*End-User, BAC,*

	of Quotations, ORS, BAC Resolution and Purchase Order/Contract		workin g days	*BAC Secretariat, STOD* and *Head of the Procuring Entity*
	1.9 Issuance of Approved PO/Contract to the Winning Bidder	None	3 calend ar days	*BAC Secretariat*
	1.10 Feedback to end-user the status of PR	None	5 minutes	
	TOTAL:	**None**	**25 days, 5 hours & 50 minute s**	

***Procurement Process timeline is covered by special law under RA 9184**

9. 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.

Office or Division:	Support to Operations Division (STOD) – Cashiering Section Regional Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Applicants for Clearance(s)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Order of payment form		Legal Division, DAR Provincial Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 Legal Division for the issuance of the form) and Verifies information from the order of payment and receives payment.	None	5 Minute	*Cashier II* STOD
2. Pay the necessary fees	Issuance official receipt based A.O. 01 Series of 2021 Sec. 9 Filing Fee (PHP 2,000.00)	None	3 Minutes	*Cashier II* STOD
3. Receives official receipt and Fills-out Feedback Form	3. Reviews the accomplished Feedback Form	None	2 Minutes	*Cashier II* STOD
	TOTAL:	**None**	**10 minutes**	

10. Cancellation of Property Accountability

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

Office or Division:	STOD - DARRO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Regional Office Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Return of Equipment Form (ROEF) 2. Equipment itself to be returned 3. Copy of Property Accountability Report (PAR), Inventory Custodian Slip (ICS), Acknowledgement Receipt of Equipment (ARE)		GSD/GSU - Property Section		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Admin Staff* GSD/GSU/Support staff
	1.2. Take pictures of returned PPE. Determines the serviceability of PPE. Encodes the surrendered PPE in the Inventory of	None	5 minutes	*Administrative Assistant/Support staff*

	Returned Property, Plant and Equipment (IRUP).			
	1.3 Cancels the accountability and furnishes copy of duly cancelled PAR/ ARE/ICS to the requesting party (original copy of signed PAR/ICS shall be returned to end user)	None	3 minutes	*Administrative Officer/AO IV* GSD/GSU
	1.4 Determines/tag /safekeeping/Ens ures the safe storage of all returned PPE.	None	30 minutes	*Admin Aide VI* GSD/Support staff
	1.5 Reconciles copy of inventory report in the property database, Files the signed documents	None	5 minutes	*Admin Aide VI* GSD/Support staff
2. Receives copy of cancelled property accountability		None	1 minute	*Requesting party*
	TOTAL:	**None**	**55 minutes**	

11. 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 DARRO Operating Units.

Office or Division:	STOD – DARRO
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Various offices within DARRO

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requisition and Issue Slip (RIS) (3 copies, original) Inventory Custodian Slip (3 copies original)	STOD Supply Unit

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Admin Assistant*
	1.2 Checks the column "Yes" if the stocks are available and "No", if the stocks are not available	None	2 minutes	*Administrative Assistant* – Support Staff
	1.3 Prepares ICS for semi expendable inventory items and equipment (3 original copies)	None	5 minutes	*Administrative Aide VI* –Support staff

	1.4. Signs the approved column of the RIS form	None	1 minute	*Chief Admin Officer*- RCAO
	1.5 Prepares / packs the requested inventory items	None	15 minutes/10 minutes	*Admin Aide VI* Support Staff
2. Accepts supplies, materials and equipment and signs documents	2. Issues inventory items and equipment.	None	5 minutes	End user
	TOTAL:	**None**	**28 mins**	

12. Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)

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

Office or Division:	General Services Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Regional Office Employees/all applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter Program of Works Design and Layout Project Proposal Bill of Materials Request for 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 Unit

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Report the defective PPEs and other civil works request	1.1Receives and records the report/request and forwards to the concern personnel, for checking and verification and checks/assess	None	3 minutes	*Admin Assistant*-GSU

	the nature of defects/request			
	1.2 Prepares the following: 1.2.1 Program of Works, design and lay out for civil works 1.1 Project Proposal for the new repair request 1.2 RRDPS - request for Replacement of Defective Parts and Services 1.3 RSPS – Request for Spare Parts and Services 1.4 RMIS – Request for Materials and	None	2days	*Administrative Officer III , Engr. II and Admin Aide VI-* GSU RCAO

	Infrastructure Services			
	1.3 Prepares Request for Inspection with complete attachment for approval.	None	3 minutes	*Administrative Officer III, Engr. II and Admin Aide VI-* GSU *Admin Officer IV/Support Staff*
	1.4 Reviews and signs the attached documents	None	5 minutes	*Chief Admin Officer* – RCAO
	1.4 Records and Forwards the request to the Management Division for the pre repair inspection:	None	5 minutes	*Admin Aide VI* – GSU-support staff
	1.5 Provide feedback to client		5 minutes	
	TOTAL:	**None**	**2 Days and 21 Minutes**	

PROVINCIAL OFFICE

EXTERNAL SERVICES

1. Assistance in Handling of Queries or Complaints as provided by 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.

Office or Division:	Support to Operations Division - DARPO
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Farmers, Farmworkers and Landowners as well as cooperatives, other independent farmer's organizations, representative of other gov't agencies and walk-in clients.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid Identification Card	Any Government-Issued / company Identification Card or any valid ID.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client Registration (with or without referral from other DAR Offices) and fills up the Clientele Information Sheet while observing minimum health protocols.	1.1 Issue and request the Walk-in Client/Visitor to accomplish the **Clientele Information Sheet (CIS)** with the following required entries: name, address, telephone/ mobile number, issues & concerns, case number or title, requests, etc., with attached Clientele Satisfaction form (CASF)	None	15 minutes	*PACD Coordinator*
2. States queries/concerns	2.1 Interviews the Walk-in Client/Visitor and	None	15 minutes	*PACD Coordinator*

	evaluates his/her issue/concern presented 2.2 Prepares Referral Slip addressed to concerned DAR Office bearing the issues/concerns of the Client/Visitor 2.3 Furnishes the Client/Visitor with a photocopy of the signed and approved Referral Slip	None None	5 minutes 15 minutes	*PACD Coordinator* *PACD Coordinator*
3. Accomplish Client Satisfaction Form (CSF) and and submit the DAR area ID to the PACD	The PACD Officer of the Day reviews the accomplished CSF.	None	10 minutes	*PACD Coordinator*
	TOTAL:	**None**	**1 hour**	

2. Processing and Payments of Disbursement Vouchers/Claims

This service covers processing up to payment of all disbursement vouchers/claims thru check issuance or LDDAP ADA submitted by both internal and external clients. The process is in accordance with National Government Accounting System (NGAS) Manual. The checklist of requirements for common government requirements depending on the nature of expenses to be paid shall be complied with as prescribed in COA Circular No. 2012-001 dated June 14, 2012, amended by COA Circular No. 2013-001 dated January 10, 2013.

Office or Division:	Support to Operations Division (STOD) – DARPO
Classification:	Simple
Type of Transaction:	Government to Business (G2B), Government to Government (G2G), government to Citizen (G2C)
Who may avail:	1. Suppliers of goods and services 2. Employees 3. Other government agencies 4. NGOs/POs 5. Private individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For complete documentary requirements, kindly click the LINK Or Please refer to attached list	https://www.coa.gov.ph/phocadownloadpap/userupload/Issuances/Circulars/Circ2012/COA_C2012-001.pdf https://www.coa.gov.ph/phocadownloadpap/userupload/Issuances/Circulars/Circ2013/COA_C2013-001.pdf Support to Operations Division

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Prepares DV in 4 copies, attaches supporting documents (SDs) and ORS and submits to STOD	1.1 Receiving/ releasing staff ➢ receives copies 1-4 of DV, 1-3 copies of ORS duly signed by the Head of	None	10 minutes	*Provincial Chief Administrative Officer*

	Requesting Office and SDs; If complete, records same in the logbook for the purpose and forwards for processing, If incomplete, returns the document to the Requesting Office for completion			
	1.2. Budget Officer II ➢ verifies availability of allotment per Project/Activity/Program (PAP); If allotment is not available, ➢ returns the document to the office/personnel concerned, If allotment is available, ➢ assigns number in control book for the purpose, records amount obligated, ➢ indicates appropriate UACS Codes, ➢ initials in Section B of the ORS and ➢ forwards to Budget Officer III for signature	None	3 minutes	*Provincial Chief Administrative Officer*
	1.3. BO II reviews ORS and SDs; If in order, signs the certification in Section B, and forwards the ORS, DV and SDs to staff for releasing	None	10 minutes	*Provincial Chief Administrative Officer*

	1.4. Budget staff ➢ retains the original copy of the ORS, forwards copies 1-4 of the DV, copies 2-3 of ORS and SDs to the Accounting	None	5 minutes	*Provincial Chief Administrative Officer*
	1.5. Accounting staff receives Copy 1-4 of DV, Supporting Documents (SDs) and Copy 2-3 of duly signed ORS from the Budget staff	None	3 minutes	*Provincial Chief Administrative Officer*
	1.6. Accounting staff ➢ reviews DV for completeness and propriety of SDs. ➢ Checks index of payments (IP) and determine if claim is in order; If with prior payment on the same claim, returns the DV, SDs and ORS informing claimant of the findings, If in order, verifies amount in ORS against DV; If the same, records in the following in the IP, DV date and number, initials in Box B of DV If amount differs, • prepares NORSA in 3 copies, signs Prepared by portion, attaches 1-3 copies of NORSA to DV	None	10 minutes 5 minutes	*Provincial Chief Administrative Officer*

	and forwards to Chief Accountant for approval of NORSA • Records the release of NORSA in the logbook to the Budget for correction of obligations. Budget staff effects adjustments in Obligations column of the ORS and returns the adjusted ORS, DV and SDs to the Accounting. Accounting staff attaches the NORSA to the DV including the SDs and ORS			
	1.7. Accounting staff: ➢ determines availability of NCA, If NCA is sufficient, records in the RANCA/RANTA the DV date and number and amount, ➢ Checks the "Cash available" portion in Box B of the DV; ➢ Checks accuracy of amount claimed against supporting documents. ➢ If appropriate, computes necessary withholding taxes and other allowable deductions.	None	10 minutes	*Provincial Chief Administrative Officer*

	➢ Indicates the appropriate accounting entry, and ➢ forwards the DV, SDs and ORS to the Accountant II for review. ➢ If applicable, prepares BIR Forms 2301 and 2306 If NCA is not sufficient, notes the non availability of cash and safekeeps the DV, SDs and ORS			
	1.8. Accountant II reviews DV and SDs, signs Box B of DV, forwards to Receiving/Releasing staff.	None	15 minutes	*Provincial Chief Administrative Officer*
	1.9. Receiving/releasing staff records in the logbook the release of copies 1-3 of DV and SDa and copies 2-3 of the ORS to the Provincial Agrarian Reform Officer II (PARPO II) for approval of the DV	None	3 minutes	*Provincial Chief Administrative Officer*
	1.10. Receiving/Releasing staff of the PARPO II • receives copies 1-4 of DV, SDs and copies 2-3 of the ORS and records in the logbook the date of receipt, and	None	3 minutes	*Provincial Chief Administrative Officer*

	• forwards the documents to the Approving Officer for review and approval			
	1.11. PARPO II • reviews DV and signs in Box C "Approved for Payment" portion; • Forwards documents to receiving/releasing staff	None	10 minutes	*Provincial Chief Administrative Officer*
	1.12. Receiving/ Releasing staff records in logbook the approved DV and all SDs and forwards the documents to the Cashier	None	3 minutes	*Provincial Chief Administrative Officer*
	1.13. Staff of Cashier ➢ receives Copies 1-4 of approved DV, Copies 2-3 of ORS and SDs ➢ records in the logbook the date of receipt, DV number, payee, particulars and amount ➢ checks completeness of signatories on DV	None	10 minutes	*Provincial Chief Administrative Officer*
	1.14. If payment is by/through A. Check, staff: ➢ prepares checks in 3 copies ➢ records the date, check number, name of payee, nature of	None	10 minutes	*Provincial Chief Administrative Officer*

	payment and amount of the DV in the CkaDAD Record maintained per bank account ➢ forwards copies 1-3 of check, copies 1-4 of DV, copies 2-3 of ORS and SDs to the Cashier for review and signature (Proceed to 15) B. LDDAP-ADA, Accounting Staff ➢ Prepares LDDAP – ADA in 5 copies ➢ Forward the LDDAP – ADA to the Accountant II for review and signature Accountant II reviews and signs “Certified Correct” portion of the LDDAD – ADA and forwards to Receiving/ Releasing staff Receiving/ Releasing Staff ➢ Records in the logbook the release of copies 1-5 of LDDAP – ADA, copies 1-4 of DV, copies 2-3 of the ORS and SDs to the OARD/ORD for approval of the LDDAP – ADA			

