



DEPARTMENT OF
AGRARIAN REFORM

CITIZEN'S CHARTER
2024 (1st Edition)



I. Mandate:

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

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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

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

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



As such, we embrace the following DAR core values:

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

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

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

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



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**CENTRAL OFFICE
EXTERNAL SERVICES**



1. Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Complaints Coordinating Unit (PACCU)

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 for the continual improvement of the service. It starts from registration of walk-in clients/visitors up to client satisfaction survey and updating of clients' database.

Office or Division:	DAR Central Office - PAIC			
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, student-researchers, multimedia outfits, representative of Government agencies and walk-in clients with land problems, issues and concerns with the Department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card (ID)		Any Government-Issued / company Identification Card or any valid ID.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out Clientele Information Sheet (CIS)	1.1 PACCU Officer issues and requests 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., along with the attached Clientele Satisfaction Measurement (CSM).	None	5 Minutes	<i>Designated Division Chief</i>
	1.2 PACCU Officer evaluates /assesses/ facilitates the issues and concerns on the accomplished CIS.			



<p>2. Client responds to questions/ interview of PAIC/ PACCU Officer.</p>	<p>2.1 The PACCU Officer interviews the walk-in client/visitor and evaluates/ assesses the issues and concerns presented, provides appropriate instructions and information, or refers the client to the proper office.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Designated Division Chief</i></p>
	<p>2.2 For Walk-in Client/ Visitor with various concerns from the DAR:</p>			
	<p>2.2.1 PACCU Officer coordinates with the concerned office and asks for updates, information, and actions taken regarding clients' concerns and relays the same to the Client. The client is also provided with action document/s from the concerned offices whenever necessary as well as their contact numbers for future follow-up. In case the client requests to speak with the official or representative from the concerned office, the PACCU Officer seeks clearance first from the concerned office. In the instance that the concerned office approves the request of the Client, they are permitted to proceed to the office for assistance.</p>			
	<p>2.2.2 On matters which fall within the jurisdiction of other government offices, the client is to be provided</p>			



	with the offices' address.			
	2.2.3 On issues/ concerns which fall within the authority of DAR Central/Regional /Provincial Offices, clients are provided with instructions, addresses, and contact numbers of said offices.			
	2.2.4 The PACCU Officer also attends to and resolves the concerns/queries received through calls and text messages.			
3. Client/ Visitor fills out the Clientele Satisfaction Measurement (CSM) Form for retrieval and daily encoding	3.1 PACCU Officer requests the Walk-in Client/Visitor to complete the CSM Form using either a tablet or pen and paper.	None	5 Minutes	<i>Designated Division Chief</i>
	3.2 The PACCU Officer instructs the Client/ Visitor to submit the completed CSM together with the CIS to the PACCU personnel at the waiting area/ their office before exiting from DAR.			
	3.3 The PACCU Personnel turns over all the submitted CSM and CIS to the PACCU Encoder/Data Processor at the end of the transaction for encoding, generating reports, and data-keeping.			
	TOTAL:	None	25 Minutes	
Note:	Based on the			<i>Designated</i>



Feedback Mechanism	evaluation of results, scores, and comments of clients, the PAIC management provides feedback and requests the concerned office to inform the PACCU management as to the action taken regarding the positive/negative comments and/or the unsatisfactory ratings within ten (10) working days of receiving the report.			<i>Division Chief</i>
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2. Processing and Payments of Disbursement Vouchers (DVs) /Claims

This service covers processing up to payment of all disbursement vouchers/claims thru check issuance or List of Due and Demandable Accounts Payable-Advice to Debit Accounts (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, and which is also recently amended by another COA Circular No. 2023-004 dated June 14, 2023.

Office or Division:	Finance and Management Service (FMS) / Administrative Service			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B), Government to Government (G2G), government to Citizen (G2C)			
Who may avail:	<ol style="list-style-type: none"> 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, click the Link (COA Circular No. 2012-001 and 2013-001) Amended by COA Circular No. 2023-004 dated June 14, 2023 Or Please refer to the attached list		https://www.coa.gov.ph/download/107/cy-2012/14658/coa-circular-no-2012-001-june-14-2012.pdf https://www.coa.gov.ph/wpfd_file/coa-circular-no-2023-004-june-14-2023/.pdf FMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the prepared DV (4copies) with the attached complete supporting documents (SDs) with ORS (3 copies) 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; If complete, records same in the logbook for the purpose and forwards for processing,	None	10 minutes	CAO Budget Division



	If incomplete, return the set of documents to the Requesting Office for completion			
	<p>1.2. Desk Officer verifies the availability of allotment per Project/Activity/Program (PAP);</p> <p>If the allotment is not available,</p> <ul style="list-style-type: none"> ➤ returns the set of documents to the office/personnel concerned, <p>If the allotment is available,</p> <ul style="list-style-type: none"> ➤ assigns number in the control book for the purpose, records the amount obligated, ➤ indicates appropriate UACS Codes, ➤ initials in Section B of the ORS and forwards to Budget Officer III for signature 	None	3 minutes	CAO Budget Division
	1.3. Desk Officer reviews ORS and SDs; If in order, signs the certification in Section B, and forwards the ORS, DV and SDs to staff for releasing to the Accounting Division	None	10 minutes	CAO Budget Division
	Budget staff retains the original copy of the ORS, forwards 4 copies of the DV, 2 copies of ORS and complete SDs to the Accounting Division	None	5 minutes	CAO Budget Division



	<p>1.5. Accounting staff receives 4 copies of DV, Complete Supporting Documents (SDs) and 2 copies of duly signed ORS from the Budget staff for processing.</p>	None	3 minutes	CAO Accounting Division
	<p>1.6. Accounting staff reviews DV for completeness and propriety of SDs.</p> <p>1.6.a. If complete, records same in the logbook for the purpose and forwards for review,</p> <p>If incomplete, returns the document to the Requesting Office for completion</p> <p>1.6.b. Checks index of payments (IP) and determine if claim is in order;</p> <p>1.6.c. If with prior payment on the same claim, returns the received DV with SDs and ORS informing claimant of the findings,</p> <p>1.6.d. If in order, verifies amount in ORS against DV;</p> <ul style="list-style-type: none"> ➤ If the same, records the amount, the DV date and number. Sign initials in Box C of DV ➤ If amount differs, 	None	10 minutes	CAO Accounting Division



	<ul style="list-style-type: none"> • Prepares NORSA in 3 copies, signs Prepared by portion, attaches 3 copies of NORSA to DV and forwards to Chief Accountant for approval of NORSA • Records the release of NORSA in the logbook to the Budget Division for correction of obligations. <p>Forwards the NORSA to the Budget Division for the Budget staff to effect the adjustments in Obligations column of the ORS and returns the adjusted 2 copies of ORS, received DVs with complete SDs and NORSA to the Accounting Division.</p>		5 minutes	CAO Budget Division
	<p>1.7. Accounting staff:</p> <ul style="list-style-type: none"> ➤ determines availability of NCA, <p>If NCA is sufficient, records in the RANCA/RANTA the DV date and number and the amount,</p> <ul style="list-style-type: none"> ➤ Checks the “Cash available” portion in Box C of the DV; ➤ Checks the accuracy of the amount claimed against the supporting documents. ➤ If appropriate, computes the necessary 	None	15 minutes	CAO Accounting Division



	<p>withholding taxes and other allowable deductions.</p> <ul style="list-style-type: none"> ➤ Indicates the appropriate accounting entry, and ➤ If applicable, prepares BIR Form 2307 ➤ Encodes the transaction in the e-NGAS for review of the Assistant Chief Accountant. ➤ Forwards the received DVs with complete SDs and 2 copies of ORS to the Assistant Chief Accountant for review. <p>If No Cash Available or cash is insufficient, informs the End-User and notes the non-availability of cash and safekeeps the DV, SDs and ORS</p>			
	<p>1.8. Assistant Chief Accountant reviews and affixes initial to the DV:</p> <ul style="list-style-type: none"> ➤ reviews the DVs and SDs. ➤ if no problem with the entries, he affixes his initials to the Box B ➤ reviews the entries in the e-NGAS and put “ok” on the comment section if the entries and 	None	5 minutes	CAO Accounting Division



	<p>funding source are correct forwards the DVs with complete SDs and 2 copies of ORS to the Chief Accountant for approval</p>			
	<p>1.9. Chief Accountant reviews and approves the DV:</p> <ul style="list-style-type: none"> ➤ signs Box C of the DV and approve the transaction in e-NGAS. <p>forwards the approved DV with complete SDs and 2 copies of ORS to the Releasing staff.</p>	None	5 minutes	CAO Accounting Division
	<p>1.10. Releasing staff records in the logbook the release of 3 copies of DVs with complete SDs and 2 copies of ORS and forwards it to the Office of the Director, FMS for approval of the DV</p>	None	3 minutes	CAO Accounting Division
	<p>1.11. Receiving staff of the Director, FMS</p> <ul style="list-style-type: none"> • receives 3 copies of DVs, with complete SDs and 2 copies of 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	Director FMS
	<p>1.12. Director, FMS</p> <ul style="list-style-type: none"> • reviews DV and signs in Box D “Approved for Payment” portion; Forwards documents to releasing staff 	None	10 minutes	Director FMS



	1.13. Releasing staff records in logbook the approved DV with complete SDs and 2 copies of ORS and forwards the documents to the Cashier	None	3 minutes	Director FMS
	1.14. Staff of Cashier ➤ receives 3 copies of approved DV with complete SDs and 2 copies of ORS ➤ records in the logbook the date of receipt, payee, and amount checks completeness of signatories on DV	None	5 minutes	CAO General Service Division
	1.15. If payment is by/through A. Check, staff: ➤ prepares checks (1 original,1 duplicate and 1 photocopy) ➤ records the date, check number, name of payee, nature of payment and amount of the DV in the Check-ADA Record maintained per bank account ➤ forwards 3 copies of check (1 original,1 duplicate and 1 photocopy), 3 copies of DV with complete SDs and 2 copies of ORS to the Cashier for review and signature (Proceed to 15)	None	10 Minutes	CAO General Service Division CAO



	<p>B. ACIC and LDDAP-ADA, Cashier Staff</p> <ul style="list-style-type: none"> ➤ Prepares 2 copies of ACIC and 3 copies LDDAP – ADA ➤ Forward the ACIC to the Director Admin Service/Director, FMS, USEC FMAO/Secretary and LDDAP – ADA to the Chief Accountant for review and signature ➤ Chief Accountant reviews and signs “Certified Correct” portion of the LDDAP – ADA and forwards to Releasing staff <p>Releasing Staff</p> <ul style="list-style-type: none"> ➤ Records in the logbook the release of 2 copies of ACIC and 3 copies of LDDAP – ADA, 3 copies of DV with complete SDs and 2 copies of the ORS to the Director, FMS/USEC FMAO/Secretary for approval of the LDDAP – ADA <p>(Proceed to 17B)</p>			<p>General Service Division</p> <p>CAO Accounting Division</p> <p>CAO General Service Division</p>
	<p>1.16. Cashier</p> <ul style="list-style-type: none"> ➤ verifies completeness of signature of the DV ➤ reviews the amount in the Check/ACIC and LDDAP - ADA 	None	10 minutes	CAO General Service Division



	<p>against the DV and SDs</p> <ul style="list-style-type: none"> ➤ signs the check forwards to staff for releasing to authorized countersigning official (Director Admin Service, Director FMS/ USEC, FMAO/ Secretary) 			
	<p>1.17. Staff of Cashier Forwards the set of documents to the Authorized Countersigning Official (Director Admin Service, Director FMS/ ASEC/USEC, FMAO/ Secretary)</p>	None	5 minutes	CAO General Service Division
	<p>1.18. If</p> <p>A. Check payment, Authorized Countersigning Official (Director Admin Service, Director FMS/ ASEC/USEC, FMAO/ Secretary)</p> <ul style="list-style-type: none"> ➤ countersigns check ➤ forwards to releasing staff <p>B. ACIC and LDDAP – ADA Receiving staff of Director Admin Service, Director FMS / ASEC/USEC, FMAO/ Secretary</p> <ul style="list-style-type: none"> ➤ receives 2 copies of ACIC, copies of LDDAP-ADA, 3 copies of DVs with complete SDs and 2 copies of ORS ➤ forwards documents to Director Admin Service, Director FMS/ ASEC/USEC, 	None	5 minutes	<p>CAO General Service Division</p> <p><i>Director FMS / ASEC/USEC, FMAO/ Secretary/ FMS</i></p>



	<p>FMAO/ Secretary, FMAO for review and approval of ACIC and LDDAP – ADA</p> <p>Director FMS/ ASEC/USEC, FMAO/ Secretary</p> <ul style="list-style-type: none"> ➤ reviews ACIC and LDDAP – ADA ➤ signs in “Approved” portion of the ACIC and LDDAP <p>forwards the approved ACIC and LDDAP- ADA, DV with complete SDs and ORS receiving/releasing staff</p>			
	<p>1.19. Releasing staff records in the logbook date of release of check or ACIC and LDDAP - ADA, DVs with complete SDs and ORS to the Cashier</p>	None	3 minutes	CAO General Service Division
	<p>1.20. Cashier Staff</p> <p>A. If Check</p> <ul style="list-style-type: none"> ➤ receives the check, DV with complete SDs and ORS ➤ verifies completeness of signatures in the check, and in the DV including the amounts <p>B. If ACIC and LDDAP - ADA</p> <p>Cashier</p> <ul style="list-style-type: none"> • verifies completeness of signatures in the ACIC and LDDAP – ADA and in the DV 	None	10 minutes	CAO General Service Division