	(Proceed to 17B)			
	1.15. Cashier ➢ verifies completeness of signature of the DV ➢ reviews the amount in the check against the DV and SDs ➢ signs the check ➢ forwards to staff for releasing to authorized countersigning official (PARPO II)	None	15 minutes	*Provincial Chief Administrative Officer*
	1.16. Staff of Cashier ➢ Forwards the set of documents to the Authorized Countersigning Official (PARPO II)	None	5 minutes	*Provincial Chief Administrative Officer*
	1.17. If A. Check payment, Authorized Countersigning Official (PARPO II) ➢ countersigns check ➢ forwards to releasing staff B. LDDAP – ADA Receiving/releasing staff of PARPO II ➢ receives copies 1-5 of LDDAP -ADA, copies 1-4 of DV, copies 2-3 of ORS and SDs ➢ forwards documents to PARPO II for review and approval of LDDAP – ADA	None	5 minutes	*Provincial Chief Administrative Officer*

	PARPO II ➢ reviews LDDAP – ADA ➢ signs in “Approved” portion of the LDDAP ➢ forwards the approved LDDAP-ADA, DV, SDs and ORS receiving/releasing staff			
	1.18. Releasing staff records in the logbook date of release of check or LDDAP -ADA, DV, SDs and ORS to the Cashier	None	3 minutes	*Provincial Chief Administrative Officer*
	1.19.Cashier or Staff A. If Check ➢ receives the check, DV, ORS and SDs, ➢ verifies completeness of signatures in the check, and in the DV including the amounts B. If LDDAP -ADA Cashier • verifies completeness of signatures in the LDDAP – ADA and in the DV including the amounts • Signs the “ADA” portion • Forwards the signed LDDAP – ADA to	None	15 minutes	*Provincial Chief Administrative Officer*

	PARPO II for countersigning • ARD/RD countersigns the "ADA" portion of the LDDADP – ADA (Proceed to 20B)			
2. Receives check payment by signing in the Check Registry/logbook and the "Released portion of the Copy 1 of DV, Issues OR/Invoice, if needed	2. Cashier or staff A. if check payment ➢ releases original of check and copy 4 of the DV to the payee, ➢ attaches OR or invoice, if required to be issued by payee/claimant ➢ requires the payee/claimant to sign on copy 1 of the DV and the Check Registry/logbook, and ➢ Posts in the Date Released column of the CkADADRec the date of release of the check to the claimant B. LDDAP – ADA Cashier • releases copies 1-3 of LDDAP – Ada to LBP Servicing Branch which shall pay the creditors/payees listed in the LDDAP – ADA not later than 48 hours but ot earlier than 24 hours upon receipt of the	None	10 minutes	*Provincial Chief Administrative Officer*

If required, issues provisional receipt for replacement with Official Receipt or Invoice immediately after actual receipt of payment	LDDAP – Ada from the Office • furnishes creditors/payees with copy of the LDDP – ADA or informs them of the LDDAP -Ada number to update them on the status of their claims			
3. Fills – out Client Satisfaction Survey Form	3. Solicits client feedback using CSSF Receives filled – out and places CSSF in box provided for	None	10 minutes	*Provincial Chief Administrative Officer*
	TOTAL:	**None**	**2 hours 53 minutes**	

3. Request for Issuance of Certification of Remittances

The request for certification of remittances is necessary in the reconciliation of personnel's records of premiums both employee and employer's share, loan payments, taxes withheld, disallowances settled and other deductions made from their personal services claims. This can be also availed by other citizens such as heirs of personnel and other interested persons of juridical bodies for whatever legal purpose this may serve them.

Office or Division:	Support to Operations Division (STOD) - DARPO
Classification:	Simple
Type of Transaction:	G2G, G2C
Who may avail:	1. Currently employed officials and employees of the Department 2. Retired employees of the Department 3. Other government agencies or GOCCs 4. Private Individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Filled-Out Request Form	Accounting Section
Identification Card	From Requesting Party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills out Request Form, signs and submits to Accounting Division thru' personal delivery, mail/courier or online (eMail, Messenger)	1. > If personally delivered or via mail/courier Receives and logs request > If received online, Retrieves, prints and logs request	None	2 minutes	*Provincial Chief Administrative Officer*

	1.2> If using the Payroll Index Sub – System (PISS) Prepares/ Generates from Payroll Index Sub-System (PISS) ➢ If manually done	None	5 minutes 30 minutes	*Provincial Chief Administrative Officer*
	1.3 Signs the Certified Correct portion of the Certification	None	2 minutes	*Provincial Chief Administrative Officer*
	1.4 Records the certificate in the logbook for outgoing documents	None	2 minutes	*Provincial Chief Administrative Officer*
2. Receives signed certification by signing the released column of logbook or thru' online (eMail, Messenger) and fills - out Client Satisfaction Survey Form (CSSF) and submits to designated personnel	2. Releases the signed certification to the requesting party physically or online (eMail or Messenger) and receives and places the filled – out CSSF in the box provided)	None	1 minute	*Provincial Chief Administrative Officer*
	TOTAL: **If using PISS** **If manually done**	**None**	**12 minutes** **37 minutes**	

4. 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 Administrative Order No. 8, Series of 1995. This will legitimize the transfer transaction from the original awardee to the new owner.

Office or Division:	DARPO - LEGAL DIVISION
Classification:	Republic Act No. 6657 and DAR Administrative Order No. 8, Series of 1995 Highly Technical
Type of Transaction:	Government to Citizen; Government to Business; Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Written Letter-request	Transferor
Copy of Deed of Conveyance/Transfer (Extra-Judicial with Waiver, Sale, Donation, etc)	Transferor
Certified copy of EP/CLOA	Register of Deeds
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 a death certificate.	Transferor
Certification from the Municipal Treasurer's Office (Tax Clearance)	Municipal Treasurer's Office

Affidavit of Transferee duly acknowledged by the BARC Chairman on the place where the land is located, executed within three (3) months stating that his/her landholding including the subject land to be acquired is not more than 5 hectares.	Transferee
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 on the Deed)	Municipal/City/Provincial Assessor's Office
Income Tax Return (Certified True Copy) of the Transferee	BIR
Residence Certificate of the Transferee	Barangay
Certification from LBP/DAR regarding loans	LBP or DAR
Notarized Certification from National Irrigation Administration (NIA)	NIA
Certificate of Full Payment for compensable lands	LBP

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File with the DAR Provincial Office (DARPO), where the subject land is located, a written request to transfer his/her awarded land with all the required attachments.	1.1 Receive the request and evaluate the completeness of the attached documentary requirements.	None	1 hour	*Chief Legal Officer, Legal Division*

	1.2 If incomplete, *(improper/lacking documentary requirements)*, return the request and attached documents to the applicant.	None	5 minutes	*Chief Legal Officer, Legal Division*
	1.3 If the application is complete, record in the Official Record Book and indicate date of receipt in the applicant's receiving copy.	None	10 minutes	*Chief Legal Officer, Legal Division*
	1.4 Prepare a Land Transfer Application (LTA) folder, assign a docket number, and enter the application in the Legal Case Monitoring System (LCMS).	None	1 hour	*Chief Legal Officer, Legal Division*
	1.5 Schedule an Ocular Site Inspection and Investigation (OSII) and inform the client.	None	1 day	*Chief Legal Officer, Legal Division*
2. Accompany DARPO staff to the site in the conduct of OSII.	2.1 Conduct OSII and take pictures of the subject land, including its environs.	None	1 day	*Inspection Team DARPO*
	2.2 Prepare investigation report (attach photos taken) and submit to the legal division.	None	2 hours	*Inspection Team DARPO*
	2.3 Prepare Transmittal Memo, with recommendation, to be signed by the PARPO.	None	1 hour	*Chief Legal Officer, Legal Division*

				PARPO II, PARPO's Office
	2.4 Forward the LTA folder to DAR Regional Office and inform the client of the transmittal.	None	1 hour	*Chief Legal Officer, Legal Division*
	TOTAL: **If application is complete:** **If application is not complete:**	 **None** **None**	 **2 days, 6 hours and 15 minutes** **1 hour and 5 minutes**	

* Republic Act No. 6657 and DAR Administrative Order No. 8, Series of 1995

5. Processing of DAR Clearance (A.O. 4 s. 2021)

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.

Office or Division:	LEGAL DIVISION - DARPO
Classification:	Simple
Type of Transaction:	Government to Government/Business/Client
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized application. (LTC Form No. 1)	Parties to the deed or their authorized representative (Form is available at DAR offices)
2. Original copy of the notarized document to be registered (Deed of Conveyance)	Requesting party, either the Transferee or Transferor
3. Electronic copy of the OCT/TCT issued by the ROD not later than 6 months from date of application	Register of Deeds
4. Certified true copy of the current Tax Declaration in case the land is untitled	Municipal/City Assessor's Office
5. Affidavit of Transferor expressly stating that the subject land is: a. His/her retention area; b. Not tenanted or if tenanted, has complied with the tenants' right of pre-emption or redemption as stipulated under Sections 11 and 12 of R.A. No. 3844, as amended, and attach the required Written Notices to the concerned tenants and proof of their receipt; and	Transferor

c. There is no pending case before the regular courts or any other tribunal involving the land subject of the transaction. If there is a case before the regular courts or any other tribunal, the same had been decided with finality.	
6. Affidavit of aggregate landholding executed by the Transferee including his/her spouse, if married, attesting that the Transferee and his/her spouse, if married, has or have not exceeded the landownership ceiling or limit of ownership (5 hectares) as provided under Section 6 of R.A. No. 6657, as amended	Transferee and spouse, if married
7. Certification (LTC Form No. 2) by the MARPO or official designated by the PARPO II expressly stating the following: a. Presence or absence of agricultural tenants and leaseholders, farmworkers, actual tillers, and occupants, and other directly working in the subject land; b. Any actual change of use, premature conversion/development of the land without the required Order of Conversion from the DAR; and/or c. Any form of conflict of claims involving the land by and between the families or third person claimant.	DARMO who has jurisdiction over the subject land or any official designated by the PARPO II in areas where there is no DARMO

8. Original or certified true copy of Certificate of Aggregate Landholding of both the Transferor and Transferee (including their spouses) from the Municipal, 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 6 months from date of application		Municipal, City and Provincial Assessor's Office		
9. If applicant is a juridical entity, submit Secretary's Certificate or Board Resolution.		Applicant's authorized representative		
10. If application is made through an authorized representative, submit a Special Power of Attorney		Applicant's authorized representative		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit application with attached required documents in a folder to the DAR Provincial Office (DARPO).	1. Receive the application and evaluates the completeness of attached documents using LTC Form No.3.	None	15 minutes	*Chief Legal Officer, Legal Division*

	1.1 If the application is complete, Record in the Official Record Book and indicate date of receipt and control number in the applicant's receiving copy of LTC Form No. 3 1.2 If the application is not complete, return to the applicant for compliance of the lacking documents.	None	15 minutes	*Chief Legal Officer, Legal Division*
2. Payment of filing fee	2. Issue Official Receipt (O.R.)	Php 2,000.00	20 minutes	*Chief Administrative Officer, STOD*
3. Present O.R. to the Legal division	3. Record O.R. in the logbook and attach it to the application	None	10 minutes	*Chief Legal Officer, Legal Division*
	3.1. Endorse the application to LTID for verification of records (LTC Form No. 4)	None	1 hour	*CARPO/Designated Personnel, LTID*
	3.2. Forward the application to Legal Division after issuance of LTID Form No. 4	None	5 minutes	*CARPO/Designated Personnel, LTID*

	3.3. Review and evaluates the DAR clearance application folder and prepare completed staff work (CSW) for the PARPO with prepared DAR clearance certification. *If* denied, the same is without prejudice to refiling.	None	2 days	*Chief Legal Officer, Legal Division*
	3.4. Final review of the DAR application folder, CSW, LTC Form No, 4 and DAR clearance certification	None	2 hours	*Chief Legal Officer, Legal Division*
	3.5. Forward the CSW with attached Certification to the Office of the PARPO.	None	15 minutes	*Chief Legal Officer, Legal Division*
	3.6. Sign and seal the certification whether approved or denied (LTC Form No. 5)	None	3 hours	*PARPO II, PARPO's Office*
	3.7. Forward the signed document (DAR Clearance) to the Legal Division	None	10 minutes	*PARPO II, PARPO's Office*

4. Client request release of DAR clearance	4. Prepare the DAR Clearance	None	15 minutes	*Chief Legal Officer, Legal Division*
5. Sign the Logbook before receiving the Certification/DAR Clearance	5. Release the Certification/DAR Clearance and require the client to sign the Logbook and administer Feedback Form	None	10 minutes	*Chief Legal Officer, Legal Division*
6. Accomplish Feedback Form and drop at the suggestion drop box located at the Public Assistance and Complaint Desk (PACD).	6. Record the client's feedback	None	5 minutes	*Chief Administrative Officer, STOD*
	TOTAL: **if application is complete:** **If application is incomplete:**	 **PhP 2,000.00** **None**	 **3 days** **15 minutes**	

6. Conduct of Dialogue

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

Office or Division:	DARPO/DARMO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Civil Society Organization (CSO), Agrarian Reform Beneficiaries or Potential ARB, Landowner and other stakeholders			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for Dialogue		• Civil Society Organization (CSO), Agrarian Reform Beneficiaries or Potential ARB, Landowner and other stakeholders		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits Request for Dialogue thru letter, e-mail or phone call (official records section e-mail address and telephone number)	1.1 Receives request for dialogue	None	5 minutes	*Records Officer*
	1.2 Encodes the document information in the ODTS	None	5 minutes	*Records Officer*
	1.3 Forwards request to Head of Office	None	5 minutes	*Records Officer*
	1.4 Instructs concerned Operating Units to set/schedule meeting with the requesting party	None	15 minutes	*Head of Office*

	and prepare necessary documents/briefer before the meeting			
	1.5 Gathers necessary documents and preparation of briefer	None	2 hours	*Head of office concerned/Operating Unit*
	1.6 Prepares notice of meeting/dialogue thru letter, e-mail or phone call to the requesting party informing the date and venue of the dialogue and the mode of meeting if face-to-face or virtual	None	10 minutes	*Head of office concerned/Assigned Technical Staff*
	1.7 Initials, signs and approves Letter Reply/Notice of Meeting/dialogue	None	5 minutes	*Head of office concerned*
	1.8 Sends Letter Reply to the requesting party via official courier, e-mail, text/call	None	15 minutes	*Records Officer*
	1.9 Records the Letter Reply in the ODTS	None	5 minutes	*Records Officer*

2. Pre-Dialogue/Briefing	2. Pre-dialogue and briefing with the Head of office	None	1 hour	*Head of Office/ concerned office sector*
3.Dialogue Proper	3. Presentation/ Discussion of issues	None	4 hours	*Head of Office/Concerned Parties*
4.Signing of agreements	4.1 Prepares and signing of agreements	None	1 hours	*Secretariat, Head of Office, and concerned parties*
	4.2 Preparation/Signing of Minutes of dialogue	None	6 hours	*Secretariat, Head of Office*
	TOTAL:	**None**	**1 day, 7 hours and 5 minutes**	
END OF TRANSACTION				

7. 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.

Office or Division:	Office of the Provincial Agrarian Reform Adjudicator (PARAD)
Classification:	Simple Transaction
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Business (G2B)
Who may avail:	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case 4. Government entity concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written request • DARAB Request Form • Letter-request • Request through electronic means 2. Land title, Tax Declaration or any other valid sources of landholding information	Office of the PARAD Party to the case/counsel of record/any person authorized Party to the case/counsel of record/any person authorized Register of Deeds / Assessor's Office / Requesting party
3. For No. 3 in the above enumeration: 3.1 Letter-authority (1 original) 3.2 Valid ID from the principal and the representative (1 photocopy) or any proof of identity	Party to the case/Counsel of record Company, school or government entity concerned

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DARAB request form/letter-	1.1 Receive and review the	None	5 Minutes	*Clerk of the Adjudicator/Agrarian*

request/request through electronic means	accomplished form/letter-request/request through electronic means			*Reform Program Officer II (ARPO II)*
	1.2 Verify case records if there is a pending case before the RARAD 1.3 Issue Order of Payment if with no pending case	None	10 Minutes	*Clerk of the Adjudicator/ARPO II*
2. Pay to the cashier and present official receipt (OR)	2.1 Prepare the Certification 2.2 Records the OR number in the logbook/request form	PHP 50/ document (Pauper litigant free of charge)	10 Minutes	*Clerk of the Adjudicator/ARPO II*
3. Receive the Certification and accomplish the Client Assistance Satisfaction Form and drop in the designated box provided	3. Release the Certification and Request the client to accomplish the Client Assistance Satisfaction Form	None	7 Minutes	*Cashier / Clerk of the Adjudicator/ARPO II*
	TOTAL:	**Php 50.00**	**32 Minutes**	
	If Pauper Litigant	**Free of charge**		

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

The certified copies of documents which include any record, decision, ruling or entry requested by interested parties for personal files, as annexes to any appeal in any court or tribunal or for other legal purposes.

Office or Division:	Office of the Provincial Agrarian Reform Adjudicator (PARAD)
Classification:	Simple Transaction
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Businesses (G2B)
Who may avail:	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case 4. Government entity concerned

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
2. Written request • DARAB Request Form • Letter-request • Request through electronic means	Office of the PARAD Party to the case/counsel of record/any person authorized Party to the case/counsel of record/any person authorized
2. For No. 3 in the above enumeration: 2.1 Letter-authority (1 original) 2.2 Valid ID of the principal and the representative (1 photocopy) or any proof of identity	 Party to the case/Counsel of record Company, school or government entity concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit DARAB request form/letter-	1.1 Receive and review the accomplished	None	5 minutes	*Clerk of the Adjudicator/ Agrarian Reform*

request/request through electronic means	form/letter-request/request through electronic means			*Program Officer II (ARPO II)*
	1.2 Retrieve case records and verify the requested document	None	12 minutes	*Clerk of the Adjudicator/ARPO II*
	1.3 Prepare, reproduce the requested document and issue Order of Payment (If case folder is at the office): •50 pages and below, 5 years and below •50 pages and below, above 5 years •51 to 100 pages, 5 years and below •51 to 100 pages, above 5 years	None	30 minutes 40 minutes 1 Hour 1 hour, 10 minutes	*Clerk of the Adjudicator/ARPO II*
	(If case folder is not yet available or if case records are voluminous): 1.4 Retrieve, prepare, reproduce and authenticate the requested documents	None	3 days	*Clerk of the Adjudicator/ARPO II*

2. Pay to the cashier and Present official receipt (OR)	2.1 uthenticate the document while the Client is paying the corresponding fee at the cashier 2.2 Records the OR number in the logbook/request form	Php 10.00 / page (Pauper litigant is free of charge)	10 minutes	*Cashier / Clerk of the Adjudicator/ ARPO II*
3. Receive the certified copies of document and accomplish Client Assistance Satisfaction Form and drop in the designated box provided	3. Release the certified copies of document to Client and Request the Client to accomplish the Client Assistance Satisfaction Form	None	8 minutes	*Clerk of the Adjudicator/ARPO II*
	TOTAL			
	For 50 pages and below	**PHP 10.00**		
	5 years and below		**1 hour, 5 minutes**	
	5 years and above		**1 hour, 15 minutes**	
	Archived		**3 days**	
	51 to 100 pages	**PHP 10.00**		
	5 years and below		**1 hour, 35 minutes**	
	5 years and above		**1 hour, 45 minutes**	
	Archived		**3 days**	

9. 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.

Office or Division:	Office of the Provincial Agrarian Reform Adjudicator (PARAD)
Classification:	Simple Transaction
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Business (G2B)
Who may avail:	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case 4. Government entity concerned

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
2. Written request • DARAB Request Form • Letter-request • Request through electronic means	 Office of the PARAD Party to the case/counsel of record/any person authorized Party to the case/counsel of record/any person authorized
2. For No. 3 in the above enumeration: 2.1 Letter-authority (1 original) 2.2 Valid ID of the principal and the representative (1 photocopy) or any proof of identity	 Party to the case/Counsel of record Company, school or government entity concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit DARAB request form/letter-request/request through electronic means	1.1 Receive and review the accomplished form/letter-request/request through electronic means	None	5 minutes	*Clerk of the Adjudicator/Agrarian Reform Program Officer II (ARPO II)*

	1.2 Retrieve case records and verify the requested document	None	10 minutes	*Clerk of the Adjudicator/ARPO II*
	1.3 Prepare, reproduce the requested document and issue Order of Payment **(if case folder is at the office)**	None	20 Minutes	*Clerk of the Adjudicator/ARPO II*
	(if TSN is not yet available) 1.4 Transcribe TSN	None	3 days	*Stenographic Reporter II*
2. Pay to the cashier and Present official receipt (OR)	2.1 Authenticate the TSN while the Client is paying the corresponding fee at the cashier 2.2 Records the OR number in the logbook/request form	PHP 10.00/ page (Pauper litigant is free of charge)	10 Minutes	*Cashier / Clerk of the Adjudicator/ARPO II*
3. Receive the certified copies of TSN and Accomplish Client Assistance Satisfaction Form and drop in the designated box provided	Release the certified copies of TSN to Client	None	2 minutes	*Clerk of the Adjudicator/ARPO II*
TOTAL				
TSN is available		**PHP 10.00**	**52 minutes**	
TSN is yet to be transcribed		**PHP 10.00**	**3 days**	

10. Issuance of Entry of Judgment

The Entry of Judgment is issued to the requesting party interested to have the subject decision/resolution/final order which has become final and executory (FINEX) be entered in the book of entries of decisions, resolutions and final orders.

Office or Division:	Office of the Provincial Agrarian Reform Adjudicator (PARAD)
Classification:	Simple Transaction
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Businesses (G2B)
Who may avail:	1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case 4. Government entity concerned

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
2. Written request • DARAB Request Form • Letter-request • Request through electronic means	Office of the PARAD Party to the case/counsel of record/any person authorized Party to the case/counsel of record/any person authorized
2. For No. 3 in the above enumeration: 2.1 Letter-authority (1 original) 2.2 Valid ID of the principal and the representative (1 photocopy) or any proof of identity	Party to the case/Counsel of record Company, school or government entity concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit DARAB request form/letter-request/request through electronic means	1. Receive and review the accomplished form/letter-	None	5 minutes	*Clerk of the Adjudicator/ Agrarian Reform*

	request/request through electronic means			*Program Officer II (ARPO II)*
	1.2 Retrieve case records and verify if the decision/resolution/final order has become FINEX 4. 5 years & below 5. Above 5 years; 6. Archived	None	10 minutes 30 minutes 45 minutes	*Clerk of the Adjudicator/ARPO II*
	1.3 Prepare the Entry of Judgment and release to the client	None	10 minutes	*Clerk of the Adjudicator/ARPO II*
2. Accomplish the Client Assistance Satisfaction Form and drop in the designated box provided	2. Request to fill-up the Client Assistance Satisfaction Form	None	5 minutes	*Clerk of the Adjudicator/ARPO II*
TOTAL:				
5 years & below		**None**	**30 minutes**	
Above 5 years		**None**	**50 minutes**	
Archived		**None**	**1 hour, 5 minutes**	

11. Provision of Data and Information from EP/CLOA Database

This procedure covers evaluation, verification, and retrieval of data from EP/CLOA and filling-up of findings on the Request Form It also includes generation of Certification and/or Summary and Detailed reports to be given to client.

Office or Division:	DARPO - Support to Operations Division (STOD)
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizen
Who may avail:	Internal Clients, Civil Society Organization (CSO), Agrarian Reform Beneficiaries (ARBs), Landowners and other stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
3. Request form (2 original copies) 4. For external client, photocopy of client's ID as attachment	For external client, DARPO – PACU; For internal client, DARPO - STOD

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills-out request form and attached the photocopy of ID	1.1 Receives and logs-in the filled-up request form	None	2 minutes	*PACU /STOD Staff*
	1.2 Evaluates the filled-up request form	None	3 minutes	*PACU /STOD Staff*
	1.3 Routes the evaluated filled-up request form to PCAO	None	3 minutes	*PACU /STOD Staff*
	1.4 Receives and logs-in request form	None	2 Minutes	*STOD Staff/ ~~PCAO~~*
	1.5 Evaluates, verifies, retrieves the requested data.	None	5 Minutes	*PCAO*
	1.5.1 If the request is for the information of Individual ARB, generates	None	30 minutes	*PCAO*

	individual ARB information 1.5.2 If the request is for group of ARBs, generates list and its summary			
	1.6 Prepares certification that requested information was found or was not found in the database	None	5 minutes	*PCAO*
	1.7 Signs PCAO's initial on the certification	None	2 minutes	*PCAO*
	1.8 Fills-up the findings portion of the request form	None	2 minutes	*PCAO*
	1.9 Forwards the certification with attachments (if necessary) to Provincial Agrarian Reform Program Officer II (PARPO II) for approval	None	3 minutes	*PCAO*
	1.10 Receives and logs-in the certification	None	2 minutes	*PARPO II*
	1.11 Reviews the certification	None	5 minutes	*PARPO II*
	1.12 Approves and signs the certification	None	2 minutes	*PARPO II*
	1.13 Logs-out and returns the approved certification	None	2 minutes	*PARPO II*

	1.14 Receives the Approved Certification	None	2 minutes	*PCAO*
	1.15 Photocopies one (1) copy of the updated request form and certification for safekeeping	None	10 Minutes	*PCAO*
	1.16 Logs-out and forwards the updated request form and certification to PACU/STOD Staff	None	3 Minutes	*PCAO*
	1.17 Receives the updated request form and certification		2 minutes	*PACU /STOD Staff*
	1.18 Logs-out and releases the certification		2 minutes	*PACU /STOD Staff*
4. Receives the certification		None	3 minutes	*Client*
5. Fills-out feedback form	3. Receives Client Feedback Form	None	2 minutes	*PACU /STOD Staff*
End of Transaction				
	TOTAL:	**None**	**1 hour 32 minutes**	

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 and CSC 2017 Omnibus Rules on Appointments and other Human Resource Actions (revised 2018). 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.