	<p>including the amounts</p> <ul style="list-style-type: none"> • Signs the “LDDAP-ADA” portion • Forwards the signed LDDAP – ADA to ASEC/USEC, FMAO for countersigning • ASEC/USEC, FMAO countersigns the “ADA” portion of the LDDADP – ADA <p>(Proceed to 20B)</p>			<p>ASEC/USEC, FMAO</p>
<p>2. The client receives check payment by signing in the</p> <ul style="list-style-type: none"> •Warrant Register/ logbook, and •Released portion of the 1 Copy of DV, <p>Issues Official Receipt, if needed</p>	<p>2. Cashier or staff</p> <p>A. if check payment</p> <ul style="list-style-type: none"> ➤ releases original of check to the payee, ➤ Attaches OR/Invoice issued by payee/claimant, if any on Copy 1 of DV ➤ Requires payee/claimant to sign on Box E of the DV and the Check Registry/Logbook <p>B. ACIC and LDDAP – ADA</p> <p>Cashier</p> <ul style="list-style-type: none"> • releases 1 copy of ACIC and 2 copies of LDDAP – ADA to LBP Servicing Branch which shall pay the creditors/payees listed in the LDDAP – ADA not later than 48 hours but not earlier than 24 hours upon receipt of the LDDAP – Ada from the Office. <p>furnishes creditors/payees with copy of the ACIC and</p>	None	5 minutes	<p>CAO General Service Division</p>



	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	3 minutes	CAO General Service Division
	TOTAL:	None	2 hours 26 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:	Government to Government, Government to Citizen			
Who may avail:	1. Currently employed officials and employees of the Department 2. Retired employees of the Department 3. Other government agencies or Government-Owned and Controlled Corporations (GOCCs) 4. Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-Out Request Form 2. Identification Card		Accounting Section From Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client fills out request form, signs and submits it to the Accounting Division through personal delivery, mail, courier, or online (email, Messenger)	1.1 If personally delivered or via mail/courier, receives and logs request	None	2 minutes	CAO Accounting Division
	If received online, retrieves, prints, and logs request			
	1.2 Prepares/generates from Payroll Index Sub-System (PISS)	None	5 minutes	CAO Accounting Division
	1.3 Signs the Certified Correct portion of the Certification	None	2 minutes	CAO Accounting Division
	1.4 Records the certificate in the logbook for outgoing documents	None	2 minutes	CAO Accounting Division



<p>2. The client receives signed certification by signing the released column of the logbook or online (email, Messenger) then fills-out the Client Satisfaction Measurement (CSM) Form and submits it to the designated personnel</p>	<p>2. Releases the signed certification to the requesting party physically or online (email or Messenger) and receives and places the filled-out CSM Form in the box provided</p>	<p>None</p>	<p>1 minute</p>	<p>CAO Accounting Division</p>
	<p>TOTAL:</p>	<p>None</p>	<p>12 minutes</p>	



4. Conduct of Legal Counselling

This public service is free and is provided by the Department of Agrarian Reform Central Office (DARCO), through the Agrarian Reform Beneficiaries Legal Assistance Division of the Bureau of Agrarian Legal Assistance (ARBLAD-BALA) and the different Legal Divisions of the DAR 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 and/or representation pertaining to problems, concerns, or issues 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: Republic Act (R.A.) No. 1199, R.A. No. 3844, as amended; Presidential Decree (P.D.) No. 27, R.A. No. 6657, and R.A. No. 9700, including any and all existing issuances and administrative orders of the Department relative to such laws, as well as all executive fiats and jurisprudence on agrarian law implementation matters.

The penultimate objective of the conduct of Legal Counselling is to provide legal guidance. With the additional goal of representing the client in the proper forum, if warranted, under DAR Memorandum Circular (M.C.) No. 12, Series of 2009.

Office or Division:	Department of Agrarian Reform Central Office (DARCO) - Agrarian Reform Beneficiaries Legal Assistance Division (ARBLAD) of the Bureau of Agrarian Legal Assistance (BALA).	
Classification:	Simple	
Type of Transaction:	Government to Government/Business/Client	
Who May Avail:	<ol style="list-style-type: none"> 1. Agrarian Reform Beneficiaries (ARBs), 2. Tenants 3. Farmers 4. Walk-in Clients 5. General Public 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Generally, none.		Not applicable
The client could bring pertinent documents for evaluation that will support his/her cause to aid the Officer of the Day to arrive at a sound legal advice or concrete solution to the problem/concern and make a recommendation as to whether the client is qualified for assistance.		Client concerned



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client registers in the logbook.	1. ARBLAD Administrative Staff registers in the logbook the name, address, gender, and mobile number of the walk-in client.	None	1 minute	ARBLAD Personnel
2. Client narrates facts and issues.	2.1 The Officer of the Day (OD) gathers facts from the narration of the walk-in clients and analyzes the facts to ascertain the issue/s or concern/s involved. If client brings with him/her documents, evaluates the same and ascertain the issue/s or concerns involved.	None	30 minutes	Officer of the Day
	2.2 If issue/s or concerns raised are agrarian in nature, the OD renders the appropriate advice based on existing agrarian laws and jurisprudence. Otherwise, refer to the appropriate person/division/agency.	None	60 minutes	Officer of the Day
	2.3 The OD completes the Clientele Evaluation Form with recommendation, as to whether the client can be represented pursuant to DAR M.C. No. 12, Series of 2009.			Officer of the Day to be reviewed by the Chief
3. Client answers the Client		None	5 minutes	



Satisfaction Measurement (CSM) Form.				
TOTAL:		None	1 Hour 36 Minutes	



5. Issuance of Certificate of Finality

Orders/Resolutions 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, and there is no Motion for Reconsideration nor Appeal therefrom (Sec. 33, AO 3, S 2017).

Office or Division:	Office of the Bureau of Agrarian Legal Assistance (BALA) Director			
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		
1. Letter-Request for the issuance of Certificate of Finality attaching therein a copy of the subject Order.		LIRD-BALA		
2. Transmittal of the Case Records from DARCO Records Division if the subject Order was issued on or before February 2023 or the BALA Communications Team, if the subject Order was issued in March 2023 or thereafter.		DARCO Records or the BALA Communication Team and BALA		
3. Certification from the DARCO Records Division that No Appeal or Motion for Reconsideration was filed AND Status of the Receipt of the Orders if the subject Order was issued on or before February 2023; or Certification from the concerned Office of BALA that No Appeal or Motion for Reconsideration was filed AND Status of Receipt of the Orders from the BALA Communications Team if the subject Order was issued in March 2023 or thereafter.				
4. Verification Slip from Legal Case Monitoring System (LCMS)		BALA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client files a request for Certificate	1.1 Administrative Staff receives the request with the attached	None	30 minutes	<i>Division Chief</i> LIRD



<p>of Finality attaching therein a copy of the subject Order.</p>	<p>complete documents;</p> <p>1.2 Evaluates the completeness of the documents;</p> <p>1.3 If complete, the Administrative Staff enters the data to Office 365; If not complete, he shall inform the requesting party of the lacking documentary requirements.</p>			
	<p>1.4 Administrative Staff prepares the Memorandum-Request for the transmittal of the Case Folders to LIRD including the Certification from the Records Division or the BALA Communications Team that there was no Appeal or MR filed and the status of the receipt of the Orders by the concerned parties as well as the certification as to the completeness of the return cards.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Division Chief</i> LIRD</p>
	<p>1.5 Administrative Staff of the Records Division or the concerned BALA Division verifies whether there is a pending Appeal or Motion for Reconsideration.</p>	<p>None</p>	<p>2 days</p>	<p><i>Division Chief</i> Records Division or Division Chief of the concerned BALA Division</p>



	1.6 Administrative Staff of the Records Division or the BALA Communication Team verifies the Status of the Receipt of the Orders	None	2 days	<i>Division Chief</i> Records Division or Head of the Communication Team
	1.7 Administrative Staff prepares Certificates on whether there is an Appeal or Motion for Reconsideration and the status of the receipt of the Orders	None	1 hour	<i>Division Chief</i> Records Division or Division Chief of the concerned
	1.8 Division Chief of the Records Division or the Chief of the concerned Division of the BALA including the Head of the Communication Team signs the Certificate on whether there is an Appeal or Motion for Reconsideration and Certificate of the Status of the receipt of the Orders	None	15 minutes	<i>Division Chief</i> Records Division or Chief of the concerned Division AND Head of the Communication Team
	1.9 Verifies with the OD, LUCD, CCD, and Cancellation Office through their Legal Case Monitoring System whether there is a pending Appeal or MR before their Office	None	15 minutes	<i>Division Chief</i> LUCD, and CCD and Cancellation Office
	1.10 Upon receipt of all the Certifications and Verification	None	4 hours	<i>Division Chief</i> LIRD



	Slips from the Records Division or the BALA Communication Team AND concerned divisions, respectively, the Legal Officer shall ONLY prepare the Certificate of Finality and the Memorandum of Implementation <i>once he determines that there is no pending Appeal or Motion for Reconsideration AND copies of the Orders were received by the concerned.</i>			
	1.11 The Assistant Division Chief reviews the Certificate of Finality and Memorandum of Implementation and places his initials thereon after review.	None	2 hours	<i>Division Chief</i> LIRD
	1.12 The Division Chief reviews and finalizes the Certificate of Finality and Memorandum of Implementation places his initials thereon and forwards the same to the Assistant Director, for his further review and initials.	None	15 minutes	<i>Division Chief</i> LIRD



	1.13 The Assistant Director reviews and puts his initials on the Certificate of Finality and Memorandum of Implementation	None	1 hour	<i>Assistant Director BALA</i>
	1.14 The Admin Staff forwards the Certificate of Finality and Memorandum of Implementation to the Office of the Director for his final review and signature.	None	15 minutes	<i>Assistant Director BALA</i>
	1.15 The Director reviews the complete staff work if the Certificate of Finality and Memorandum of Implementation is complete. If complete, he shall sign the Certificate of Finality and Memorandum of Implementation and have it dated and stamped with a seal of the Office by an Administrative Staff. If not complete, the Case Folder (CF) with the Certificate of Finality and Memorandum of Implementation shall be returned to the LIRD.	None	4 Hours	<i>Director BALA</i>
	1.16 The Administrative Staff of the Office of the	None	2 hours	<i>Director BALA</i>



	<p>Director releases the signed, dated, and stamped with a seal Certificate of Finality and Memorandum of Implementation including the complete records of the case to the Records Division for mailing with complete staff work including the preparation of pouch and reproduction of copies by the Administrative Staff of the LIRD.</p> <p>1.17 The client fills-out Client Satisfaction Measurement (CSM) Form</p>			
TOTAL		None	6 Days	



6. Issuance of Certificate of No Pending Appeal

The Certificate of Finality shall be issued by the Regional Director upon certification issued by the Bureau of Agrarian Legal Assistance (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 or their authorized representatives, concerned Regional or Provincial Chief Legal		
Certification from the Records Section that No Appeal/Motion for Reconsideration (MR) filed		DARRO Records Section		
Verification Slip from Legal Case Monitoring System (LCMS)		BALA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client files a request for the issuance of a Certificate of No Pending Appeal	1.1.a The Administrative Staff receives either the hard copy of the request with complete documents at the Legal Information and Research Division (LIRD) or through the official e-mail address of the LIRD; 1.1.b Evaluates the completeness of the documents;	None	30 minutes	<i>Division Chief</i> LIRD



	1.1.c If complete, he enters the data into Office 365; If not, he shall inform the requesting party of the lacking documentary requirements.			
	1.2 Verifies through the LCMS whether there is a pending Appeal or Motion for Reconsideration on the said decision.	None	1 Day	<i>Division Chief</i> LIRD
	1.3 Verifies with Land Use Cases Division (LUCD), Claims and Conflicts Division (CCD), Cancellation Office, and manual record to determine if there are any pending Appeals or MR on the said decision	None	1 Day	<i>Division Chief</i> LIRD
	1.4 Upon receipt of all the Verification Slips from the concerned divisions, the Legal Researcher prepares the Certificate of No Pending Appeal. The Attorney IV of the LIRD and the SARPO, who supervise the Legal Researcher, put their initials at the Control Number after their respective review.	None	2 hours	<i>Division Chief</i> LIRD
	1.5 The LIRD Chief reviews and initials the finalized	None	2 hours	<i>Division Chief</i> LIRD



	Certificate of No Appeal.			
	1.6 The Certificate of No Appeal is sent to the Office of the Assistant Director or his alternate signatory for his review and signature.	None	15 minutes	<i>Division Chief</i> LIRD
	1.7 The Assistant Director reviews the complete staff work if the Certificate of No Pending Appeal is complete. Afterwards, he signs it, and his staff will have the Certificate dated and stamped with a seal of the Office.	None	4 hours	<i>Assistant Director</i> Office of the Assistant Director BALA
	1.8 Forwards the signed, dated, and stamped with a seal Certificate of No Appeal to the LIRD.	None	15 minutes	<i>Assistant Director</i> Office of the Assistant Director BALA
	1.9 The Administrative staff releases the signed, dated, and stamped with a seal Certificate of No Appeal to the Records Division for mailing with complete staff work (reproduction of copies and preparation of pouch by the Administrative Staff of LIRD). If the request was formally made and	None	6 hours	<i>Division Chief</i> LIRD



	<p>received through the official e-mail address of the LIRD, the Certificate of No Appeal shall be released to the e-mail address of the requesting party in addition to its releasing before the Records Division.</p> <p>The client fills out Client Satisfaction Measurement (CSM) Form</p>			
TOTAL:		None	3 days 7 hours	



7. Legal Representation

“*Lawyers and Legal Officers for the Farmers*” is the apt slogan for this public service. In essence, it is the process of providing free legal assistance and representation to our indigent farmer beneficiaries including immediate members of their families and other qualified beneficiaries under Section 22 of Republic Act (R.A.) No. 6657 and other qualified stakeholders to protect their rights and interest under the government’s agrarian reform program, either by way of legal advice and the appropriate filing of cases before the proper forum 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) under DAR M.C. 12-09 known as the DAR Manual on Legal Assistance, 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)	
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 and other attached government agencies
A requesting-party together with his/her written request for legal representation/assistance, shall bring/submit: <ul style="list-style-type: none"> 1. Certificate of Land Ownership Award (CLOA); 2. Emancipation Patent (EP); 		Client concerned and other attached government agencies



<ol style="list-style-type: none"> 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; 7. Administrative findings or certifications evidencing such agrarian right; 8. Certificate of Indigency; 9. Special Power of Attorney; <p>Copy of withdrawal of counsel, if applicable.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs the official logbook.	1. Designated Officer of the Day checks the completeness of the entry for record purposes.	None pursuant to DAR MC 246 and PD 946	1 minute	The designated Officer of the Day (including lawyers).
2. Client presents the written request for legal representation, and submits any and/or all pertinent documents.	<p>2.1 Designated Officer of the Day interviews the requesting party to ascertain his/her qualification.</p> <p>Designated Officer of the Day examines, evaluates, and analyzes the facts as narrated by the requesting party including the documents submitted.</p>	None pursuant to DAR MC 246 and PD 946	30 minutes	<p>The designated Officer of the day (including lawyers).</p> <p>If he/she is unavailable for valid reasons, any <i>Lawyer/SARPO/ARPO II</i> present.</p>



	<p>2.2 Designated Officer of the Day examines the authenticity of the documents submitted by coordinating and communicating with the offices where the said documents originated.</p>	<p>None pursuant to DAR MC 246 and PD 946</p>	<p>1 day</p>	<p>The designated Officer of the day (including lawyers).</p> <p>If he/she is unavailable for valid reasons, any <i>Lawyer/SARPO/ARPO II</i> present.</p>
	<p>2.2.1 If the requesting party or applicant is qualified and there is reasonable ground to sustain his/her case is the proper forum, the Officer assists and/or represents the said party.</p> <p>The Handling Officer fills-up and signs the Matrix for Legal Representation which shall also be approved by the Division Chief.</p>	<p>None pursuant to DAR MC 246 and PD 946</p>	<p>30 minutes</p>	<p>The designated Officer of the day (including lawyers).</p> <p>If he/she is unavailable for valid reasons, any <i>Lawyer/SARPO/ARPO II</i> present.</p>
	<p>2.2.2 If the requesting party/applicant is not qualified, the Officer immediately communicates the denial to the concerned individual or entity.</p>	<p>None pursuant to DAR MC 246 and PD 946</p>	<p>The communication will be made through a letter addressed to the individual concerned</p>	



	The Lawyer/Legal Officer concerned submits a report and/or confirmation for the denial to the ARBLAD Chief who shall submit a recommendation to the BALA Director for final determination whether the request for legal assistance is proper or not.	None pursuant to DAR MC 246 and PD 946		
	<p>2.3. The Handling Officer drafts and files a formal <i>Entry of Appearance</i> or files the necessary pleading/ documents with the appropriate quasi-judicial agencies or regular courts.</p> <p>2.4. The Handling Lawyer/Legal Officer will attend preliminary conference and scheduled hearing set by the Court/Office and other Quasi-Judicial Agencies.</p>	None pursuant to DAR MC 246 and PD 946	<p>30 minutes as regards the filing of formal <i>Entry of Appearance</i></p> <p>As regards the <u>filing</u> of pleadings/ documents depends on the period set forth by the Rules of Court; respective rules of procedure of the QJA concerned; and other pertinent laws.</p>	<p>The designated Officer of the day (including lawyers)</p> <p>In he/she is unavailable for valid reasons, any <i>Lawyer/SARPO/ARPO II</i> present.</p>
3. Client answers the Client Satisfaction	Designated Officer of the Day administers CSM Form.	None pursuant to DAR MC 246	5 minutes	The designated Officer of the day (including lawyers).



Measurement (CSM) Form.		and PD 946		In he/she is unavailable for valid reasons, any <i>Lawyer/SARPO/ARPO II</i> present
	TOTAL:	None	1 day 2 hours and 6 minutes	



8. Land Use Conversion (Above 5 hectares)

This serves as the procedure for the application of land use conversion above five (5) hectares, pursuant to Administrative Order (A.O.) No. 01, Series of 2002.

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



<p>4. Client fills out Application Form with necessary data, reproduces in three clear photocopies and places in three separate folders, and submits the same with attached Municipal Agrarian Reform Program Officer (MARPO) Certification.</p>	<p>4.1 Technical Staff evaluates and reviews documents/application folder as to its completeness and relevance. If incomplete, Technical Staff returns to Applicant. If complete, Technical Staff receives the applications and documents.</p>	<p>None</p>	<p>2 hours</p>	<p><i>Division Chief</i> BALA</p>
	<p>4.2 Administrative Staff assesses the filing fee, inspection fee, and cash bond.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Division Chief</i> BALA</p>
<p>5. Client pays necessary fees.</p>	<p>5.1 Administrative Staff issues the Order of Payment and receives the official receipt.</p>	<p>Filing Fee: 2,000 Inspection Fee: Luzon: 10,000 Visayas: 15,000 Mindanao : 20,000 Cash Bond (Cash or MC): 2.5% of the zonal value Surety Bond: 15% of the zonal value payable with GSIS</p>	<p>30 minutes</p>	<p><i>Division Chief</i> BALA</p>



	5.2 The DAR Personnel raffles the Application folder or case to LUCS-TWG.		30 minutes	<i>Division Chief BALA</i>
	5.3 Technical Staff/ Administrative Staff issues the Notice of On-Site Inspection and Investigation (OSII).		Three (3) days from the date of filing of the application	<i>Division Chief BALA</i>
	5.4 Technical Staff/ Administrative staff furnishes the Provincial Agrarian Reform Program Officer (PARPO) and MARPO with the LUCF.		Five (5) days from notice of OSII	<i>Division Chief BALA</i>
6. Client transmits the Notice of OSII/Public Consultation to MARPO and indicates the inspection date on the billboard.				
7. Client participates in the OSII.	7.1 Technical Staff and Videographer conduct OSII.		Five (5) days from Notice	Technical Staff, Videographer
	7.2 Technical Staff submits OSII Report.		Two (2) days from the completion of the OSII	<i>Division Chief BALA</i>
	7.3 LUCC Committee deliberates on the merits of the application/case.		Five (5) days from receipt of the Field Investigation Report	<i>Land Use Cases Committee (LUCC) Chairperson and Committee</i>
	7.4 LUCC Committee issues the Orders, Decisions, or Resolutions. Client fills out the Client Satisfaction		Thirty (30) working days from the date the case was submitted for	<i>Land Use Cases Committee (LUCC) Chairperson and Committee</i>



	Measurement (CSM) Form.		deliberation before the LUC Committee	
8. Posting of Performance Bond.				
9. Client requests Registry of Deeds (ROD) to annotate land use.				
10. Client provides LUC with a copy of the ROD Annotation on land use.				
11. Client pays the Disturbance Compensation.				
12. Client commences development.				
	TOTAL:		50 days, 3 hours, and 35 minutes	
	Filing Fee:	2,000		
Inspection Fee	Luzon:	10,000		
	Visayas:	15,000		
	Mindanao:	20,000		
		Cash Bond (Cash or MC): 2.5% of the zonal value		



		Surety Bond: 15% of the zonal value payable with GSIS		
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** Unless there is a protest/opposition, then the remaining of the period is suspended until the protest/opposition is resolved.

**Pursuant to Administrative Order 01, Series of 2002.

**ALI cases must be resolved within 30 days from the moment the ALI case is submitted for resolution.



9. Issuance of Certification on the issued Certificate of Land Transfer (CLT)/ Emancipation Patent (EP)/ Certificate of Land Ownership Award (CLOA) 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			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Government (G2G)			
Who may avail:	Agrarian Reform Beneficiaries (ARBs)/Landowners/Civil Society Organization (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. Client inquires and sends request either thru Public Assistance Information Center (PAIC), or via direct mail/online per email address. ltidcd.secretariat@dar.gov.ph	A. Through PAIC/PACCU: 1.1 Receiving Personnel (RP) receives the PAIC/PACCU Feedback Form and Client’s Logbook duly filled up by the requesting Client.	None	2 minutes	<i>Receiving Personnel (RP)/ Records Officer</i>
	1.2 RP requests for the presentation of Government issued IDs, letter-request, and			



	notarized Special Power of Attorney (SPA) if the Client is not the CLT/EP/CLOA Holder.			
	1.2.1 In absence of the ID and/or notarized SPA, RP advises 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 provides the Client the Letter-Request-Form.			
	1.3 RP conducts 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 RP evaluates the requests/concerns and checks 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 RP prepares an official reply acknowledging the Client's requests/concerns and request submission of lacking documents, if not provided.			



	1.6 RP prints and/or forwards the request to the Chief Agrarian Reform Program Officer (CARPO) once documents are complete.			
	C. Sent via Text/Call 1.7 RP advises the Client to send the latter's concern via email and proceed with (B).			
2. Client submits letter-request and necessary requirement, if thru PAIC/PACU. Client sends via mail directly/online the letter-request and scanned copy of the required documents.	2.1 The CARPO/ Chief Administrative Officer (CAO) assesses the requests/ concerns of the Client.	None	7 minutes	<i>CARPO/Assigned Technical Staff/ Records Officer</i>
	2.2 The CARPO assigns 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 searches at the CLT Master list and/or EP-CLOA IS and looks for the records of the documents.			



	<p>2.4 The assigned Technical Staff notifies the Client about the information/ records found in the database. However, if the request was sent via direct/ online mail, the assigned Technical Staff sends an official reply signed by the CARPO to explain the details of the process.</p>			
<p>3. If through PAIC/PACCU, the assigned technical staff brings the Order of Payment at the cashier for the issuance of Official Receipt.</p> <p>If via online, text/call transactions, payment is via personal appearance of the Client at PAIC/PACCU for the issuance of Official Receipt.</p>	<p>3.1 Administrative Staff fills out the request form by the Client and endorses the accomplished request form by the head of the concerned office to the Accounting Division.</p>	<p>Php 60.00 for Certified True Copy of the specified entry in the Master list/Php 60.00 for the EP/ CLOA Certification</p>	<p>5 minutes</p>	<p>CARPO DCD</p>
	<p>3.2 Administrative Staff presents the Accomplished Request Form to the Accounting Division for the issuance of the Order of Payment with the amount specified with respect to the requested Certification.</p>			<p>CARPO DCD</p>



	3.3 Accounting Staff prepares the Order of Payment.			CAO Accounting Division
	3.4 Accounting Staff/Personnel reviews and approves the Order of Payment.			CAO Accounting Division
	3.5 Administrative Staff presents the approved Order of Payment to the Cashier for payment.			CARPO DCD
	3.6 Issues Official Receipt (OR).			CAO GSD
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:	None	7 minutes	CARPO/ Assigned Technical Staff/ Records Officer
	4.1.1. Photocopies the OR, valid ID, letter-request and notarized SPA, if any, and returns the original OR and photocopies of ID, letter-request and SPA to the Client; and			
	4.1.2. Prints the Certification, photocopies the CLT Master lists, both noting the OR number and processing date, and forwards the same to the CARPO/CAO for the affixing of signature.			
	4.2 The CARPO/ CAO reviews the documents,			



	and if in order, signs the Certification and/or Certified True Copy of the requested documents.			
	4.3 The Assigned Staff retrieves 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, the Assigned Staff prepares 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 places the requested certification/document in an envelope and gives the signed/attested documents to the Client. If via Online transaction, the assigned staff sends an email reply to the Client with the attached scanned copy of the requested certification/document and requests the	5.1 The Assigned Staff asks if the client/representative has anymore concerns. If none, the Assigned Staff asks Client/representative to answer Client Satisfaction Measurement (CSM) Form with a reminder to send back to PAIC/PACCU (for personal transaction), or send back to email if via online, SMS, Call, said feedback form for PAIC recording purposes.	None	5 minutes	<i>RP/Assigned Technical Staff/Records Officer/Client</i>



Client to acknowledge receipt thereon.				
TOTAL:			26 minutes	
for Certified True Copy		Php 60.00		
for the EP/CLOA Certification		Php 60.00		