Office or Division:	Personnel Section – STOD – DARPO
Classification:	Simple
Type of Transaction:	G2G - Government to Government, G2C - Government to Client
Who may avail:	All interested and qualified applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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 (www. 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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter-intent with complete required documents whether in email or hard copy address to the Head of Office	1.1 Receive/ download the application and review the required document attached against the checklist 1.2. Evaluate all documents of applicants if it conforms with the minimum requirement of the position based on the Qualification Standard, and application of the EEOP if found out that there are lacking documents inform/notify the applicant to complete the required documents	None None	30 minutes 1 day	*Secretariat Personnel Section* *Secretariat Personnel Section*
	1.3 Prepare reply letter to notify/inform applicants of whether he/she	None	30 minutes	*Secretariat* Personnel Section

	was qualified or not qualified			
	1.4 Review and approve the letter/notification to applicants	None	4 hours	*Head of Office*
	1.5 Send letter to applicant	None	5 minutes	*Secretariat* Personnel Section
	TOTAL:	**None**	**1 Day 5 Hours 5 minutes**	

13. 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.

Office or Division:	Support to Operations Division / Legal Division – DAR Provincial Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Parties to the Case and other interested Parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Chief Administrative Officer* Support to Operations Division/ *Attorney V, Chief of Legal 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	*Chief Administrative Officer* Support to Operations Division/ *Attorney V, Chief of Legal Division*

3. Present Order of Payment to Accounting	3. Issue Official Order of Payment	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
4. Pay to Cashiering	4. Issue Official Receipt	P50/ certification* free of charge – for farmers and ARBs	3 minutes	*Chief Administrative Officer* Support to Operations Division
5. Present Official Receipt to Support to Operations	5. Issue CMR	None	2 minutes	*Chief Administrative Officer* Support to Operations Division / *Attorney V, Chief of Legal Division*
6. Receive Copy of CMR	6. Ask Client to sign in the logbook	None	2 minutes	*Chief Administrative Officer* Support to Operations Division / *Attorney V, Chief of Legal Division*
7. Fills-out Client's Satisfaction Form	7.Place Client's Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Support to Operations Division / *Attorney V, Chief of Legal Division* *Guard on Duty*
	TOTAL:			

	Parties/Not-Parties to the Case	**P50**	**17 minutes**	
	Farmers and ARBs	**Free**	**12 minutes**	

*- Memorandum Circular No. 2, Series of 2011

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

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.

Office or Division:	Support to Operations Division / Legal Division – DAR Provincial Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government			
Who may avail:	Parties to the Case and other interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for issuance of Certification on Motion for	1.1 Assesses the request to determine needs	None	5 minutes	*Chief Administrative Officer* Support to Operations Division

Reconsideration (CMR) thru Official Emails	and endorses to person responsible			*/ Attorney V, Chief of Legal Division*
	1.2 Contacts or Calls the Requesting Party	None	5 minutes	*Chief Administrative Officer* Support to Operations Division */ Attorney V*, *Chief of Legal Division*
2. Email Photocopy of valid IDs, SPA (if Representative), and Letter-request (if not Party to the case/Legal Division)	2.1 Prepares and presents Request Slip for Order of Payment to Accounting Division	None	5 minutes	*Chief Administrative Officer* Support to Operations Division */ Attorney V*, *Chief of Legal Division*
	2.2 Prepares official letter to Legal Division Chief (if requested by (Legal)	None	1 day	*Chief Administrative Officer* Support to Operations Division */Attorney V*, *Chief of Legal Division*
	2.3 Issues Official Order of Payment	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
3. Pay Required Fees via online payment (thru LBP) and cost of courier service	3.1 Pays to Cashiering	None	2 minutes	*Chief Administrative Officer* Support to Operations Division

	3.2 Issues Official Receipt	P50/ certification* free of charge – for farmers and ARBs	3 minutes	*Chief Administrative Officer* Support to Operations Division
	3.3 Prepares and send CMR via email/ Courier Service	None	1 day	*Chief Administrative Officer* Support to Operations Division / *Attorney V*, *Chief of Legal Division*
4. Receives Copy of CMR from the Courier Service	4.1 Emails the Client Satisfaction Form	None	2 minutes	*Chief Administrative Officer* Support to Operations Division / *Attorney V*, *Chief of Legal Division*
5. Fills-out Client's Satisfaction Form then email the picture to Records Division	5.1 Print the emailed Client Satisfaction Form and drop in the designated box	None	2 minutes	Chief Administrative Officer Support to Operations Division / *Attorney V, Chief of Legal Division*
	TOTAL:			
	Parties/Not-Parties to the Case	**Php 50.00**	**1 day and 26 minutes**	

	Farmers and ARBs	**Free**	**1day and 19 minutes**	
	BALA	**Free**	**1 day**	

*- Memorandum Circular No. 2, Series of 2011

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

14. 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

Office or Division:	Support to Operations Division – DAR Provincial Office			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	DAR Personnel and Publics			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of DAR Issuances	4.2 Attend to client to determine needs and endorse to responsible person	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
	1.2 Check for the availability of the DAR issuance	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	1.3 Issue and present Request Slip for Order of Payment	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
	1.4 Issue Official Order of payment	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
2 Pay Required Fees	2.1 Pay to Cashiering	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	2.2 Issue Official Receipt	P50/doc - CTC; P10/page - plain copy; free of charge –	3 minutes	*Chief Administrative Officer* Support to Operations Division

		for farmers and ARBs.		
	2.3 Prepare and issue CTC of DAR Issuance	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
3 Receive CTC of DAR Issuance	3. Ask Client to sign in the logbook	None	1 minutes	*Chief Administrative Officer* Support to Operations Division
4. Fills-out Client Satisfaction Form	4. Places Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	TOTAL:			
	Publics	**P50/doc* - CTC; P10.00/ page*- copy**	**27 minutes**	
	Farmer and ARB	**Free of charge****	**15 minutes**	
	DAR Personnel	**Free of charge**	**15 minutes**	

*- Memorandum Circular No. 2, Series of 2011

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

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

Office or Division:	Records Division
Classification:	Simple
Type of Transaction:	Government to Government; Government to Citizen
Who may avail:	DAR Personnel and Publics

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of DAR Issuances thru official e-mails	1.1. Assesses and endorses to responsible person	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
	1.2. Checks for the availability of the DAR issuance	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	1.3. Issues and presents Request Slip for Order of Payment	None	5 minutes	*Chief Administrative Officer* Support to Operations Division
	1.4. Issues Official Order of payment	None	2 minutes	*Accountant II* Support to Operations Division
2. Pay Required Fees via online payment	2.1. Pays to Cashiering Unit	None	2 minutes	*Chief Administrative Officer*

(thru LBP) and cost of courier service				Support to Operations Division
	2.2. Issues Official Receipt	P50.00/ document - CTC; P10.00/ page - xerox copy; *free of charge – for farmers and ARBs.	3 minutes	*Cashier* Support to Operations Division
	2.3. Prepares and send CTC of DAR Issuance via Courier Service	None	1 day	*Chief Administrative Officer* Support to Operations Division
3. Receives CTC of DAR Issuance from the Courier Service	3.1. Emails the Client Satisfaction Form (CSF) to client	None	1 minute	*Chief Administrative Officer* Support to Operations Division
4. Fills-out Client Satisfaction Form	4.1. Place Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	TOTAL:			
	Publics	**Php50/ document* - CTC;**	**1 day and 22 minutes**	

		Php10.00/page*-xerox copy		
	Farmer and ARBs	**Free of charge****	**1 day and 10 minutes**	
	DAR Personnel	**Free of charge**	**15 minutes**	

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

15. 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.

Office or Division:	Support to Operations Division / Legal Division DAR Provincial Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Parties to the Case/Interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
9. Requests for CTC of Order/ Documents	1. Attend to client to determine needs and endorses to responsible person	None	5 minutes	*Chief Administrative Officer* Support to Operations Division/ *Attorney V, Chief of Legal Division*
10. 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	*Chief Administrative Officer* Support to Operations Division/ Attorney V, Chief of Legal Division
	2.2 Legal Division evaluates and approves the request	None	2 minutes	*Attorney V* Legal Division
	2.3 Prepare and present Request Slip (RS) for Order of Payment	None	5 minutes	*Chief Administrative Officer* Support to Operations Division/ *Attorney V, Chief of Legal Division*

	2.4 Issue Official Order of Payment	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
3. Pay Required Fees	3.1. Pay to Cashiering	None	2 minutes	*Chief Administrative Officer* Support to Operations Division
	3.2. Issue Official Receipt	P50/doc - CTC; P10/page - copy; free of charge – for farmers and ARBs.	3 minutes	*Chief Administrative Officer* Support to Operations Division
	3.3. Prepare and issue copy of CTC	None	5 minutes	*Chief Administrative Officer* Support to Operations Division/ *Attorney V, Chief of Legal Division*
4. Receives Copy of CTC	4. Ask Client to sign in the logbook	None	1 minute	*Chief Administrative Officer* Support to Operations Division/ *Attorney V, Chief of Legal Division*
5. Fills-out Client Satisfaction Form	5. Place Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Support to Operations Division/ *Attorney V, Chief of Legal Division* *Guard on Duty*
	TOTAL:			

	CTC for Party/Not-Party to the Case	**Php 50/doc***	**32 minutes**	
	Copy for Party/Not-Party to the Case	**Php 10/page**	**32 minutes**	
	Farmer and ARBs	**Free of charge**	**20 minutes**	

*- Memorandum Circular No. 2, Series of 2011

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

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

Office or Division:	Support to Operations Division / Legal Division – DAR Provincial Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Parties to the Case/Interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Valid Company or any Government Issued Identification (ID) Card		Company or any Government Offices (Example: LTO, SSS, LGUs, PhilPost)		
18. SPA for Authorized Representatives		Party to the Case		
19. Letter-Request		Interested Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for CTC of Order/ Documents thru Official emails	1.1 Assesses the request to determine needs and endorses to person responsible	None	5 minutes	*Chief Administrative Officer* Support to Operations Division / *Attorney V, Chief of Legal Division*

2. Email photocopy of valid IDs, SPA (if Representative), and Letter-request (if not Party to the case/Legal Division)	2.1 Provide Letter-Request Form (if not Party to the case) and present to Legal Division	None	5 minutes	*Chief Administrative Officer* Support to Operations Division / *Attorney V, Chief of Legal Division*
	2.2 Legal Division evaluates and approves the request	None	2 minutes	*Attorney V / Chief of Legal Division*
	2.3 Issue Official Order of Payment	None	2 minutes	*Chief Administrative Officer/* Support to Operations Division
3. Pay Required Fees via online payment (thru LBP) and cost of courier fee via online payment	3.1 Pay to Cashiering	None	2 minutes	*Chief Administrative Officer* Support to Operations Division / *Attorney V, Chief of Legal Division*
	3.2 Issue Official Receipt	P50/doc - CTC; P10/page - copy; free of charge – for farmers and ARBs.	3 minutes	*Chief Administrative Officer* Support to Operations Division
	3.3 Prepare and issue copy of CTC	None	5 minutes	*Chief Administrative Officer* Support to Operations Division/ *Attorney V, Chief of Legal Division*
4. Receives Copy of CTC	4.1 Emails the Client Satisfaction Form	None	2 minutes	*Chief Administrative Officer*

				Support to Operations Division/ *Attorney V, Chief of Legal Division*
5. Fills-out Client Satisfaction Form	5.1 Place Client Satisfaction Form in the box	None	2 minutes	*Chief Administrative Officer* Support to Operations Division/ *Attorney V, Chief of Legal Division*
	TOTAL:			
	CTC for Party/Not-Party to the Case	**Php 50/doc***	**28 minutes**	
	Copy for Party/Not-Party to the Case	**Php 10/page ***	**28 minutes**	
	Farmer and ARBs	**Free of charge**	**21 minutes**	

*- Memorandum Circular No. 2, Series of 2011

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

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.