* - Memorandum Circular No. 02, Series of 2022



10. 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:	<p>For certification as to case status:</p> <ol style="list-style-type: none"> 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 <p>For certification of no pending case:</p> <ol style="list-style-type: none"> 1. Any interested party; or 2. Any government entity concerned 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1.Written request</p> <ul style="list-style-type: none"> • DARAB Request Form • Letter-request • Request through electronic means 		<ul style="list-style-type: none"> • Office of the Secretariat • Party to the case/Counsel of Record/any person authorized • Party to the case/Counsel of Record/any person authorized 		
<p>For No.3 in the above enumeration:</p> <ul style="list-style-type: none"> • Authorization/Special Power of Attorney (SPA) • Valid ID of the principal (photocopy) • Valid ID of the representative (for presentation only) or any proof of identity 		<p>-Party to the case/Counsel of record</p> <p>-Company, school or Government entity concerned</p> <p>-Company, school or Government entity concerned</p>		
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 The Administrative Aide receives the request and forwards the same to the Legal Assistant	None	5 minutes	<i>Attorney VI</i>
	1.2 The Legal Assistant evaluates the request, and the authority and	None	5 minutes	<i>Attorney VI</i>



	qualification of the requesting party			
	1.3 The Legal Assistant verifies the case status from LCMS and/or database	None	5 minutes	<i>Attorney VI</i>
	1.4 The Legal Assistant (pending case)/Administrative Aide (no pending case) prepares the requested certification	None	5 minutes	<i>Attorney VI</i>
	1.5 The Legal Assistant issues the "Request for issuance of Order of Payment" (<i>only for paying client</i>)	None	2 minutes	<i>Attorney VI</i>
2. Pay the necessary fees by proceeding to Accounting Division to secure an order of payment and then to the Cashiering Unit for payment of fees.	2.1 The Administrative Aide proceeds to accounting division for issuance of an order of payment	None	5 Minutes	<i>Attorney VI</i>
	2.2 Administrative Aide issues an order of payment (<i>only for paying client</i>)	None	5 Minutes	<i>Chief Accountant Accounting Division</i>
	2.3 The Administrative Aide proceeds to cashiering unit for payment of fees	None	5 Minutes	<i>Attorney VI</i>
	2.4 Administrative Aide designated as collecting officer issues an official receipt (O.R.) identifying the object of payment (<i>only for paying client</i>)	P60.00 except pauper litigant	5 minutes	<i>Administrative Officer V Cashiering Unit</i>
	2.5 Legal Assistant photocopies the O.R. for recording purposes	None	3 Minutes	<i>Attorney VI</i>
3. Accomplish the Client Satisfaction Measurement (CSM) Form after receipt of the requested Certification.	3. 1 The Legal Assistant releases the certification together with the O.R	None	2 Minutes	<i>Attorney VI</i>



<p>TOTAL:</p> <p>Pauper Litigant:</p>	<p>PHP 60.00 (MC No. 02 Series of 2022)</p> <p>Free of Charge</p>	<p>47 minutes (or within 3 days)</p>	
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11. 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:	<p>For certified copies of documents (case records/TSN):</p> <ol style="list-style-type: none"> 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. <p>For certified copies of promulgated Decisions/Resolutions/Orders:</p> <ol style="list-style-type: none"> 1. Any interested party; or 2. Any government entity concerned.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>1. Written request</p> <ul style="list-style-type: none"> • DARAB Request Form • Letter-request • Request through electronic means 	<p>Office of the Secretariat</p> <p>Party to the case/Counsel of Record/any person authorized</p> <p>Party to the case/Counsel of Record/any person authorized</p>
<p>For No.3 in the above enumeration:</p> <ul style="list-style-type: none"> • Authorization/Special Power of Attorney (SPA) • Valid ID of the principal (photocopy) • Valid ID of the representative (for presentation only) or any proof of identity 	<p>-Party to the case/Counsel of record</p> <p>-Company, school or Government entity concerned</p> <p>-Company, school or Government entity concerned</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit DARAB Request Form/letter request/ request through electronic means	1.1 The Administrative Aide receives the request and forwards the same to the Legal Assistant (LA)	None	5 Minutes	<i>Attorney VI</i>
	1.2 The Legal Assistant evaluates the request, and the authority and qualification of the requesting party	None	5 Minutes	<i>Attorney VI</i>
	1.3 The Legal Assistant verifies the existence of the requested documents and assess the amount to be paid	None	20 minutes	<i>Attorney VI</i>
	1.4 The Administrative Aide photocopies and Senior Agrarian Reform Program Officer (SARPO) authenticates the requested records/ documents	None	50 pages & below:30 minutes Additional 30 minutes for every additional 50 pages Voluminous case records: within 3 days	Attorney VI
	1.5 The Legal Assistant issues the Request for issuance of Order of Payment (<i>only for paying client</i>)	None	2 minutes	<i>Attorney VI</i>
2. Pay the necessary fees by proceeding to Accounting Division to secure an order of payment and then to the	2.1 The Administrative Aide proceeds to accounting division for issuance of an order of payment	None	5 Minutes	<i>Attorney VI</i>



Cashiering Unit for payment of fees				
	2.2 The Administrative Aide issues an Order of Payment (<i>only for paying client</i>)	None	5 Minutes	<i>Chief Accountant Accounting Division</i>
	2.3 The Administrative Aide Issues proceeds to cashiering unit for payment of fees	None	5 Minutes	<i>Attorney VI</i>
	2.4 The Administrative Aide designated as Collecting Officer issues an Official Receipt (O.R.) identifying the object of payment (<i>only for paying client</i>)	P12 per page except pauper litigant	5 Minutes	<i>Administrative Officer V, Cashiering Unit</i>
	2.5 The Legal Assistant photocopies the O.R. for recording purposes	None	3 minutes	<i>Attorney VI</i>
3. Accomplish the Client Satisfaction Measurement (CSM) Form after receipt of the requested documents.	3.1 Legal Assistant releases the requested documents	None	5 minutes	<i>Attorney VI</i>
	TOTAL:	P12.00 (MC No. 02 Series of 2022)		
	Pauper Litigant:	Free of Charge		
	50 pages and below		1 hour & 27 minutes (or within 3 days)	



Above 50 pages		Additional 30 minutes for every additional 50 pages	
Voluminous case records		Within 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:	DARAB Central Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government-to-Citizen; G2B-Government-to-Business; G2G- Government-to-Government			
Who may avail:	<ol style="list-style-type: none"> 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		
<ol style="list-style-type: none"> 1. Written request <ul style="list-style-type: none"> • DARAB Request Form • Letter-request • Request through electronic means 2. Court of Appeals (CA) Certification that No Petition for Review was filed therein (DARAB Circular No.01 Series of 2021) <p>*CA requires DARAB Secretariat (DS) attestation of the fact of status of MR, if any.</p>		<p>Office of the Secretariat</p> <p>Party to the case/Counsel of Record/any person authorized</p> <p>Party to the case/Counsel of Record/any person authorized</p> <p>Court of Appeals</p>		
<p>For No.3 in the above enumeration:</p> <ul style="list-style-type: none"> • Authorization/Special Power of Attorney (SPA) • Valid ID of the principal (photocopy) • Valid ID of the representative (for presentation only) or any proof of identity 		<p>Party to the case/Counsel of record</p> <p>Company, school, Government entity concerned</p> <p>Company, school or Government entity concerned</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit DARAB Request Form/ letter request/ request through electronic means <u>together with the CA certification</u></p>	<p>1.1 The Administrative Aide receives the request <u>including the CA certification</u> (if received online, <u>original</u> copy of the CA certification must be sent via registered mail or through a licensed courier service) and forwards the same to the Legal Assistant</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Attorney VI</i></p>
	<p>1.2 The Legal Assistant evaluates the request including the CA certification</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Attorney VI</i></p>
	<p>1.3 The Administrative Aide prepares draft Entry Judgment</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Attorney VI</i></p>
	<p>1.4 The Senior Agrarian Reform Program Officer (SARPO) evaluates/edits the draft Entry of Judgment</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Attorney VI)</i></p>
	<p>1.5 The Executive Director (or in his non-availability, the Attorney VI) approves/signs the Entry of Judgment</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Executive Director/Attorney VI</i></p>
<p>2. Accomplish the Client Satisfaction Measurement (CSM) Form after receipt of an authenticated</p>	<p>2. The Legal Assistant releases an authenticated copy of the Entry of Judgment</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Attorney VI</i></p>



copy of the Entry of Judgment.				
	TOTAL:	None	1 hour & 15 minutes (or within 3 days)	



13. 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. The client files, reports, or submits written queries or requests for legal assistance	1.1 The receiving clerk receives and records the written request to the Official Document Tracking System (ODTS) and forwards it to the Chief of Staff/Senior Executive Assistant	None	15 minutes	<i>Executive Assistant</i> ULAO
	1.2 The Executive Assistant/Chief of Staff reviews and evaluates the request and assigns a Legal Officer or Consultant to assist the client	None	15 minutes	<i>USEC</i> LAO
	1.3 The Legal Consultant interviews the client to determine the legal issues and concerns and provides the necessary legal advice	None	1 hour	<i>Chief of Staff</i> ULAO



	1.4 The Administrative Staff, if needed, refers the client to an appropriate office of the Department for further action and assistance	None	15 minutes	<i>Chief of Staff ULAO</i>
	1.5 The Administrative Staff fills up the Agrarian Reform Beneficiaries Legal Assistant Division (ARBLAD) Form for monitoring purposes The client fills out the Client Satisfaction Measurement (CSM) Form	None	*Refer to Note	<i>Chief of Staff ULAO</i>
	TOTAL:	None	1 Hour and 45 Minutes	

Note: The time allotted for the initial contact does not include the efforts to be undertaken by the Office in monitoring if the needs of the client have been addressed and/or if the Office to which the matter was referred to acted on addressing the main concern of the client.



14. 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 (ULAO)			
Classification:	Highly Technical			
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		
Letter 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 Receiving Clerk receives and records the letter request to ODTs and forwards the documents to the Chief of Staff/ Executive Assistant	None	15 minutes	<i>Executive Assistant</i> ULAO
	1.2 Executive Assistant reviews, evaluates, and assigns the request and forwards the documents to designated lawyer/ consultant	None	30 minutes	<i>USEC</i> LAO
	1.3 Legal Consultant reviews the rules, laws and statutes, government circulars and memoranda, proposed bills, policies and guidelines subject for legal opinion or position paper	None	2 days	<i>Chief of Staff</i> ULAO



	1.4 Legal Researcher conducts further research	None	1 day	Chief of Staff ULAO
	1.5 Legal Consultant drafts legal opinion/ position paper	None	3 days	Chief of Staff ULAO
	1.6 Language Editor reviews the draft opinion/ position paper	None	30 minutes	Chief of Staff ULAO
	1.7 Administrative Staff finalizes and prints draft legal comment/ reply and forwards to the Chief of Staff/ Senior Executive Assistant	None	30 minutes	Chief of Staff ULAO
	1.8 Executive Assistant reviews the finalized legal opinion and/or position paper and forwards to the Undersecretary for approval and signature	None	1 hour	USEC LAO
	1.9 USEC-LAO Reviews the first draft of the Legal Opinion and/or Position Paper	None	2 hours	USEC LAO
	1.10 Legal Consultant revises the Legal Opinion and/or Position Paper based on the comments/suggestions of the USEC-LAO	None	3 hours	Chief of Staff ULAO
	1.11 USEC-LAO does the final review and approves the Legal Opinion and/or Position Paper	None	2 hours	USEC LAO
	1.12 Administrative Staff advises client of the availability of the requested legal opinion and/or position paper for pick up	None	10 minutes	Chief of Staff ULAO



2. Pick-up of legal opinion and/or position paper	2.1 Receiving Clerk releases and records the legal opinion/ position paper	None	15 minutes	<i>Executive Assistant</i> ULAO
	2.2 Administrative staff transmits to EARS the comments of the ULAO on the Bills and Position Papers	None	5 mins	<i>Chief of Staff</i> ULAO
	2.3 Receives and records in the logbook the submitted comments on Bills and Position Paper	None	5 mins	<i>Chief of Staff</i> ULAO
	2.4. Reviews/ verifies the documents if in order	None	10 mins	<i>Chief of Staff</i> ULAO
	2.5. Submits comments/ position paper to HOR/ Senate/ OP thru email	None	10 mins	<i>Chief of Staff</i> ULAO
	TOTAL:	None	7 Days, 2 Hours, and 40 Minutes	



15. Local Area Network Registration and Availing Internet Access

This procedure lays down the process of how to register gadgets to the Local Area Network and how to avail of Internet Access at the 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:	Government to Government, Government to Citizen			
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. The client fills-out online DARCO LAN Registration Form bit.ly/DARCO-LAN-Registration	1.1 Receives DARCO LAN Registration Report automatically	None	1 minute	Client IT Support Division Chief MISS
	1.2 Coordinates with client and provides instructions in getting the identity of client's devices (IP and machine address)	None	30 minutes	Client IT Support Division Chief MISS
2. The client 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	Client IT Support Division Chief MISS
	2.2 Endorses the verified LAN registration entries for registration.	None	1 minute	Client IT Support Division Chief MISS
	2.3 Conducts registration activities.	None	15 minutes	Client IT Support Division Chief MISS



	2.4 Confirms with the client if the registration is successful.	None	1 minute	<i>Client IT Support Division Chief MISS</i>
3. The client 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. The 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	<i>Client IT Support Division Chief MISS</i>
	4.2 Processes request for Guest Internet Access.	None	5 minutes	<i>Client IT Support Division Chief MISS</i>
	4.3 Sends electronically to the concerned office the username and password for Guest Internet Access	None	5 minutes	<i>Client IT Support Division Chief MISS</i>
5. Fills-out Client Satisfaction Form https://bit.ly/OnlineHDFeedBack				<i>Client</i>
	TOTAL:	None	Resolution time for G2G is 1 HOUR and 3 Minutes Resolution time for G2C is 11 minutes.	



16. Processing of Application for Vacant position

Prescribed documentary requirements and step-by-step processes for submitting application documents for vacant positions in the Department.

All vacant 2nd and 1st level positions in the DAR Central Office are published by the Personnel Division and posted in three (3) conspicuous places within the DAR Central Office, the DAR website and Civil Service Commission (CSC) website.

Interested applicants to submit their application documents to the Personnel Division before the deadline set in the publication.

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
	3. Individual Performance Commitment and Review (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, Commission on Higher Education (CHED)
	7. Certificate of Eligibility. (1 Authenticated-original copy and 1 photocopy)	CSC/Professional Regulation Commission (PRC)



8. Certificate of Employment/ Service Records from previous employers for experiences outside DAR. (1 photocopy)		Previous employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter-intent, addressed to the OIC-Chief of Personnel Division, with the complete documentary requirements at the Personnel Division or the soft copy via email through the rsp.darpersonnel@dar.gov.ph	1.1 DAR Personnel receives the hard copy of applications or downloads the applications sent via email and checks the completion of attachments against the checklist.	None	40 minutes per application	<i>HRMPSB Secretariat Personnel Division</i>
	1.2 DAR Personnel prepares the transmittal communication and turns over the application documents to the concerned offices. 1.3 DAR Personnel transmits the application documents to the DARCO offices where the vacancy exists.	None	20 minutes	<i>HRMPSB Secretariat Personnel Division</i>
	Client fills-out the Client Satisfaction Measurement (CSM) Form and DAR Personnel records the Client's feedback.			
	TOTAL:	None	1 Hour	



17. 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:				
<ul style="list-style-type: none"> a. Valid Identification Card (Original or photocopy for presentation to Designated Officer of the Day (DOD) only) b. PS-Client Data Request Form (PS-CDR Form). Personal details to be filled-up by the client, and others shall be gathered by the DOD. 		Any Government institution, Office of the Requesting Client, School where the client is currently enrolled DAR-Planning Service, Designated Officer-of-the Day (DOD)		
If Thru Mail (Snail Mail, e-Mail, or Courier):				
<ul style="list-style-type: none"> a. Valid Identification Card of the requesting party (Scanned Image) b. Request Letter <p>*The letter must clearly specify the data/information needed and the purpose for which the data will be used</p>		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 the data requested is not available in the Planning Service				
1. Presents ID Card and informs the	1.1 Determines orderliness/validity of	None	15 Mins	<i>Designated Officer of the Day (DOD)</i>



<p>Designated Officer-of-the-Day of the data/information needed (DOD refers to the technical staff, i.e., Planning Officer II, Statistician II, Planning Officer III, Statistician III, assigned to handle client requests for the day)</p>	<p>the ID card presented by the client.</p> <ul style="list-style-type: none"> • If it is in order, assesses if the data requested is available in PS. • If the data requested is unavailable in PS, informs the client that the data/information needed is not available in PS. • If the data requested is available in other DAR units, refers the client to the concerned unit. <p>If the data requested is unavailable in DAR, advises the client on where and how he can avail the needed data/information.</p>			<p>*The DOD who first received the request shall be the staff responsible until the request is fully complied with</p>
<p>2. Receives information/ feedback from DOD</p>		<p>None</p>	<p>5 Minutes</p>	
	<p>Transaction Completed</p>	<p>None</p>	<p>20 minutes</p>	
<p>If the data requested is Readily Available at DAR-Planning Service</p>				
<p>1. Presents ID Card to the DOD and fills-out personal details in the Client Data</p>	<p>1.1 Determines orderliness/validity of the ID card presented by the client.</p>	<p>None</p>	<p>15 mins</p>	<p><i>Designated Officer of the Day (DOD)</i></p>



Request Form (CDRF)	<ul style="list-style-type: none"> • If it is in order, assesses if the data requested is available in PS. • If data requested is available in PS, requests the client to fill-out “personal details” in the CDRF. <p><i>*Client’s personal information will be encoded in the CDRF</i></p>			*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 arrangements on when and how the requested data will be claimed, and receives the client’s portion of the PS-CDR Form	<p>2.1 Interviews the client to gather details on the requested data, and assesses if the data requested is readily available or is still to be processed/generated</p> <p><i>*Other details on the requested data and arrangements on when and how the data will be claimed will be encoded in the CDR Form.</i></p> <p>2.2 Prints a copy of the filled-out PS-CDR Form. Detaches the Client’s portion and gives it to the client for his/her reference.</p>	None	15 mins	DOD- PO II, PO III, Stat II or Stat III PIMED-PS
3. Waits for notification from DAR on the availability of data requested or for the agreed time/day of	<p>3.1 Undertakes completed staff work (CSW) to comply with the request letter:</p> <ul style="list-style-type: none"> • Retrieves data from the Officer of the 	None	2 hours	DOD- PO II, PO III, Stat II or Stat III PIMED-PS



release of data requested	Day's Kit (e-copy or hard copy), or from the concerned staff, and compiles all requested data, especially if it involves multiple data <i>*Records appropriate transaction updates in the PS-CDR Form</i>			
	3.2 Informs the client that the data requested is already available and ready for release if the requested document is for pick up. <i>*Through agreed mode, i.e., text, email, phone call or messenger</i>	None	10 mins	<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
	3.3 Waits for the client to claim the data requested <i>* Processing time is paused as soon as the client is notified of the availability of data requested.</i>	None	(Paused clock)	
4. Receives the data from DAR, acknowledges receipt of the data requested, and fills-out Client Satisfaction Measurement (CSM) Form.	4.1a Releases data to the client and records release of data in the PS-CDR Form, if for pick up; or	None	10 mins	<i>DOD- PO II, PO III, Stat II or Stat III of</i> PIMED-PS
	4.1b Sends requested data to the client based	None		



	<p>on the agreed mode (email, mail, or courier)</p> <p>*Transaction is deemed ended as soon as the data is sent through email, post office, or courier.</p> <p>**Allow an additional half-day to go to the post office or courier</p>			
	Transaction Completed	None	3 Hours	
If the data requested is available at PS but still needs to be processed	•			
1. Presents ID Card to the DOD	<p>1.1 Determines orderliness/validity of the ID card presented by the client. If it is in order, assesses if the data requested is available at PS.</p> <p>•</p>	None	15 Mins	<p>Designated Officer of the Day (DOD)</p> <p>*The DOD who first received the request shall be the staff responsible until the request is fully complied with</p>
2. Provides additional details to the DOD, finalizes arrangements on when and how requested data will be claimed, and receives client's portion of the PS-CDR Form	<p>2.1. Interviews the client to gather details on the requested data, and assesses if the data requested is readily available or is still to be processed/generated</p> <p><i>* Records appropriate transaction updates in the PS-CDR Form</i></p>	None	15 mins	<p><i>DOD- PO II, PO III, Stat II or Stat III</i></p> <p><i>PIMED-PS</i></p>



	2.2 Prints a copy of the filled-out PS-CDR Form. Detaches the Client's portion and gives it to the client for his/her reference.			
3. Waits for notification from DAR on the 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 client's data request:	None		<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
	Requests concerned Technical Staff to generate the data requested by the client	None	10 mins	<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
	Processes and generates data requested by the client, then provides it to the staff-in-charge of complying with the client's request.	None	2 days	<i>PO II or PO III, PO IV, Stat II or Stat III Program In-Charge,</i> PIMED-PS
	Receives documents from Technical Staff and packages data requested (if multiple data requirements) and seeks clearance from the Division Chief/Director for the release of data	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
	Signs transmittal memo/letter and instructs staff-in-charge to release data requested	None	10 mins	<i>PS Director / Division Chief-</i> PIMED-PS



	3.2 Informs client that data requested is already available and ready for release	None	10 mins	<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
	3.3 Waits for the client to claim the data requested, if for pick-up * Records appropriate transaction updates in the PS-CDR Form	None	(Paused clock)	
4. Receives data from DAR, acknowledges receipt of data requested and fills-out Client Satisfaction Measurement (CSM) Form.	4.1 Releases data to client 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	<i>DOD- PO II, PO III, Stat II or Stat III</i> 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 an additional half-day to go to the post office or courier.	None		
	Transaction Completed	None	2 Days 1 Hour and 45 Mins	
TOTAL:				
	• Data is not Available at PS	None	20 Minutes	



	<ul style="list-style-type: none"> • Data is Readily Available at PS 	None	3 Hours	
	<ul style="list-style-type: none"> • Data is at PS But Still Needs to be Processed 	None	2 Days, 1 Hour and 40 Minutes	
B. IF THRU E-MAIL/SNAIL MAIL or COURIER				
If Data requested is not available at PS				
<p>1.a Sends request through email to Planning Service at ps.pimd@gmail.com</p> <p><i>(with attached image of valid ID of requesting party)</i></p> <p>OR</p>	<p>1.1a Receives, prints, and forwards the request e-mail and to the DOD</p> <p>OR</p>	None	<p>20 minutes</p> <p>*Cut-off time is 12:00 Noon. Mails received after the cut-off time shall be considered as received on the following working day.</p>	<p><i>PO II, PO III, Stat II or Stat III (in-charge of manning the e-mail accounts)</i></p>
<p>1.b Sends letter request to Planning Service thru:</p> <p>The Director, Planning Service</p> <p>4/F DAR Main Building</p>	<p>1.1b Receives the request letter, records the receipt of documents in PS receiving logbook, and forwards document to the DOD</p>	None		<p><i>Admin Aide Office of the Director</i></p>



<p>Department of Agrarian Reform - Central Office</p> <p>Elliptical Road, Diliman Quezon City</p>				
	<p>1.2 Receives the request letter from the Administrative Aide or staff in-charge of emails and assesses whether the 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.</p>	<p>None</p>	<p>15 mins</p>	<p><i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS</p>
<p>2. Receives information from DOD that the data requested is not available in DAR</p>	<p>2.1 Informs the client that the data being requested is not available in PS. If the data is available in other offices in DAR, refers the client to the concerned office.</p> <p>- Prepares and sends a communication to the client regarding the non-availability of the data and if possible advises the client on where and how the data can be availed</p>	<p>None</p>	<p>1 Hour</p>	<p><i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS</p>
	<p>Transaction Completed</p>	<p>None</p>	<p>1 Hour and 35 Minutes</p>	



<p>If the data requested is readily available at DAR-Planning Service</p>				
<p>1.a Sends request through email to Planning Service at ps.pimd@gmail.com OR</p>	<p>1.a Receives, prints, and forwards the request e-mail and to the DOD OR</p>	<p>None</p>	<p>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.</p>	<p><i>PO II, PO III, Stat II or Stat III (in-charge of manning the e-mail accounts)</i></p>
<p>1.b Sends letter request to Planning Service thru: The Director, Planning Service 4/F DAR Main Building Department of Agrarian Reform- Central Office Elliptical Road, Diliman Quezon City</p>	<p>1.1b Receives the request letter, records the receipt of documents in PS receiving logbook, and forwards document to the DOD</p>	<p>None</p>	<p>2 Days, 1 Hour and 55 Minutes</p>	<p><i>Admin Aide Office of the Director</i></p>



	<p>1.2 Receives request letter from the Administrative Aide or staff in-charge of emails, attaches CDRF to the request, and assesses whether the 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.</p> <p><i>(Details are to be written/encoded in the CDRF)</i></p>	None	15 mins	<p><i>DOD- PO II, PO III, Stat II or Stat III</i></p> <p>PIMED-PS</p>
<p>2. Provides additional details to the DOD, and finalizes the arrangement on when and how data will be claimed</p>	<p>2.1 Communicates with the client to:</p> <ul style="list-style-type: none"> • acknowledge receipt of his/her request; • get details on data being requested, if needed; and • firm-up arrangements on when the data will be available and how it will be sent to the client <p><i>* Records appropriate transaction updates in the PS-CDR Form</i></p>	None	<p>30 Mins</p> <p>(Paused clock to wait for additional information from the client)</p>	
<p>3. Waits for notification from DAR on the availability of data requested or agreed date of release of data</p>	<p>3.1 Undertakes completed staff work (CSW) to comply with the request letter:</p>	None		<p><i>DOD- PO II, PO III, Stat II or Stat III</i></p> <p>PIMED-PS</p>