Office or Division:	Support to Operations Division (STOD) – Cashiering Section Provincial Office			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	All Prospective Bidders and Interested Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Order of payment form.		Bids and Awards Committee and/or Accounting Section.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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) and Verifies information from the order of payment and receives payment.	None	5 Minutes	*Cashier II* STOD
2. Pay the necessary fees	2.Issuance official receipt based on the bid documents.	None	3 Minutes	*Cashier II* STOD
3. Receives official receipt and Fills-out Feedback Form	3. Reviews the accomplished Feedback Form	None	2 Minutes	*Cashier II* STOD
	TOTAL:	None	**10 Minutes**	

17. Facilitation to Access Agricultural and Enterprise/Livelihood Credit to Individual ARBs and ARB Members of ARBOs

This service provides the processes on how to facilitate the access of individual ARBs/ARB members of ARBOs to new and repeat (re-avilament) agricultural and enterprise/livelihood agri-credit loans from partner lending institutions. This process does not apply to accessing MF services by ARBs. In case of loan availment by ARB household members, this will depend on the existing credit program policy (i.e., CAP-PBD Window III, E-ARISE ARBs, APCP/ALERT, AFFORD ARBs, EPAHP Lending Program[i], and credit programs of other partner agencies).

Note: 1) After the loan release orientation (step 5 of this process), the DARPO shall assist the LBP Lending Centers in the conduct of pre-release orientation for ARB/ARBO borrowers, and facilitate the conduct of relevant Capacity Development/technical assistance activities related to loan administration, monitoring, repayment and mainstreaming to regular credit window of financing institutions.

2) Digital services to be extended to the ARBs/ARBOs will depend on the availability of connectivity facilities, and the readiness of both the clients and the DARPOs.

3) Coordinative activities on the tracking of status of approval of loan proposals per ARBO, including repayment will also be undertaken.

Office or Division:	Program Beneficiaries Development (PBD) Office (DARMO and DARPO)
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Individual Agrarian Reform Beneficiaries (ARBs) and ARB members of Agrarian Reform Beneficiaries Organizations (ARBOs)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
FOR NEW AVAILERS 1. List of individual ARBs (either member or non-member of an ARB organization) certified by MARPOs and ARBOs (if member/s of ARBO/s)	 ARBO MARPO

2. Certification from the ARBO (where ARB is a member) that the ARB is in good standing (1 original)		ARBO where ARB is a member		
3. ARBO must be registered with the CDA or SEC (1 latest certified true copy) including: > Latest Certificate of Compliance (COC), or > Certificate of Good Standing (CGS) (If the financial institutions do not require the borrower's juridical personality, the DOLE Certification maybe an option)		ARBO's Certificate of CDA or SEC Registration CDA SEC		
4. ARBO must have Policies, Systems and Procedures (PSP) on lending program/services (1 certified true copy)		ARBO		
5. List of ARB members with credit needs based on the target areas and types of crops to be financed		ARBO ARB Concerned		
6. List of ARBs registered with the DA's Registry System for Basic Sectors in Agriculture (RSBSA) Note: *If the ARB is not yet RSBSA- registered, the MARPO will provide him/her the RSBSA Ani at Kita registration form.*		DA Regional Office or MAO		
7. Request of the ARBO/Individual ARB for DAR's assistance in credit availment including the loan documentary requirements		ARBO/Individual ARB		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log details on the DARMO/DARPO visitors logbook	1. Hand over/give the DARMO/DARPO visitors logbook	None	5 Minutes	*DARMO/DARPO staff or Guard on Duty*
2. Submit request to facilitate access to credit - ARB member of the ARBO - Individual ARB	2.1 Receive and record the letter request in the DARMO's logbook or DARPO's Official Document Tracking System (ODTS) and	None	10 Minutes	*Records staff, Records Section/STOD*

	forward to the head of office If no letter request, DARPO shall provide advanced copy of checklist of documentary requirements			
	2.2 Receive, evaluate and route to PBD sector	None	20 Minutes	*Receiving Clerk/ Head of Office/PARPO II*
	2.3 Receive, examine and route to the concerned point person	None	10 Minutes	*Receiving Clerk/CARPO, PBDD*
	2.4 Determine appropriate action to immediately respond to the request Note: If the ARBO or ARB proponent is not yet eligible for credit assistance, the DARPO shall assess the former's capability requirement and provide the necessary technical assistance to enable them to meet the eligibility requirements (Separate from this track)	None	30 Minutes	*Credit Program Point Person, PBDD*

	2.5 Prepare and send letter to requesting party to comply with documentary requirements (with attached checklist of requirements)	None	1 Hour	*Credit Program Point Person – PBDD and Records staff, Records section/STOD*
3. Submit complete documentary requirements for the preparation of loan documents/proposal i.e., <u>For ARBO borrowers</u>: > Board resolution expressing and authorizing the ARBO to apply for a loan (specify amount and credit facility), designating two officers as signatories to negotiate a loan with LBP and sign and endorse loan documents with specimen signatures and photos of authorized signatories; > List of certified incumbent members of BOD and principal officers; > Audited Financial Statements (FS) for the past 3 years, if available and latest interim FS for the current year > Farm Plan > Business Plan ,if applicable	3.1 Assist in the preparation of complete basic loan documentary requirements - ARBO - Individual ARBs	None	3 Days	*Credit Program Point Person, PBDD*

> Photocopy of manual of operations/lending and accounting and internal control system > Photocopy of registration certificate and Articles of Cooperation/Incorporation and Constitution/By-Laws; including amendments duly certified by CDA or SEC <u>For Individual ARB Borrowers:</u> > Duly filled-out loan application with picture with sworn affidavit containing the following : a) no outstanding loans to any LBP conduit; and b) no outstanding loans to other creditors, all of the same project > Notarized lease contract (in case of tenant/leaseholder) > Pro-forma invoice of fixed assets/farm implements (if applicable)				
	3.2 Endorse to the financing institution the complete set of documentary requirements signed	None	15 Minutes	*Credit Program Point Person, PBDD*

	by the concerned PARPO II			
4. Apply for Credit Line Agreement (ARBO) and submit farm/enterprise plan and budget to financing institution (ARBO and individual ARB) > Application letter with complete documentary requirements (as indicated above)	4.1 Facilitate the endorsement of approval of the Credit Line Agreement	None	1 Day	*Credit Program Point Person, PBDD*
	4.2 Notify the ARBO on the endorsement of loan document by the DARPO to the LBP Lending Center	None	30 Minutes	*Credit Program Point Person, PBDD with Lending Center of Financing Institutions*
5. Prepare documents for loan release for submission to LBP such as: For ARBO borrowers: > Resolution on loan releases specifying the date of release and amount to be released; > ARBO's bank account; > Proof of attendance to Loan Orientation and Financial Literacy Seminar (such as Attendance Sheets, Certificate of Training, etc.) For individual borrowers: > Execution Standard Bank Documents (Promissory Note, Disclosure Statement)	5. Assist the ARBOs in the preparation of loan release documents	None	2 Days	*Credit Program Point Person, PBDD with Lending Center of Financing Institutions*

> Farm Plan and Budget > Copy of Purchase Order, or marketing contract with reputable buyers, if applicable > Proof of attendance in Loan Orientation and Financial Literacy Seminar (such as Attendance Sheets, Certificate of Training, etc.) > Chattel Mortgage on fixed assets and applicable insurance coverage				
END OF TRANSACTION				
	TOTAL:	**None**	**6 days and 3 hours**	

18. 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.

Office or Division:	Program Beneficiaries Development Office (DARMO, DARPO and DARRO)			
Classification:	Complex			
Type of Transaction:	G2B and G2C			
Who may avail:	ARB Organizations in Agrarian Reform Areas (ARAs)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter Request or Resolution (1 original, 2 photocopies)		ARBO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log details on the visitors logbook	1. Hand over/give the DARMO visitors logbook	None	5 minutes	*DARMO Staff*
2. Submit letter request/ARBO resolution to the concerned head of office	2.1 Receive and record the letter request/ARBO resolution	None	10 minutes	*DARMO Staff*
	2.2 Evaluate the letter request/ARBO resolution and prepare endorsement memorandum to the DARPO	None	20 minutes	*MARPO*
	2.3 Send out endorsement memorandum with ARBO's request letter/resolution to DARPO via email	None	10 minutes	*DARMO Staff*

	2.4 Receive, record through ODTS, and route to the PARPO	None	15 minutes	• *Receiving Staff, DARPO* • *Head of Records Section*
	2.5 Receive, record, and route to PBD Division	None	15 minutes	• *Receiving Staff* • *PARPO*
	2.6 Receive, examine and route to the concerned point person	None	15 minutes	• *Receiving Staff* • *CARPO-PBDD*
	2.7 Determine appropriate action to immediately respond to the request 2.7.1 If can be accommodated within the current budget, prepare activity proposal (Go to Step 2.8) 2.7.2 If not, include in the following year's PBD targets or coordinate with the ARBO if this can be an ARBO-led activity without cost to DARPO except the deployment of resource	None	2 hours 2 hours	• *PBDD Staff*

	persons (Go to Step 2.9)			
	2.8 Review and approval of activity proposal	None	4 hours	• *CARPO-PBDD* • *PARPO*
	2.9 Prepare letter to the requesting party on the action to be taken, and hand carry hard copy to the concerned ARBO through the MARPO	None	1 day	• *PBDD Staff* • *CARPO-PBDD* • *PARPO* • *DARMO Staff*
	2.10 Completion of procurement process for small-value supplies (i.e., starter kit, supplies and materials)	None	3 days	*End user/BAC*
3. Provide a list of participants with confirmation letter per ARB	3. Online notification and confirmation of ARBO participants	None	30 minutes	*PBDD staff*
	TOTAL:	**None**	**Option 1 – with proposal and procurement – 5 days and 2 hours** **Option 2 – without proposal and procurement (ARBO-led with DARPO providing resource persons) – 1 day and 6 hours**	

PROVINCIAL OFFICE

INTERNAL SERVICES

1. Provision of ICT Services (Service Desk)

This procedure lays down the process of how Information and Communication Technology (ICT) resources including hardware, software and application are maintained, repaired and managed to ensure of an effective, efficient services to employees for continuous smooth operation in the workplace.

Office or Division:	STOD-DARPO			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All DARPO Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled-out Provision of ICT Services Form		STOD		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
➢ Fills-out Provision of ICT Services Form for Troubleshooting/ Repair of Device or other ICT Related devices	1.1 Receives and records in the logbook all information from the Provision of ICT Services Form	None	5 minutes	*CAO*
	1.2 Conducts troubleshooting activities	None	10 minutes	*CAO*
	1.3 Conducts resolution/maintenance activities	None	Easy: 10 minutes Moderate: 1 hour Difficult: 1 day Preventive Maintenance: 4 Hours	*CAO*
	1.3.1 If resolved, returns the device to the client, or updates		10 minutes	*CAO*

	the client of the resolution with the accomplished Provision of ICT Services Form.			
	1.6 If the hardware component is beyond repair and under warranty, endorses the device to the Supply Officer with the Provision of ICT Services Form to avail warranty procedures. Provides copy of the accomplished Provision of ICT Services Form to the personnel concerned for information and reference.	None	10 minutes	*CAO*

	1.7 If the hardware component is beyond repair and not under warranty, returns the device to the client with the accomplished Provision of ICT Services Form as support in availing of service center repair or replacement of defective component.	None	10 minutes	*CAO*
	1.6 If the issue is about application or software in which the problem is beyond resolution, endorses/elevates the issue to the concerned Office	None	10 minutes	*CAO*
Fills-out Client Satisfaction Form		None	2 minutes	*Client*
	TOTAL:	**None**	**Easy: 35 minutes Moderate: 1 hour 25 minutes**	

		Difficult: 1 day 25 minutes **If beyond repair and under warranty: 25 minutes** **If beyond repair and not under warranty: 25 minutes** **For software and application beyond the capability of DARRO/DARPO: 25 minutes** **For preventive maintenance: 4 hours and 15 minutes**	

2. Procurement of Goods (Small Value)

Procurement of goods having an Approved Budget for the Contract of Php 50,000.00 and below, and not covered by Shopping under Section 52 of the IRR of RA 9184, where the supplier agrees to deliver the goods on the basis of an approved Purchase Order (PO).

Office or Division:	Support to Operations Division (STOD) Land Tenure Improvement Division (LTID) Program Beneficiaries Development Division (PBDD) DARAB Legal Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All End User Units

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Purchase Request (1 original copy, 2 photocopy)	Requesting End-User (EU) Unit
Approved PPMP (1 photocopy)	Requesting End-User (EU) Unit

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits approved Purchase Request and Approved PPMP	3.1 Prepares Request for Quotation (RFQ) for approval of the BAC Chair	None	15 Minutes	*Supply Officer/BAC Sec*
	3.2 Canvass Quotations	None	1 day	*Supply Officer/ Canvasser*
	3.3 Opens, evaluates quotations and prepare Abstract of Bids for signature and approval of BAC	None	1 day	*BAC Members Supply Officer/ BAC Secretariat*
	3.4 Prepares BAC Resolution declaring the Lowest	None	1 hour	*Supply Officer/ BAC Secretariat BAC Members*

	Calculated and Responsive Quotation			
	1.5. Prepares Purchase Order and Obligation Request	None	1 hour	*Supply Officer* *Accountant* *HOPE* *Budget Officer III* *ARD or RD*
	2.6 Serves approved Purchase Order	None	4 hours	*Supply Officer*
	2.7 Follow up delivery of goods services	None	1 hour	*Supply Officer*
	1.9 Receives and inspects goods	None	2 hours	*Inspectorate Team* *Supply Officer*
2. Receives items requested	2. Distributes/Release goods	None	1 hour	*Supply Section Staff*
3. Receives goods and signs Requisition Issue Slip	3. Prepares of Requisition Issue Slip and updates Inventory Custodian Slip	None	2 hours	*Supply Officer* *Property Custodian*
4. Fills out Feedback Form		None	2 minutes	
	TOTAL:	**None**	**3 days, 4 hrs, 17 min**	

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.

Office or Division:	Personnel Section – STOD – DARPO			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Regional Office Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
.Request form		Personnel Section		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits the filled-up request form	1.1 Receives the submitted filled up request form	None	2 minutes	*Administrative Staff*
	1.2 Evaluates request and forward to concern section	None	3 minutes	*Administrative Staff*
	1.3 Verifies and reviews employee records and prepares requested document		10 minutes	*Administrative Staff*
	1.4 Reviews and sign by authorized officer		10 minutes	*Chief Administrative Officer*

2. Receives copy of the requested record	2.1 Releases approved record to the concern personnel and records in the logbook	None	5 minutes	*Admin Staff*
	TOTAL:	**None**	**30 minutes**	

4. Processing of Application for Leave of Absence

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.

Office or Division:	Personnel Section -STOD – DARPO
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DAR Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application for leave of absence two (2) original copies:	Personnel Section for the form/ www.csc.gov.ph
Types of Leave:	
1.a. *Sick Leave of absence:*	
- Medical Certificate for more than 5 days	Attending Physician
- Office Clearance for 30 days or more	Personnel Section for the form/ www/csc.gov.ph
1.b. *Vacation/Mandatory Leave*	
- Office Clearance for 30 days or more	
1.b.1 - *Additional requirements for travel abroad:*	
- Letter request at least 15 days prior to the scheduled date of departure	Employee concern
- Office Clearance	Personnel Section/ www/csc.gov.ph
- Certification from the Head of Office that will not in any way affect work performance of the Office	Head of Office
- Written justification if the request did not comply with the aforementioned 15 working days lead time	Employee Concern
- Photocopy of the round-trip ticket	Employee Concern
1.c *Solo Parent Leave*	
- Photocopy of the latest Solo Parent ID issued by DSWD	Employee Concern

1.d *Maternity Leave (105 days)* - Medical Certificate - Office Clearance	 Attending Physician Personnel Section/ www/csc.gov.ph
1.e *Paternity Leave* - Medical Certificate	 Attending Physician
1.f *Rehabilitation Leave* - Police Incident Report - Medical Certificate	 Attending Physician
1.g *VAWC, any of the following* - Barangay Protection Order; - Temporary/Permanent Protection Order obtain from the Court; - 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.	 Barangay Captain / Municipal Trial Court in the absence of Brgy Captain and MTC, Punong Barangay/Kagawad or Prosecutor or Clerk of Court
1.h - *Adoption Leave* - Authenticated copies of the Decree of Adoption issued by the proper court	 Proper court authorities
1.i Calamity leave (5 days) - Declaration of state of calamity	 National/local issuances
1.j Quarantine leave (14 days) - result of RTPCR/antigen - barangay certification (either close contact etc) - office memorandum signed by the head of office - certification of protocol committee	 LGU/IATF order/resolution
Note: Study leave and terminal leave Application have a different process	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the application for leave of absence duly recommended and signed by the immediate supervisor with the required supporting documents office clearance (for 1 month or more but not to exceed one year)	1.1 Receives and encode in the ODTS and forwards to the Administrative Staff/Officer		10 minutes	*Admin Officer V/ Personnel Officer*
	1.2 Evaluates application for leave of absence as to completeness of information		15 minutes	*Admin/Personnel Officer* STOD
	1.3 Fill out available leave balances in the application for leave form and indicate whether with or without pay and affix initial		5 minutes	*Admin/Personnel Officer* STOD
	1.4 Records the type of leave of absence and the number of days applied for in the leave card index /Automated leave carding system		10 minutes	*Admin/Personnel Officer* STOD
	1.5 Evaluates and signs in the certificate of available leave balances portion of		5 minutes	*Chief Administrative Officer*

	the application form. 1.6 Records in the ODTS and forwards the application for leave absence to the Office of the Regional Director for approval /disapproval 1.7 Approve the application for leave of absence 1.8 Provide copy to the personnel concern the approved /disapproved application for leave of absence 1.9 File approved application for leave of absence in the 202 file of the concerned personnel		10 minutes 4 hours 3 minutes 5 minutes	*Admin/Personnel Officer* STOD *PARPO* *Admin/Personnel Officer* STOD *Admin/Personnel Officer* STOD
	TOTAL:	**None**	**5 hour & 3 minutes**	

5. Processing of First Salary on Original Appointment, Promotional Appointment, Reappointment, Reemployment, and Last Payment

Documentary requirements and step by step processes for the payment of first and last salaries of DAR officials and employees per approved appointment, certificate of assumption to duty & funds availability as authorized by the DBM.

Office or Division:	Personnel Section – STOD – DARPO
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Provincial Office Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
E. FIRST SALARY	
1. Certified copy of the duly approved appointment by the appointing authority	Personnel Section
2. Certified copy of the certificate of assumption to duty	Personnel Section
20. Certified copy of the oath of office	Personnel Section
21. Attested copy of the Statement of Assets, Liabilities and Networth (SALN) as of date of assumption to duty	www.csc.gov.ph / Personnel Section for the form Personnel Section
22. Duly signed finger scan report/daily time record	BIR Office
23. Tax Identification Number	Phil-health Office
24. Phil-health Identification Number	Pag-IBIG Office
25. Pag-IBIG Member's Identification Number	
26. LBP Payroll Account Number	LBP with Endorsement from the Personnel Division
27. Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)	Records Division or through Office 365 Account for SOs, Personnel Division for TOs and OBs and CAs from visited office/agency
Additional Requirements for transferees and reappointment	

28. GSIS Business Partner (BP) Number 29. Copy of authority to transfer 30. Certificate of last salary received from former office certified by the Chief Accountant and verified by the COA Resident Auditor 31. Approved office clearance 32. Updated Service Record 33. Certificate of available leave credits 34. BIR W2 or Income Tax Return (ITR) 35. Certificate of Service Vehicle – for 3rd level officials of Regional and Provincial Offices 36. Pag-IBIG & P-health forms for updating/consolidation of members records	Former office Former office Former office Former office Former office Former office Former office STOD Personnel Section
F. LAST SALARY	
13. Duly signed finger scan report/daily time record **14.** Approved office clearance **15.** Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)	Personnel Section Personnel Section 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
E. FIRST SALARY				
3. Submit to the Personnel Division the complete documentary requirements	1.1 Receives documents, encodes to ODTS and forwards to the Payroll Officer	None	20 minutes	*Admin Staff*

	1.2 Evaluates the submitted documentary requirements as to completeness and encodes the personal information provided through the PDS in the payroll system database	None	1 Hour & 30 Minutes	*Administrative Officer*
	1.3 Prepares the Disbursement Voucher (DV) and Obligation Request (OBR) for claims with complete documentary requirements and affix Initials	None	20 minutes	*Administrative Officer*
	1.4 Forwards the claim to the CAO/ARD for STO for final evaluation and initials	None	10 minutes	*Administrative Officer*
	1.5 Reviews with finality the claim for payment of salary and allowance/s and affix initials in the DV & OBR	None	20 minutes	*PARPO*
	1.6 Updates the status of the claim	None	20 minutes	*Admin Staff*

	in the ODTS and forwards to the Office of the Director for Administrative Service for signature/approval of the Box A for both DV & OBR			
END OF TRANSACTION				
	TOTAL:	**None**	**3 Hours**	
F. LAST SALARY				
3. Submit letter of intent (retirement, resignation, transfer)	1.1 Receives letter of intent (retirement, resignation, transfer) and issue a Copy of the Office Clearance form for signature and approval	None	5 minutes	*Admin Staff*
	1.2 Encodes the documents to the ODTS and forwards to the Payroll Officer	None	15 minutes	*Admin Staff*
	1.3 Evaluates the submitted documentary requirements as to completeness and encodes the personal information provided through	None	1 hour and 30 minutes	*Admin Staff*

	the PDS in the payroll system database 1.4 Prepares the Disbursement Voucher (DV) and Obligation Request (OBR) for claims with complete documentary requirements and affix initials 1.5 Forwards the claim to the CAO/ARD for STO for final evaluation and initials 1.6 Reviews with finality the claim for payment of salary and allowance/s and affix initials in the DV & OBR	None	20 minutes 10 minutes 20 minutes	*Administrative Officer* *Administrative Officer* *PARPO*
	1.7 Updates the status of the claim in the ODTS and forwards to the Office of the Director for Administrative		20 minutes	*Admin Staff*

	Service for signature/approval of the Box A for both DV & OBR			
END OF TRANSACTION				
	TOTAL:	**None**	**3 Hours**	

6. Processing of Terminal Leave Claim

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 may be brought any time after the official/employee severed his/her connection with his/her employer.

Office or Division:	Personnel Section STOD – DARPO
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	All DAR officials and employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
18. Approved application for leave	Personnel Section for the form
19. Statement of Leave of Absence	Personnel Section
20. Certified copy of leave cards	Personnel Section
21. Certified copy of appointment	Personnel Section
22. Certified copy of NOSA or NOSI	Personnel Section
23. Complete service record	Personnel Section
24. Attested copy of the Statement of Assets, Liabilities & Networth (SALN) as of date of retirement /separation	Personnel Section /www.csc.gov.ph for the form
25. Office clearance/s	Personnel Section for the form
26. LBP Bank Account	Employee-Retiree
Additional requirements in case of death of the employee-retiree	
c. If Married	
27. Death Certificate of the employee	

28. Marriage Certificate 29. Birth Certificates of all surviving legal heirs 30. Notarized Affidavit of Next of Kin of the spouse with corroboration of two disinterested persons 31. Notarized Waiver of rights of children 18 years old and above (if applicable) ***d.*** If Single 32. Marriage Certificate of parents 33. Notarized Affidavit of Next of Kin of parents with corroboration of two disinterested persons 34. If both parents are dead – a. Notarized Affidavit of Next of Kin of the siblings b. Birth Certificate of all siblings c. Notarized Waiver of Rights of other siblings (if applicable)	Philippine Statistics Office Philippine Statistics Office Philippine Statistics Office Personnel Section for the form Law Office for the notarization Personnel Section for the form Law Office for the notarization Philippine Statistics Office Personnel Section for the form Law Office for the notarization Personnel Section 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.Submit the approved application for leave, approved provincial office clearance (for DARPO employees), and the attested copy of the SALN as of date of retirement Regional Officials and employees	1.1 Receives application for terminal leave claim, encodes in the logbook and forwards to the Administrative Staff/Officer	None	10 minutes	*Assigned Staff /Admin. Officer V*
	1.2 Prepares the DARRO office	None	5 days	*Assigned staff /Admin. Officer V*

	clearance and facilitates the signing /approval to authorized signatories			
	1.3 Prepares documentary requirements for retirement such as : Leave Card, SOLA, Service Records, NOSI, NOSA Appointments,	None	1 hour & 30 minutes	*Assigned staff/Admin. Officer V*
	1.4 Reviews thoroughly the approved application for terminal leave claim together with the supporting documentary requirements as to completeness and correctness	None	20 minutes	*Administrative Officer V*
	1.5 Prepare an indorsement for submission to DARCO of all documentary requirements for Terminal Leave	None	1 hour	*Admin. Officer V*

	Benefits for payment 1.6 Review and approve endorsement letter to DARCO 1.7 Log in the logbook and submit the same to the Records for mailing thru courier for submission to DARCO 1.8 Files duplicate copies of the terminal leave documents in the employee's 201	None None None	4 hour 20 minutes 10 minutes	*Head of Office* *Administrative Officer V* *Assigned staff/ Admin. Officer V*
END OF TRANSACTION				
	TOTAL:	**None**	**5 days 7 hours & 30 minutes**	

7. Procurement for Goods and Services through Competitive Bidding

Competitive Bidding - Refers to a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, receipt and opening of bids, eligibility screening of prospective bidders, evaluation of bids, post-qualification, and award of contract. For purposes of, and throughout this IRR, the terms “Competitive Bidding” and “Public Bidding” shall have the same meaning and shall be used interchangeably.