	<ul style="list-style-type: none"> Retrieves data from the Officer of the Day's Kit (e-copy or hard copy), makes a copy or hands it to the staff responsible for the program and compiles all requested data if the request involves multiple data <p><i>* Records appropriate transaction updates in the PS-CDR Form</i></p>	None	2 hours	<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
	<p>3.2 Informs client that the requested data is already available and ready for release</p> <p><i>* through agreed mode, i.e., text, email, call, phone call, or messenger</i></p>	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
	3.3 Waits for the client to claim data requested	None	(Paused clock)	
4. Receives/claims requested data from DAR and fills-out Client Satisfaction Measurement (CSM) Form.	<p>4.1. Releases data to the client and records release of data in the PS-CDR Form, if for pick up</p> <p>OR</p>	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
	<p>4.2 Sends requested data to the client based on the agreed mode (email, mail, or courier)</p> <p><i>*Transaction is deemed ended as soon as the client is informed that</i></p>	None		



	the requested data is available, if data is for pick up, or if data is already sent through email or courier			
	Transaction Completed	None	5 Hours and 40 Minutes	
If the data requested is available in DAR – Still needs to be processed				
1.a Sends request through email to Planning Service at ps.pimd@gmail.com OR	1.a Receives, prints, and forwards the request e-mail and to the DOD OR	None	20 minutes *Cut-off time is 12:00 Noon. Mails received after the cut-off time shall be considered as received on the following working day.	<i>PO II, PO III, Stat II or Stat III (in-charge of manning the e-mail accounts)</i>
1.b Sends request letter to Planning Service thru:	1.1b Receives the request letter, records the receipt of documents in PS receiving logbook, and	None	15 mins	<i>Admin Aide Office of the Director</i>



<p>The Director, Planning Service</p> <p>4/F DAR Main Building</p> <p>Department of Agrarian Reform-Central Office</p> <p>Elliptical Road, Diliman Quezon City</p>	<p>forwards document to the DOD</p>			
	<p>1.2 Receives request letter from the Administrative Aide or staff-in-charge of emails, attaches CDRF to the request, and assesses whether the 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.</p> <ul style="list-style-type: none"> • <i>(Details are to be written/encoded in the CDRF)</i> 	<p>None</p>	<p>15 mins</p>	<p><i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS</p>
<p>2. Provides additional details to the DOD, and finalizes the arrangement on when and how data will be claimed</p>	<p>2.1 Communicates with the client to:</p> <ul style="list-style-type: none"> • acknowledge receipt of his/her request; • get details on data being requested, if needed; and • firm-up arrangements on when the data will be available and how it will be sent to the client 	<p>None</p>	<p>30 Mins (Paused clock to wait for additional information from the client)</p>	



	<i>* Records appropriate transaction updates in the PS-CDR Form</i>			
3. Waits for notification from DAR on the availability of data requested or the agreed date of release of data	3.1. Undertakes completed staff work (CSW) to comply with the request letter:	None		<i>DOD- PO II, PO III, Stat II or Stat III PIMED-PS</i>
	<ul style="list-style-type: none"> Requests concerned Technical Staff to generate the data requested by the client 		15 mins	<i>DOD- PO II, PO III, Stat II or Stat III PIMED-PS</i>
	<ul style="list-style-type: none"> Processes and generates data requested by the client and gives it to the staff-in-charge of complying with the client's request. 	None	2 days	<i>DOD- PO II, PO III, PO IV Stat II or Stat III PIMED-PS (Program in Charge) PIMED-PS</i>
	Receives documents from the Technical Staff, packages all data requested (if multiple data requirements), and seeks clearance for the release of documents from PS Director/Division Chief	None	20 mins	<i>DOD- PO II, PO III, Stat II or Stat III PIMED-PS</i>
	Signs transmittal memo/letter and instructs the staff-in-charge to release the data requested	None	30 mins	<i>PS Director / Division Chief</i>
	3.2 Informs client that data requested is	None	15 mins	<i>DOD- PO II, PO III, Stat II or Stat III PIMED-PS</i>



	already available and ready for release			
	3.3 Waits for the client to claim the data, if for pick-up	None	(Paused clock)	<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
4. Receives/ claims requested data from DAR and fills-out Client Satisfaction Measurement (CSM) Form.	4.1.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	<i>DOD- PO II, PO III, Stat II or Stat III</i> PIMED-PS
	4.1.b Sends requested data to the client based on the 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 or courier	None		
	Transaction Completed	None	2 Days 7 Hours and 20 Mins	
TOTAL:				
	Data is not Available at PS	None	1 Hour and 35 Mins	
	Data is Readily Available at PS	None	3 Hours and 40 Mins	
	Data is Available at PS but Still Needs to be Processed	None	2 Days 4 Hours and 55 Mins	



18. 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:	BALA – DARCO			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C); Government to Government (G2G)			
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: PhilSys, LTO, SSS, LGUs, PhilPost)		
2. Special Power of Attorney (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. Client requests for issuance of Certification on Motion for Reconsideration (CMR).	1. DAR Personnel attends to client to determine needs and endorses to responsible person.	None		<i>Division Chief</i> BALA
2. Present valid IDs, SPA (if Representative), and Letter-Request.	2.1 DAR Personnel prepares and presents Request Slip for Order of Payment.	None		<i>Division Chief</i> BALA
	2.2 DAR Personnel issues Official Order of Payment.	None		<i>Division Chief</i> BALA
3. Client pays required Fees to Cashiering Unit.				<i>Division Chief</i> BALA



	3.1 DAR Personnel issues Official Receipt.	P60.00/ Certification on *free of charge – for farmers and ARBs		Cashier Cashiering Unit
	3.3 DAR Personnel prepares and issues CMR.	None		Division Chief BALA
4. Client receives copy of CMR.	4. DAR Personnel asks Client to sign in the logbook.	None		Division Chief BALA
5. Client fills-out Client Satisfaction Measurement (CSM) Form.	5. DAR Personnel places CSM in the box.	None		Division Chief BALA
	TOTAL:			
	Parties/Not-Parties to the Case	P60.00* (MC. 02 Series of 2022)	1 day	
	Farmers and ARBs	Free**		

*- Memorandum Circular No. 2, Series of 2022

** - 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 filed.

Office or Division:	BALA – DARCO			
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		
Valid Company, any Government Issued, or any acceptable Identification (ID) Card. (Example: Philippine Identification System (PhilSys), Land Transportation Office (LTO), Social Security System (SSS), Local Government Units (LGUs), PhilPost, COMELEC, etc.)		Applicant/Requesting Person		
2. Special Power of Attorney (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. Client requests for issuance of Certification on Motion for Reconsideration (CMR) thru Email and/or DAR Facebook Messenger and sends a selfie holding his/her valid ID and Application Form, SPA (if Representative),	DAR Personnel assesses the request to determine needs and endorses to BALA/Legal Division. Contacts or calls the Requesting Party, if necessary.	None	5 minutes	<i>Division Chief</i> BALA
	1.2 DAR Personnel prints and presents Request Slip to Accounting Division/Section for	None	5 minutes	<i>Division Chief</i> BALA



and Letter-Request. (rmd@dar.gov.ph and rmd.secretariat@dar.gov.ph)	issuance of Order of Payment. If requested by BALA, the DAR Personnel prepares an official letter to the BALA-Division Chief.			
2. Client emails photocopy of valid IDs, SPA (if Representative), and Letter-Request.	2.1 DAR Personnel prepares and provides copy of Official Order of Payment to Records Division/Section.	None	5 minutes	<i>Division Chief</i> BALA
	2.2 DAR Personnel issues Official Order of Payment.	None	2 minutes	<i>Division Chief</i> BALA
3. Client pays required Fees via online payment (thru Land Bank of the Philippines [LBP]) and cost of courier service. The Client emails proof of payment to Records Division/Unit.	3.1 DAR Personnel emails copy of Order of Payment to requesting party.	None	2 minutes	<i>Division Chief</i> BALA
3. Pay Required Fees via online payment (thru LBP) and cost of courier service	3.2. DAR Personnel issues the Official Receipt and provides one (1) copy to Records Division/Section.	P60/ certificati on* free of charge – for farmers and ARBs	3 minutes	<i>Division Chief</i> BALA



	3.3 DAR Personnel prepares and sends CMR via courier service.	None	1 day	<i>Division Chief BALA</i>
4. Client receives copy of the CMR from the courier service.	4.1 DAR Personnel emails the Client Satisfaction Form.	None	2 minutes	<i>Division Chief BALA</i>
5. Client fills-out Client's Satisfaction Form and emails to Records Division.	5.1 DAR Personnel prints and places the accomplished Client Satisfaction Form in the box.	None	2 minutes	<i>Division Chief BALA</i>
	TOTAL:			
	Parties/Not-Parties to the Case	Php 60.00 (MC No. 02 Series of 2022)	1 day and 26 minutes	
	Farmers and ARBs	Free	1day and 19 minutes	
	Legal Division/BALA	Free	1 day	

*- Memorandum Circular No. 2, Series of 2022

** - Memorandum Circular No. 246, Series of 201



19. Issuance of Certified True Copies (CTC) of DAR Issuance

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

Office or Division:	Records Division-DARCO			
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. Client requests for CTC of DAR Issuance/s.	1.1 DAR Personnel attends to the client to determine needs and endorses to responsible person.	None	5 minutes	<i>Chief Administrative Officer</i> Records Division
	1.2 DAR Personnel checks for the availability of the DAR issuance.	None	2 minutes	<i>Chief Administrative Officer</i> Records Division
	1.3 DAR Personnel issues and presents Request Slip for Order of Payment.	None	5 minutes	<i>Chief Administrative Officer</i> Records Division
	1.4 DAR Personnel issues Official Order of Payment.	None	2 minutes	<i>Chief Accountant</i> Accounting Division
2. Client pays the required fees to the Cashiering.	2.1 Pays to the Cashiering.	None	2 minutes	<i>Head Cashier</i> Cashiering Unit - GSD
	2.2 DAR Personnel issues Official Receipt.	P60.00/ document - CTC; P12.00/p age – xerox copy;	3 minutes	<i>Head Cashier</i> Cashiering Unit - GSD



		free of charge – for farmers and ARBs.		
	2.3 DAR Personnel prepares and issues CTC of DAR Issuance.	None	5 minutes	<i>Chief Administrative Officer</i> Records Division
3. Client receives the CTC of the DAR Issuance.	3. DAR Personnel asks the Client to sign in the logbook.	None	1 minute	<i>Chief Administrative Officer</i> Records Division
4. Client fills-out the Client Satisfaction Measurement (CSM) Form.	4. DAR Personnel places the accomplished CSM Form in the box.	None	2 minutes	<i>Chief Administrative Officer</i> Records Division
	TOTAL:			
	Publics	Php60.00 / document* -CTC: Php12.00 /page*- plain (MC. 02 Series of 2022)	27 minutes	
	Farmer and ARB	Free of charge**	10 minutes	
	DAR Personnel	Free of charge	10 minutes	

*DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)

**DAR Memorandum 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-DARCO			
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. Client requests for CTC of DAR Issuances thru E-mail and DAR Facebook/Messenger (rmd@dar.gov.ph and rmd.secretariat@dar.gov.ph).	1.1 DAR Personnel assesses and endorses to responsible person.	None	5 minutes	<i>Chief Administrative Officer</i> Records Division
	1.2 DAR Personnel checks for the availability of the DAR issuance.	None	2 minutes	<i>Chief Administrative Officer</i> Records Division
	1.3 DAR Personnel issues and presents Request Slip for Order of Payment.	None	5 minutes	<i>Chief Administrative Officer</i> Records Division
	1.4 DAR Personnel issues Official Order of Payment.	None	2 minutes	<i>Chief Administrative Officer</i> Records Division
2. Client pays required fees via online payment (thru Land Bank of the Philippines	2.1 Pays to Cashiering Unit.	None	2 minutes	<i>Head Cashier</i> Cashiering Unit – GSD



[LBP]) and cost of courier service.				
	2.2 DAR Personnel issues Official Receipt.	P60.00/ document - CTC; P12.00/ page - xerox copy; *free of charge – for farmers and ARBs	3 minutes	<i>Head Cashier</i> Cashiering Unit – GSD
	2.3 DAR Personnel prepares and sends the CTC of DAR Issuance via courier service.	None	1 day	<i>Chief Administrative Officer</i> Records Division
3. Client receives the CTC of the DAR Issuance from the courier service.	3.1 DAR Personnel emails the Client Satisfaction Form (CSF) to the client.	None	1 minute	<i>Chief Administrative Officer</i> Records Division
4. Client fills-out the Client Satisfaction Measurement (CSM) Form.	4.1 DAR Personnel places the accomplished CSM Form in the box.	None	2 minutes	<i>Chief Administrative Officer</i> Records Division
	TOTAL:			
	Publics:	Php 60/ docume nt* -	1 day and 22 minutes	
	CTC:	Php12/ page* - xerox copy (MC. 02 S.2022)		



	Farmer and ARB:	Free of charge*	1 day and 10 minutes	
	DAR Personnel:	Free of charge*	15 minutes	

***DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)**

****DAR Memorandum No. 246, Series of 2017**



20. Issuance of Certified True Copies (CTC) of Order/ 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:	BALA – DARCO			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C); Government to Government (G2G)			
Who may avail:	Parties to the Case/Interested Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Company, any Government Issued, or any acceptable Identification (ID) Card. (Example: Philippine Identification System (PhilSys), Land Transportation Office (LTO), Social Security System (SSS), Local Government Units (LGUs), PhilPost, COMELEC, etc.)		Applicant/Requesting Person		
2. Special Power of Attorney (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. Client requests for CTC of Order/Documents	BALA Staff attends to Client to determine needs and endorses to responsible person.	None	5 minutes	<i>Division Chief</i> BALA
2. Client presents valid IDs, SPA (if Representative)/ Authorization (applicable for ARBs only) and Letter-Request.	2.1 BALA Staff provides Client Request Form.	None	5 minutes	<i>Division Chief</i> BALA
	2.2 BALA Staff evaluates and approves the request.	None	2 minutes	<i>Division Chief</i> BALA



	2.3 BALA Staff prepares and presents Request Slip (RS) for Order of Payment.	None	5 minutes	<i>Division Chief BALA</i>
	2.4 Accountant issues official Order of Payment.	None	2 minutes	<i>Accountant Accounting Section</i>
3. Client pays Required Fees to		None	2 minutes	
	3.2 Cashier issues Official Receipt.	P60.00/ document - CTC; P12.00/ page - xerox copy; *free of charge – for farmers and ARBs.	3 minutes	<i>Cashier Cashiering Unit</i>
	3.3 BALA Staff prepares and issues copy of CTC.	None	5 minutes	<i>Division Chief BALA</i>
4. Client receives Copy of CTC.	4. BALA Staff asks Client to sign in the logbook.	None	1 minute	<i>Division Chief BALA</i>
5. Client fills-out Client Satisfaction Measurement (CSM) Form.	5. BALA Staff places CSM Form in the box.	None	2 minutes	<i>Division Chief BALA</i>
	TOTAL:			
	CTC for Party/Not-Party to the Case	Php60.00 /document (MC. 02 Series of 2022)	32 minutes	



	for Party/Not-Party to the Case	Php12.00 / page - Xerox Copy (MC. 02 Series of 2022)	32 minutes	
	Farmer and ARBs	Free of charge**	20 minutes	

***DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)**

****DAR Memorandum 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:	BALA – DARCO			
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, any Government Issued, or any acceptable Identification (ID) Card. (Example: Philippine Identification System (PhilSys), Land Transportation Office (LTO), Social Security System (SSS), Local Government Units (LGUs), PhilPost, COMELEC, etc.)		Applicant/Requesting Person		
2. Special Power of Attorney (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. Client requests for CTC of Order/Documents thru E-mail and DAR Facebook Messenger and sends a selfie holding his/her valid ID and application Form, SPA (if Representative), and Letter-Request. (rmd@dar.gov.ph) and	1.1 DAR Personnel assesses the request and endorses to responsible person. He/she contacts or calls the Requesting Party if requirements are incomplete.	None	5 minutes	<i>Division Chief</i> BALA



rmd.secretariat@dar.gov.ph				
	1.2 DAR Personnel presents the request to BALA/Legal Division for approval.	None	5 minutes	<i>Division Chief BALA</i>
	1.3 DAR Personnel in BALA/Legal Division evaluates and approves the request.	None	5 minutes	<i>Division Chief BALA</i>
	1.4 DAR Personnel presents Request Slip (RS) to Accounting Division/Unit for issuance of Order of Payment.	None	2 minutes	<i>Division Chief BALA</i>
	1.5 DAR Personnel prepares and issues Official Order of Payment, and provides copy to Records Division/Unit.	None	2 minutes	<i>Division Chief BALA</i>
2. Client pays the required Fees via online payment (thru Land Bank of the Philippines [LBP]) and cost of courier service. He/she emails proof of payment to Records Division/Unit.	2.1 DAR Personnel emails copy of Order of Payment to requesting party.	None	2 minutes	<i>Division Chief BALA</i>



	2.2 DAR Personnel issues Official Receipt and provides one (1) copy to Records Division/Section.	P60/page - CTC; P12/page - plain copy; free of charge – for farmers and ARBs.	3 minutes	<i>Division Chief BALA</i>
	3.3 DAR Personnel prepares and sends copy of CTC via Courier Service.	None	1 day	<i>Division Chief BALA</i>
3. Client receives copy of CTC from Courier Service, or downloads digitized format of approved/disapproved application.	3.1 DAR Personnel emails the Client Satisfaction Form (CSF) to the Client.	None	1 minute	<i>Division Chief BALA</i>
4. Client fills-out CSF and emails back to Records Division the picture of CSF.	4.1 DAR Personnel prints and places the accomplished CSF in the box.	None	2 minutes	<i>Division Chief BALA</i>
	TOTAL:			
	CTC for Party/Not-Party to the Case	P60/doc* ; P12/page* - xerox copy	1 day and 32 minutes	



		(MC. 02 Series of 2022)		
	Farmer and ARBs	Free of charge**	1 day and 20 minutes	

*- Memorandum Circular No. 2, Series of 2022

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



21. Issuance of Official Receipt for Payment of Bidding Documents (based on validated deposit slip sent by the bidder)

Under Republic Act (R.A.) No. 9184, bidders may be required to pay for bidding documents to compensate for the expenses incurred in their preparation and development. The Bids and Awards Committee (BAC) shall provide the bidding documents to prospective bidders upon payment of the corresponding costs to the collecting/disbursing officer of the procuring entity involved.

Office or Division:	Cashiering Unit			
Classification:	Simple Transaction			
Type of Transaction:	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. The client requests for Issuance of Official Receipt from the Cashier	1. Bids and Awards Committee (BAC) Secretariat Staff submits to the Cashiering Unit the copy of the validated deposit slip and filled-up order of payment form paid by the Bidder.	None	3 Minutes	<i>BAC Secretariat Chief Administrative Officer General Services Division/Unit</i>
2. Issuance of Official Receipt	2. Cashier issues an Official Receipt based on the validated deposit slip, order of payment, and bid documents. (*Original Official Deposit will be submitted by the BAC Sec during the Pre-Bid Conference)	None	3 Minutes	<i>Chief Administrative Officer General Services Division/Unit</i>
3. The client receives official receipt and fills out Client Satisfaction Measurement (CSM) Form	3. Cashier reviews the accomplished CSM Form	None	2 Minutes	<i>Chief Administrative Officer General Services Division/Unit</i>
TOTAL:		None	8 Minutes	



**CENTRAL OFFICE
INTERNAL SERVICES**



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

This procedure covers the requirements and steps on how the DAR Personnel can request for inclusion in the foreign/local scholarship deliberation.

Office or Division:	Learning and Development Division (LDD)	
Classification:	Complex	
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: <ul style="list-style-type: none"> - 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 a scholarship 	<i>*Provincial Office</i> Office of the PARPO II <i>*Regional Office</i> Office of the Regional Director <i>*Central Office</i> Office of the Director/ASEC/USEC
	2. Endorsement Letter from the Regional HRDC (<i>for applicants from the field offices</i>)	Regional HRDC
	3. Application Form/Letter to the Chair, Regional/National HRDC	Applicant
	4. Personal Data Sheet (PDS)/CSC Form 212 (Revised 2017) 5. Certified True Copy of Service Record 6. Certified True Copy of Transcript of Records (Baccalaureate/Graduate) 7. Certified copy of Performance Rating for the last two (2) rating periods 8. List of training/programs attended duly certified by the Personnel Division/Section	Personnel Division/STOD
	9. Certification of no pending nomination to any scholarship (foreign/local);	HRDC Secretariat
	10.	
	11. Certified copy of Diploma (Baccalaureate/Graduate)	Applicant/School Registrar



12. Statement of actual duties and responsibilities duly certified by the immediate supervisor;		Immediate Supervisor		
13. Certification of no pending Administrative/Criminal Case issued by the Legal Service or its field counterpart;		Legal Service/Legal Division		
14. Certification of no obligation from previous training programs attended;		ARCDS/STOD		
15. Certification of non-withdrawal signed by the applicant and attested by the head of the office		Applicant and *Provincial Office Office of the PARPO II *Regional Office Office of the Regional Director *Central Office Office of the Director/ASEC/USEC		
Valid Passport (for foreign scholarship)		Applicant/DFA		
16. Consent of spouse, if applicable		Spouse of the applicant		
17. Invitation from donor institutions (if self-solicited) *Note: due to the declaration of National Health Emergency scanned copies of documents are accepted		Donor Institution/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the application together with the documentary requirements *For DARRO Applicants refer to agency action 1.2 *For DARCO Applicants refer to agency action 2.3	1.1 <i>If the applicant is from DARPO,</i> The DARPO Personnel Officer receives and transmits the application with complete documentary requirements to the Regional HRDC	None	1 day	CAO STOD - DARPO



	1.2 The Regional HRDC Secretariat receives and reviews the transmitted applications from DARPO including Regional Office applications	None	1 day	CAO STOD - DARRO
	1.3 The Regional HRDC Secretariat provides feedback to the applicant on the status of their applications and sends an Online Client Satisfaction Link	None	1 hour	CAO STOD - DARRO
	1.4 The Regional HRDC Secretariat prepares the Comparative Qualitative Chart and notice of deliberation schedule	None	3 hours	CAO STOD - DARRO
	1.5 Regional HRDC conducts deliberation	None	4 hours	<i>Chairman</i> Regional HRDC
	1.6 Regional HRDC Secretariat prepares endorsement letter signed by the Regional HRDC	None	4 hours	CAO STOD - DARRO
2. Accomplishes the Client Satisfaction Monitoring (CSM) Form	2.1 Regional HRDC Secretariat informs the applicants by posting the list of deliberated nominees for recommendation to the National HRDC	None	4 hours	CAO STOD - DARRO



	<p>2.2 Regional HRDC Secretariat scans documents and sends signed endorsement including the qualified applicant's documents through hrdc.secretariat@dar.gov.ph to the National HRDC.</p> <p><i>*Original documents must be transmitted to the National HRDC</i></p>	None	1 day	CAO STOD - DARRO
	<p>2.3 National HRDC Secretariat receives and reviews the recommended applications by the Regional HRDC including the submitted applications of DARCO personnel using the DAR Scholarship Form (DAR QF-018 Checklist of Documentary Requirements for Scholarship Application)</p>	None	6 hours	HRDC Secretariat - ARCDS
	<p>2.4 The National HRDC Secretariat prepares presentation materials and the Comparative Qualitative Chart for inclusion in the deliberation agenda</p>	None	4 hours	HRDC Secretariat- ARCDS
	<p>2.5 The National HRDC conducts deliberation</p>	None	4 hours	<i>Chairman</i> National HRDC



	2.6 The National HRDC Secretariat informs the scholarship applicants on the result of the National HRDC deliberation by sending a letter to the Regional HRDC copy furnish the Head of Office and the applicant/s with the Online Client Satisfaction Link thru email	None	2 hours	HRDC Secretariat - ARCDS
Receives the letter sent thru email and accomplishes the Online CSM Form				
TOTAL:		None		
<i>For DARPO Applicants</i>			7 days	
<i>For DARRO Applicants</i>			6 days	
<i>For DARCO Applicants</i>			2 days	



2. Provision of Position Paper/s, Comment/s, Recommendation/s, and other inputs concerning Senate Bills, House Bills, Administrative Orders, Memorandum Circulars, and other Legislative Measures and Issuances

To conduct research, consolidate/collate data, draft, and provide the Department's position/s, comment/s, input/s, and recommendation/s on Senate Bills, House Bills, Administrative Orders, Memorandum Circulars, and other legislative measures and issuances.

Office or Division:	Office of the Undersecretary for Policy and Research / Policy and Research Service			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DAR offices; Congress; NGAs; LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request/s for Position Paper/s, Comment/s, Recommendation/s, and other inputs concerning legislative measures.		<ul style="list-style-type: none"> • Direct source of policy issues • Sector Head • Other DAR units 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.</p> <p>A. For request/s for recommendations and inputs on the amendment or revision of Administrative Orders (A.O.s), Memorandum Circulars (M.C.s), and other issuances.</p> <p>1. Transmittal of request/s for recommendation/s and other inputs on the amendment or revision of</p>	<p>1.1 The Administrative Support Staff I receives and records the request in the ODTS and</p>	None	5 minutes	PRS, Director