All Procurement shall be done through “Competitive Bidding” except as provided in R.A. 9184. Resort to alternative methods shall be made only if: 1) highly exceptional cases 2) To promote economy and efficiency 3) Justified by conditions specified in R.A. 9184 and its IRR.

Office or Division:	STOD - DARPO
Classification:	Highly Technical Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Purchased Request	Requesting Party (End-User)
2. Approved Project Proposal	Requesting Party (End-User)
3. Approved Project Procurement Management Plan (PPMP)	Requesting Party (End-User)
4. Technical Specifications indicating the following, such as but not limited to: • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Type of Services to be procured • Estimated cost • Estimated delivery date • Sample picture or layout of item to be procured • Purpose	Requesting Party (End-User)
5. Market Survey/Scan as basis for the Approved Budget for the Contract	Requesting Party (End-User)
6. Pre-Inspection Report for Repair and Maintenance or Office Improvements	STOD (Inspectorate Team)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Purchase Request (PR) to Procurement Division or BAC Secretariat together with the required documents.	1.1 Validate if the PR is in the approved Annual Procurement Plan (APP) and review submitted required documents	None	30 minutes	STOD / *Bids and Awards Committee (BAC) Secretariat*
	1.2 If the PR is properly accomplished and the documents are complete, input item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	15 minutes	STOD / *BAC Secretariat*
	1.3 Approve the Accomplished Purchase Request (PR) with complete required documents for procurement	None	1 hour	*BAC Secretariat Head*
	1.4 Prepare and Approval of Bidding Documents	None	1 day	*BAC Secretariat, End-User and BAC*
	1.5 Conduct of Pre-procurement Conference up to the Issuance of Notice to Proceed	None	Minimum of 26 calendar days/Maximum of 136 calendar days based on Annex "C" of the 2016 IRR of	*End-User, BAC, BAC-TWG, BAC Secretariat*, STOD and *Head of the Procuring Entity*

			RA 9184	
	TOTAL:	**None**	**27 Days, 1 Hour, 45 Minutes (Minimum)/137 Days, 1 Hour, 45 Minutes (Maximum)**	

******Procurement Process timeline is covered by special law under RA 9184**

8. Procurement of Goods and Services through Negotiated Procurement – Small Value Procurement

Procurement of Goods, Infrastructure Projects and Consulting Services, where the amount involved does not exceed the threshold prescribed in Annex "H" of this IRR: Provided, that incase of Goods, the procurement does not fall under shopping in Section 52 of this IRR.

Office or Division:	STOD - DARPO
Classification:	Highly Technical **(SMALL VALUE PROCUREMENT)**
Type of Transaction:	G2G
Who may avail:	All Bureaus/Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Purchase Request	Requesting Party (End-user)
2. Approved Project Procurement and Management Plan (PPMP)	
3. Technical Specifications indicating the following, such as but not limited to: • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Type of Services to be procured • Estimated cost • Estimated delivery date • Sample picture or layout of item to be procured • Purpose	
4. Pre-Inspection Report for Repair and Maintenance or Office Improvements	General Services Unit/Inspectorate Team

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved Purchase Request (PR) to Procurement Division	1 Validate if the PR is in the Approved Annual Plan and Review	None	30 minutes	*STOD / Bids and Awards*

or BAC Secretariat together with the required documents.	submitted required documents			*Committee (BAC) Secretariat*
	1.2 If the PR is properly accomplished and the documents are complete, input item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	15 minutes	*STOD / BAC Secretariat*
	1.3 Approve the accomplished PR with complete required documents for procurement	None	1 hour	*STOD / BAC Secretariat Head*
	1.4 Prepare and Approval of Request for Quotations (RFQ)	None	4 hours	*BAC Secretariat*
	1.5 Posting of RFQ at PhilGEPS Website/Send of RFQ to known Bidders	None	5 calendar days (3 calendar days active in PhilGEPS Website)	*BAC Secretariat*
	1.6 Bid Opening	None	1 day	*End-User, BAC, BAC Secretariat & Observers*
	1.7 Preparation Abstractof Quotations, ORS, BAC Resolution and Purchase Order/Contract	None	1 day	*BAC Secretariat*
	1.8 Approval of Abstract of Quotations, ORS, BAC Resolution and	None	15 working days	*End-User, BAC, BAC Secretariat, STOD*

	Purchase Order/Contract			and *Head of the Procuring Entity*
	1.9 Issuance of Approved PO/Contract to the Winning Bidder	None	3 calenda r days	*BAC Secretariat*
	1.10 Feedback to end-user the status of PR	None	5 minutes	
	TOTAL:	**None**	**25 days, 5 hours & 50 minutes**	

***Procurement Process timeline is covered by special law under RA 9184**

9. 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.

Office or Division:	Support to Operations Division (STOD) – Cashiering Section Provincial Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Applicants for Clearance(s)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Order of payment form		Legal Division, DAR Provincial Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 Legal Division for the issuance of the form) and Verifies information from the order of payment and receives payment.	None	5 Minute	*Cashier II* STOD
2. Pay the necessary fees	Issuance official receipt based A.O. 01 Series of 2021 Sec. 9 Filing Fee (PHP 2,000.00)	None	3 Minutes	*Cashier II* STOD
3. Receives official receipt and Fills-out Feedback Form	3. Reviews the accomplished Feedback Form	None	2 Minutes	*Cashier II* STOD
	TOTAL:	**None**	**10 minutes**	

10. Cancellation of Property Accountability

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

Office or Division:	STOD - DARPO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Central Office Employees/DARRO/DARPO			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Return of Equipment Form (ROEF) 2. Equipment itself to be returned 3. Copy of Property Accountability Report (PAR), Inventory Custodian Slip (ICS), Acknowledgement Receipt of Equipment (ARE)		GSU - Property Section		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Admin Staff* GSU/Support staff
	1.2. Take pictures of returned PPE. Determines the serviceability of PPE. Encodes the surrendered PPE in the Inventory of	None	5 minutes	*Administrative Assistant/Support staff*

	Returned Property, Plant and Equipment (IRUP).			
	1.3 Cancels the accountability and furnishes copy of duly cancelled PAR/ ARE/ICS to the requesting party (original copy of signed PAR/ICS shall be returned to end user)	None	3 minutes	*Administrative Officer/AO IV* GSU
	1.4 Determines/tag /safekeeping/Ens ures the safe storage of all returned PPE.	None	30 minutes	*Admin Aide VI* Support staff
	1.5 Reconciles copy of inventory report in the property database, Files the signed documents	None	5 minutes	*Admin Aide VI* Support staff
2. Receives copy of cancelled property accountability		None	1 minute	*Requesting party*
	TOTAL:	**None**	**55 minutes**	

11. 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 DARPO Operating Units.

Office or Division:	STOD – DARPO
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Various offices within DARRO

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requisition and Issue Slip (RIS) (3 copies, original) Inventory Custodian Slip (3 copies original)	STOD Supply Unit

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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	*Admin Assistant*
	1.2 Checks the column "Yes" if the stocks are available and "No", if the stocks are not available	None	2 minutes	*Administrative Assistant* – Support Staff
	1.3 Prepares ICS for semi expendable inventory items and equipment (3 original copies)	None	5 minutes	*Administrative Aide VI* –Support staff

	1.4. Signs the approved column of the RIS form	None	1 minute	*Chief Admin Officer*- PCAO
	1.5 Prepares / packs the requested inventory items	None	15 minutes/10 minutes	*Admin Aide VI* - Support Staff
2. Accepts supplies, materials and equipment and signs documents	2. Issues inventory items and equipment.	None	5 minutes	End user
	TOTAL:	**None**	**28 mins**	

12. Processing of Request for Repair and Maintenance of Property, Plant and Equipment (PPE)

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

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Provincial Office Employees/all applicants			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter Program of Works Design and Layout Project Proposal Bill of Materials Request for 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 Unit		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Report the defective PPEs and other civil works request	1.1Receives and records the report/request and forwards to the concern personnel, for checking and verification and checks/assess	None	3 minutes	*Admin Assistant*-GSU

	the nature of defects/request			
	1.2 Prepares the following: 1.2.1 Program of Works, design and lay out for civil works 1.1 Project Proposal for the new repair request 1.2 RRDPS - request for Replacement of Defective Parts and Services 1.3 RSPS – Request for Spare Parts and Services 1.4 RMIS – Request for Materials and	None	2days	*Administrative Officer III , Engr. II and Admin Aide VI-* GSU PCAO

	Infrastructure Services			
	1.3 Prepares Request for Inspection with complete attachment for approval.	None	3 minutes	*Administrative Officer III, Engr. II and Admin Aide VI-* GSU *Admin Officer IV/Support Staff*
	1.4 Reviews and signs the attached documents	None	5 minutes	*Chief Admin Officer* – PCAO
	1.4 Records and Forwards the request to the Management Division for the pre repair inspection:	None	5 minutes	*Admin Aide VI* – GSU-support staff
	1.5 Provide feedback to client		5 minutes	
	TOTAL:	**None**	**2 Days and 21 Minutes**	

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Accomplish Client Satisfaction Form available at the DAR Public Assistance and Information Center (PAIC) or in the office you visited and put this in the drop box/suggestion box. 2. Send feedback, queries, complaints, or suggestions at email address: dar.gov.ph@gmail. 3. Access information on our DAR policies, activities, and services at the DAR website: http:// www.dar.gov.ph. Public Assistance and Information Center (PAIC) Contact Info: (632)34559489 (632)34537980 (632)34556729
How feedbacks are processed	Drop box are opened daily for issues/concerns that needs immediate action and endorsed to office concerned for appropriate action. Office concerned should give feedback to CRD-PAMRS the action done. Client Satisfaction Survey are consolidated monthly and the result are disseminated to offices concerned. For follow-up or queries, please contact PAIC at: (632)34559489 (632)34537980 (632)34556729
How to file a complaint	Complaints may be filed through written or verbal to the Officer of the Day (OD) at the PAIC. Send all complaints to dar.gov.ph@gmail or contact PAIC at: (632)34559489 (632)34537980

	(632)34556729
How complaints are processed	The Officer of the Day may response to the complaints immediately if he can. If not, he/she may endorse/refer to the office concerned with a referral form with reply on the action taken by the office. The referral form with action on the complaint will be endorsed back to PAIC for monitoring purposes. For follow-up or queries, please contact PAIC at: (632)34559489 (632)34537980 (632)34556729
Contact Information of ARTA, PCC, CCB	**ARTA:** 8-478-5093 complaints@arta.gov.ph **PCC:** pcc@malacanang.gov.ph 8888 **CCB:** email@contactcenterngbayan.gov.ph 0908-881-6565

VII. LIST OF OFFICES

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

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

Office	Address	Contact Information
		attyrcmanalaysay_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) 8928-6821 (02) 3455-6729 (02) 3455-0814 director.pamrs@dar.gov.ph
Director - Bureau of Agrarian Legal Assistance (BALA)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3453-2220 (02) 3454-5196 (02) 3454-6660 (02) 3454-0643 director.bala@dar.gov.ph
Director – Legal Service	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3455-0521 (02) 3456-2901 director.legal@dar.gov.ph
Director – Bureau of Agrarian Reform Beneficiaries (BARBD)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 8926-1890 (02) 3454-8901 director.barbd@dar.gov.ph
Director – Project Management Service (PMS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-2143 (02) 3454-2150 director.pms@dar.gov.ph
Director – Bureau of Land Tenure Improvement (BLTI)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3454-7263 (02) 3454-4672 director.blti@dar.gov.ph
Director – Policy and Research Service (PRS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 8926-8961
Director – Planning Service (PS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3455-6871 (02) 3453-9049 director.pps@dar.gov.ph
Director – Management and Information	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3426-9315 (02) 8925-3495 (02) 3453-0600 miss@dar.gov.ph

Office	Address	Contact Information
System Service (MISS)		director.miss@dar.gov.ph
Director – Finance and Management Service (FMS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	02) 3453-5224 (02) 3456-3985 director.fms@dar.gov.ph
Director – Agrarian Reform Capacity Development Service (ARCDS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	(02) 3455-5247 Telefax: (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	No. 39 Rebollido Building, Manuel Roxas Street, Alfonso Tabora Barangay, Baguio City 2600	(074) 445-4497 rd.car@dar.gov.ph; records.car@dar.gov.ph
Abra Provincial Office	Rosario Diocesan Complex Magallanes St. cor. Gomez St., Zone 5, Bangued, Abra	(074) 752 5886 parpo2.abra@dar.gov.ph; records.abra@dar.gov.ph; dar_abra.records@yahoo.com.ph
Apayao Provincial Office	Luna, Apayao	0927 825 7234 parpo2.apayao@dar.gov.ph; records.apayao@dar.gov.ph; darapayao2013@yahoo.com.ph
Benguet Provincial Office	Pineshill Business Center, Km. 5 Balili, La Trinidad, Benguet	(074) 422-8187; (074) 424-8213 parpo2.benguet@dar.gov.ph; benguetrecords@yahoo.com; records.benguet@dar.gov.ph
Ifugao Provincial Office	Lamut, Ifugao	(074) 382-2638; 0998 984 5054 parpo2.ifugao@dar.gov.ph; records.ifugao@dar.gov.ph; dar_ifugao_records@yahoo.com.ph
Kalinga Provincial Office	Bulanao, Tabuk City, Kalinga	0928 195 8663 parpo2.kalinga@dar.gov.ph; records.kalinga@dar.gov.ph; dar_kalinga@yahoo.com.ph

Office	Address	Contact Information
Mountain Province Provincial Office	Government Center, Bontoc, Mt. Province	0929 705 9226 parpo2.mtprovince@dar.gov.ph; records.mtprovince@dar.gov.ph; mtprov_rec@yahoo.com
DAR Regional Office I	Northgate Square, Añes Building, Carlatan, San Fernando City, La Union 2500	0917-844-6373; 0998-556-6963 rd.01@dar.gov.ph
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	Regional Government Center, Carig Sur 2500 Tuguegarao City	(078) 396-0699 rd.02@dar.gov.ph
DAR Provincial Office Cagayan	Regional Governement Center, Carig Sur, Tuguegarao City, Cagayan	
DAR Provincial Office Isabela I	Isabela San Fermin, Cauayan City, Isabela	parpo2.isabela@dar.gov.ph
DAR Provincial Office Isabela II	Isabela San Fermin, Cauayan City,Isabela	
DAR Provincial Office Nueva Vizcaya	Bayombong, Nueva Vizcaya	(078) 321-2412; (078) 321-2499 parpo2.nuevavizcaya@dar.gov.ph

Office	Address	Contact Information
DAR Provincial Office Quirino	Capitol Hills, Cabarroguis, Quirino	parpo2.quirino@dar.gov.ph
DAR Regional Office III	Pedmar Building, Dolores San Fernando City, Pampanga	(045) 961-5008 rd.03@dar.gov.ph
DAR Provincial Office Aurora	Baler, Aurora	papro2.aurora@dar.gov.ph
DAR Provincial Office Bataan	Barangay San Ramon, Dinalupihan, Bataan	parpo2.bataan@dar.gov.ph
DAR Provincial Office Bulacan	B.S. Aquino Avenue, Baliwag, Bulacan	parpo2.bulacan@dar.gov.ph
DAR Provincial Office Nueva Ecija	Mabini Extension, Cabanatuan City Nueva Ecija	(044) 463-5577; (044) 940-4011; (044) 464-3614; (044) 940-3238 parpo2.nuevaecija@dar.gov.ph
DAR Provincial Office Pampanga	R&E del Pilar, San Fernando City, Pampanga	(045) 961 3928 parpo2.pampanga@dar.gov.ph
DAR Provincial Office Tarlac	Diwa ng Tarlak, Tarlac City,Tarlac	(045) 982-2402 parpo2.tarlac@dar.gov.ph
DAR CALABARZON Region	3/F FAPsO Building, DARCO, Elliptical Road, Diliman, Quezon City 1101	(02) 3455-0630 rd.04a@dar.gov.ph
DAR Provincial Office Batangas	PMS Building, A. Tanco Road, Marawoy, Lipa City, Batangas 4217	(043) 404-7283 parpo2batangas@dar.gov.ph
DAR Provincial Office Cavite	2nd Floor, Government Center Building, Provincial Capitol Compound, Trece Martirez City, Cavite 4109	(046) 419-1914 parpo2.cavite@dar.gov.ph
DAR Provincial Office Laguna	J.B. Lo Building, Barangay Pagsawitan, Sta. Cruz, Laguna 4009	(049) 501-0275; (049) 523-1226 parpo2.laguna@dar.gov.ph

Office	Address	Contact Information
DAR Provincial Office Quezon I	Barangay Talipan, Pagbilao, Quezon 4302	(042) 710-3998 parpo2.quezon1@dar.gov.ph
DAR Provincial Office Quezon II	3rd Floor L.M. Tanada Building, Barangay Pipisik, Gumaca, Quezon 4307	(042) 317-6302 parpo2.quezon2@dar.gov.ph
DAR Provincial Office Rizal	AP Sacramento Building, Barangay Tandang Kutyo, Tanay, Rizal 1980	(02) 656-4014 parpo2.rizal@dar.gov.ph
DAR Regional Office MIMAROPA	MIS Building, DARCO, Elliptical Road, Diliman, Quezon City 1101	(02) 256-4411 rd.04b@dar.gov.ph
DAR Provincial Office Marinduque	Tanza, Boac, Marinduque	(042) 332-1549
DAR Provincial Office Occidental Mindoro	2nd Floor Andros Patrick Building, Bagong Silang, San 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	2nd Floor City Coliseum, San Pedro, Puerto Princesa City, Palawan	(048) 434-1165 parpo2.palawan@dar.gov.ph
DAR Provincial Office Occidental Mindoro	Building 3, LFH Suite Promenade, Barangay Dapawan, Odiongan, Romblon	(042) 567-5609 parpo2.romblon@dar.gov.ph
DAR Regional Office V	Lakandula Drive, Gogon, Legaspi City, Albay 4500	(052) 742-6754 dar_records5@yahoo.com; orddar5@yahoo.com.ph

Office	Address	Contact Information
DAR Provincial Office Albay	3rd Floor, Embarcadero de Legaspi, Legaspi Port Area, Legaspi City, Albay 4500	(052) 482-0456 parpo2.albay@dar.gov.ph
DAR Provincial Office Camarines Norte	Barcelona Building, Magallanes Iraya St., Daet, Camarines Norte	(054) 442-1042 parpo2.camarinesnorte@dar.gov.ph
DAR Provincial Office Camarines Sur I	2nd Floor, Orient Diwu Building, Corner Almeda Highway and Roxas Avenue, Naga City, Camarines Sur	(054) 871-5331
DAR Provincial Office Camarines Sur II	3rd Floor, Doña Dolores Building, Roxas Avenue, Naga City, Camarines Sur	(054) 472-7042 parpo2.camarinessur2@dar.gov.ph
DAR Provincial Office Catanduanes	Constantino, Virac, Catanduanes	pcao.catanduanes@dar.gov.ph
DAR Provincial Office Sorsogon	Alegre Street, Balogo, Sorsogon City, Sorsogon 4700	(056) 421-5451 darsorsogon_records@yahoo.com
DAR Regional Office VI	3rd Street, Lawaan Village, Balantang, Jaro, Iloilo City Iloilo	(033) 329-0775 rd.06@dar.gov.ph
DAR Provincial Office Aklan	2nd Floor, Arcada Prime Building, M. Laserna Street Cor. G. Ramos Street, Kalibo, Aklan	parpo2.aklan@dar.gov.ph
DAR Provincial Office Antique	Binirayan Hills, San Jose, Antique	parpo2.antique@dar.gov.ph; antiquedar@yahoo.com
DAR Provincial Office Capiz	Amado Lim Building, Roxas Avenue, Roxas	(036) 621-4132 parpo2.capiz@dar.gov.ph

Office	Address	Contact Information
	City Capiz	
DAR Provincial Office Iloilo	St. Clement's Compound, Luna Street, Iloilo City Iloilo	(033) 330-0629 parpo2.iloilo@dar.gov.ph darpo.iloilo@gmail.com;
DAR Provincial Office Guimaras	Eridel Building, New Site, San Miguel, Jordan, Guimaras	parpo2.guimaras@dar.gov.ph
DAR Provincial Office Negros Occidental North	Dawis, San Sebastian Bacolod City Negros Occidental	parpo2.negrosoccidental1@dar.gov.ph
DAR Provincial Office Negros Occidental South	Loreta Chang Building, B.S. Aquino Drive, Shopping, Villamonte, Bacolod City, Negros Occidental	(034) 708-7813 parpo2.negrosoccidental2@dar.gov.ph
DAR Regional Office VII	Ground Floor, Legislative Building, Cebu Provincial Capitol Compound, Escario Street, Cebu City, Cebu 6000	(032) 253-6913 rd.07@dar.gov.ph
DAR Provincial Office Bohol	Bodare Building, Dao District, Tagbiliran City, Bohol	(038) 412-2816; (038) 235-4243 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, Negros Oriental	(035) 422-0608 parpo2.negrosoriental@dar.gov.ph
DAR Provincial Office Siquijor	attached to DAR Provincial Office Negros Oriental	(035) 480-1987

Office	Address	Contact Information
DAR Regional Office VIII	Sto. Niño Extension, Tacloban City, Leyte	(053) 832-3223 rd.08@dar.gov.ph
DAR Provincial Office Leyte and Biliran	Liceo del Verbo Divino Compound, Avenida Veteranos, Tacloban City, Leyte	(053) 321-4279; 0919-207-5120 parpo2.leyte@dar.gov.ph
DAR Provincial Office Southern Leyte	Barangay Zone 5, Sogod, Southern Leyte	053) 382-2709 parpo2.southernleyte@dar.gov.ph
DAR Provincial Office Eastern Samar	Borongan City, Eastern Samar	parpo2.easternsamar@dar.gov.ph
DAR Provincial Office Northern Samar	Kasing Uy Building, Balite Street, Barangay Sampaguita, Catarman, Northern Samar	parpo2.northernsamar@dar.gov.ph
DAR Provincial Office Western Samar	RS Building, San Francisco Street Corner Rizal Avenue, Catbalogan City, Samar	055) 251-2365 parpo2.westernsamar@dar.gov.ph
DAR Regional Office IX	Joicel Building, Tumaga, Zamboanga City	(062) 955-0659; (062) 955-0657 rd.09@dar.gov.ph; dar09records@yahoo.com; shiomambuay@yahoo.com
DAR Provincial Office Zamboanga del Norte	Sta. Isabel, Dipolog City, Zamboanga del Norte	(065) 212-6046 parpo2.zamboanganorte@dar.gov.ph; airos_58@yahoo.com; darzambonorte@yahoo.com
DAR Provincial Office Zamboanga del Sur	F.S. Pajares Avenue, Pagadian City, Zamboanga del Sur	parpo2.zamboangasur@dar.gov.ph
DAR Provincial Office Zamboanga Sibugay	BLISS Site, Ipil Heights, Ipil Zamboanga Sibugay	parpo2.sibugay@dar.gov.ph

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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	Malaybalay, Bukidnon	8883135098 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 rdjosephorilla@gmail.com
DAR Provincial Office Compostela Valley	Prk. 18, Palmera Village, Poblacion Nabunturan, Compostela Valley	(084) 817-0282 parpo2.compostelavalley@dar.gov.ph
DAR Provincial Office Davao	Km. 12, Catalunan Pequeno, Davao City	(082) 295-7913 parpo2.davaocity@dar.gov.ph
DAR Provincial Office Davao del Norte	Mankilam, Tagum City Davao del Norte	(084) 655-9412 parpo2.davaonorte@dar.gov.ph; paro.davaonorte@dar.gov.ph
DAR Provincial Office Davao del Sur	Bonifacio Extension, Aplaya, Digos City, Davao del Sur	(082) 553-6905 parpo2.davaosur@dar.gov.ph

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

Office	Address	Contact Information
DAR Provincial Office Surigao Del Sur	Balilahan, Mabua, Tandag, Surigao Del Sur	(086) 211-3576 parpo2.surigaosur@dar.gov.ph

[i] Credit Assistance Program for Program Beneficiaries Development (CAP-PBD) Window III, Expanded Assistance to Restore and Install Sustainable Enterprise (E-ARISE), Agrarian Production Credit Program (APCP), Accessible Funds for Delivery to ARBs (AFFORD-ARB), Enhanced Partnership Against Hunger and Poverty (EPAHP)