<p>Administrative Order/s, Memorandum Circular/s, and other issuances/legislative measures by the UPPRO.</p>	<p>forwards the documents to the Technical Support Staff IV.</p>			
	<p>1.2. The Technical Support Staff IV evaluates the documents for sorting and forwards the request to the Director, PRS.</p>	<p>None</p>	<p>10 minutes</p>	<p>PRS, Director</p>
	<p>1.3. The Director, PRS reviews the request and assigns to the CARPO/Technical Staff who forwards the instruction/s to the Technical Support Staff IV.</p>	<p>None</p>	<p>15 minutes</p>	<p>Director, PRS</p>
	<p>1.4. The Technical Support Staff IV logs the</p>	<p>None</p>	<p>15 minutes</p>	<p>PRS, Director</p>



	instruction/s and distributes to the concerned CARPO/Technical Staff.			
	1.5. The CARPO/ Technical Staff reviews the rules, laws and statutes, government circulars and memoranda, policies, and guidelines related to the subject of the request for recommendation/s and other inputs on the amendment or revision of Administrative Order/s, Memorandum Circular/s, and other issuances/legislative measures.	None	2 working days	PRS, Director
	1.6. The CARPO/Technical Staff drafts the recommendation/s and other inputs on the amendment or revision of Administrative Order/s, Memorandum Circular/s, and other issuances/legislative measures and submits to the Director of PRS.	None	2 working days	PRS, Director
	1.7. The Director, PRS reviews and/or approves the draft	None	1 working day	Director, PRS



	recommendation/s and other inputs on the amendment or revision of Administrative Order/s, Memorandum Circular/s, and other issuances/legislative measures.			
	1.8. If necessary, the CARPO/ Technical Staff revises or re-drafts the recommendation/s and other inputs on the amendment or revision of Administrative Order/s, Memorandum Circular/s, and other issuances/legislative measures.	None	1 working day	PRS, Director
	1.9 The Director, PRS approves and signs the recommendation/s and other inputs on the amendment or revision of Administrative Order/s, Memorandum Circular/s, and other issuances/legislative measures, and forwards the signed and approved document to the Technical Support Staff IV.	None	10 minutes	Director, PRS
	1.10. The Technical Support Staff IV ensures the completeness of the	None	10 minutes	PRS, Director



	signed document/s and its attachment/s and forwards the document/s to the Administrative Support Staff I.			
	1.11. The Administrative Support Staff I records the signed recommendation/s and other inputs on the amendment or revision of Administrative Order/s, Memorandum Circular/s, and other issuances/legislative measures in the ODTs, and transmits to the UPPRO.	None	10 minutes	PRS, Director
B. For requests for Position Paper/s, Comment/s, Recommendation /s, and other input/s on Senate Bills, House Bills, and other issuances from the Office of the President (OP), the Senate, the House of Representatives, the National Economic Development Authority (NEDA). 2. Transmittal of request for Position Paper/s,				



<p>Comment/s, Recommendation/s, and other input/s on Senate Bills, House Bills, and other legislative measures by the Office of the Secretary (OSEC), Legislative Liaison and External Affairs (LLEAS), and ARTA.</p>	<p>2.1 The Executive Assistant II receives and records the request in the ODTS and forward the documents to the Executive Assistant IV.</p>	<p>None</p>	<p>10 minutes</p>	<p>Undersecretary, PPRO</p>
	<p>2.2. The Executive Assistant IV reviews, evaluates, and forwards the documents, including the recommendation/s or input/s from the PRS, if any, to the Technical Legal Consultant.</p>	<p>None</p>	<p>10 minutes</p>	<p>Undersecretary, PPRO</p>
	<p>2.3. The Technical Legal Consultant reviews the rules, laws and statutes, government circulars and memoranda, policies, and guidelines subject of the Position Paper/s, Comment/s, Recommendation/s, and other input/s concerning</p>	<p>None</p>	<p>2 working days</p>	<p>Undersecretary, PPRO</p>



	Senate Bills, House Bills, or other legislative measures.			
	2.4. The Technical Legal Consultant drafts the Position Paper/s, Comment/s, Recommendation/s, and other input/s on Senate Bills, House Bills, or other legislative measures.	None	1 working day	Undersecretary, PPRO
	2.5. The Executive Assistant II conducts the technical review, proofreads, and edits the draft Position Paper/s, Comment/s, Recommendation/s, and other input/s on Senate Bills, House Bills, and other legislative measures.	None	30 minutes	Undersecretary, PPRO
	2.6. The Executive Assistant II finalizes and prints the draft Position Paper/s, Comment/s, Recommendation/s, and other input/s on Senate Bills, House Bills, and other legislative measures and forward to the Executive Assistant IV.	None	10 minutes	Undersecretary, PPRO
	2.7. The Technical Legal Consultant reviews the finalized Position Paper/s, Comment/s, Recommendation/s, and other input/s on Senate Bills, House Bills, and	None	4 hours	Undersecretary, PPRO



	other legislative measures and revises if needed.			
	<p>2.8. If there are no revisions, The Undersecretary PPRO signs the Position Paper/s, Comment/s, Recommendation/s, or other input/s on Senate Bills, House Bills, and other legislative measures.</p>	None	4 hours	Undersecretary PPRO
	<p>2.9. The Executive Assistant II records in the ODTs and forwards the signed Position Paper/s, Comment/s, Recommendation/s, and other input/s on Senate Bills, House Bills, and other legislative measures to the requesting office: OSEC or ARTA.</p> <p>The Client fills-out the Client Satisfaction Measurement (CSM) Form.</p>	None	10 minutes	Undersecretary, PPRO
	TOTAL:	None	9 days, 10 hours, and 25 minutes	



3. 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:	Government to Government			
Who may avail:	Department Offices, Bureaus, Services, DAR Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting party/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for legal review/comment	1.1 The receiving clerk receives and records the letter request to the Official Document Tracking System (ODTS) and forwards the documents to the Chief of Staff/Senior Executive Assistant	None	15 minutes	<i>Executive Assistant</i> ULAO
	1.2 The Executive Assistant reviews, evaluates, and assigns the request and forwards the documents to the designated Legal Consultant	None	30 minutes	<i>Undersecretary</i> ULAO
	1.3 The Legal Consultant reviews the contracts, agreements, and other undertakings of the Department	None	2 days	<i>Chief of Staff</i> ULAO
	1.4 The Legal Consultant drafts the legal comment/reply	None	3 days	<i>Chief of Staff</i> ULAO



	1.5 The Language Editor reviews the draft opinion/position paper	None	30 minutes	<i>Chief of Staff ULAO</i>
	1.6 The Administrative Staff finalizes and prints the draft legal comment/reply and forwards it to the Chief of Staff/Senior Executive Assistant	None	1 hour	<i>Chief of Staff ULAO</i>
	1.7 The Chief of Staff reviews the first draft of the legal comment/reply and forwards it to the Undersecretary for approval and signature	None	1 hour	<i>Undersecretary LAO</i>
	1.8 USEC – LAO reviews the first draft of the Legal Comment/ Reply on the subject contract, agreement, or undertaking.	None	2 hours	<i>Undersecretary LAO</i>
	1.9 The Legal Consultant revises the Legal Comment/Reply on the subject contract, agreement, or undertaking based on the comments/ suggestions of the USEC-LAO	None	3 hours	<i>Chief of Staff ULAO</i>
	1.10 USEC-LAO does the final review and approves the Legal Comment/Reply on the subject contract, agreement, or undertaking	None	2 hours	<i>Undersecretary LAO</i>
	1.11 The Administrative Staff advises client of the availability of the requested legal comment/reply document, for pick up	None	10 minutes	<i>Chief of Staff ULAO</i>



2. Pick-up of legal comment/reply document	2.1 The receiving clerk releases and records the legal comment/reply document The client fills out the Client Satisfaction Measurement (CSM) Form	None	15 minutes	<i>Executive Assistant ULA O</i>
	TOTAL:	None	6 Days and 2 Hours and 40 minutes	



4. Issuance of Certificate as to Pendency of Administrative Case

The Certificate on Pending Administrative Case is issued to requesting DAR employees for whatever legal purpose it may serve.

Office or Division:	DARCO, Legal Service			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government employees			
Who may avail:	DAR employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Legal Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in clients: Fills - up Request Form. Others: Sends letter – request through mail or e-mail (darcolegalservice2020@gmail.com)	1.1 Administrative Staff receives the Request Form together with a photocopy of a valid ID.	None	5 minutes	Chief Legal Legal Service
	1.2 Administrative Staff verifies from database and confirms from folders if there is an existence of a Formal Charge.	None	30 minutes	Chief Legal Legal Service
	1.3 Administrative Staff prepares, initials* and assigns number to the Certificate. *Counter-signed by a senior staff	None	10 minutes	Chief Legal Legal Service
	1.4 Signs the Certificate** and affixes the dry-seal stamp of the Legal Service. ** valid for 6-months from the date of the issuance.	None	10 minutes	Assistant Director / Attorney V or Authorized alternate signatory



2. Client fills-up the Client Satisfaction Measurement (CSM) Form.	1.5 Administrative Staff releases Certificate to the requesting party.	None	5 minutes	<i>Chief Legal Legal Service</i>
	TOTAL:	None	1 hour	



5. Providing ICT Technical Support (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:	DAR Central Office (DARCO) - Management Information Systems Service (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. Client fills-out the online MISS Service Desk ICT Incident Report Form. (http://bit.ly/DARHDesk)	1.1 DAR Personnel automatically receives alert or notification of submitted ICT Incident Report through email.	None	1 minute	<i>Client IT Support Division Chief</i>
	1.2. DAR Personnel acknowledges the submitted ICT report through SMS or email.	None	2 minutes	<i>Client IT Support Division Chief</i>
	1.3 DAR Personnel categorizes ICT Incident Report as either Hardware, Software, Request, or Network.	None	2 minutes	<i>Client IT Support Division Chief</i>
	1.4 DAR Personnel verifies or validates the ICT Incident Report.	None	3 minutes	<i>Client IT Support Division Chief</i>
2. Client affirms/ cancels/ denies ICT Incident Report through SMS, email, or voice call.	2.1 If the Client cancels or denies the ICT Report, it will still be considered as resolved.	None	1 minute	<i>Client IT Support Division Chief</i>



	2.2 If the Client affirms the ICT Report, DAR Personnel sets prioritization of ICT Incident Report into normal, high, or critical.	None	2 minutes	<i>Client IT Support Division Chief</i>
	Level of troubleshooting and resolution of ICT Incident:	None		<i>Client IT Support Division Chief</i>
	2.3 DAR Personnel identifies level of troubleshooting and resolution of ICT Incident:	None	1 minute	<i>Client IT Support Division Chief</i>
	2.3.1 If Level 1, Level 1 conducts troubleshooting and resolution of ICT incident.	None	10 minutes	<i>Client IT Support Division Chief</i>
	2.3.2 If Level 2, Level 1 endorses the ICT Incident.	None	1 minute	<i>Client IT Support Division Chief</i>
	2.4 Level 2 accepts the ICT incident.	None	1 minute	<i>Client IT Support Division Chief</i>
	2.5 DAR Personnel conducts remote troubleshooting and resolution of ICT incident. (If ICT Incident cannot be resolved remotely, equipment will be pulled-out and repaired at MISS.)	None	2 Hours	<i>Client IT Support Division Chief</i>
	2.6 For pandemic situation, force majeure and alike, DAR Personnel conducts disinfection of equipment for repair.	None	4 Hours	<i>Client IT Support Division Chief</i>
	2.7 DAR Personnel conducts physical	None	Easy 4 Hours	<i>Client IT Support Division Chief</i>



	troubleshooting and resolution of ICT incident.		Moderate (1 Day) Difficult (2 Days)	
3. Client fills-out Client Satisfaction Measurement (CSM) Form. (https://bit.ly/OnlineHDFeedback)		None	1 minute	<i>Client</i>
IF ICT Report is cancelled or denied:			9 minutes	
IF ICT incident is resolved by L1:			22 minutes	
IF ICT incident is resolved by L2 through remote assistance:			2 Hours and 14 minutes	
IF ICT incident is resolved by L2 through remote and actual assistance:			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.



6. 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 at any time, provided there is a valid request and is not classified as confidential.

Office or Division:	Personnel Division-DARCO			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DARCO Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Personnel Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the filled-up Request Form.	1.1 Administrative Aide IV/ VI receives the submitted filled-up Request Form.	None	2 minutes	<i>Chief Administrative Officer Personnel Division</i>
	1.2 Administrative Aide IV/ VI evaluates request and forwards to concerned section.	None	3 minutes	<i>Chief Administrative Officer Personnel Division</i>
	1.3 Administrative Officer II verifies, and reviews employee records and prepares requested document.	None	10 minutes	<i>Chief Administrative Officer Personnel Division</i>
	1.4 Chief Administrative Officer reviews and signs by authorized officer.	None	10 minutes	<i>Chief Administrative Officer Personnel Division</i>
2. Client receives copy of the requested record.	2. Administrative Assistant III releases approved record to the concerned personnel and records in the logbook.	None	5 minutes	<i>Chief Administrative Officer Personnel Division</i>
	Client answers the Client Satisfaction			



	Measurement (CSM) Form and DAR Personnel records the Client's feedback.			
TOTAL:		None	30 minutes	



7. 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 of DAR. 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:	DARCO Personnel Division
Classification:	Simple
Type of Transaction:	Government to DAR Personnel
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: 1.a. <i>Sick Leave of absence:</i> - Medical Certificate for more than 5 days - Office Clearance for 30 days or more 1.b. <i>Vacation/Mandatory Leave</i> - Office Clearance for 30 days or more 1.b.1 - <i>Additional requirements for travel abroad:</i> - Letter request at least 15 days prior to the scheduled date of departure - Office Clearance - Certification from the Head of Office that will not in any way affect the work performance of the Office - Written justification if the request did not comply with the aforementioned 15 working days lead time - Photocopy of the round-trip ticket 1.c <i>Solo Parent Leave</i> - Photocopy of the latest Solo Parent ID issued by DSWD 1.d <i>Maternity Leave (105 days)</i> - Medical Certificate - Office Clearance 1.e <i>Paternity Leave</i> - Medical Certificate 1.f <i>Rehabilitation Leave</i> - Police Incident Report - Medical Certificate 1.g <i>VAWC, any of the following</i>	Personnel Division for the form/ www.csc.gov.ph Attending Physician Personnel Division for the form/ www.csc.gov.ph Employee concern Personnel Division/ STOD/ www.csc.gov.ph Head of Office Employee Concern Employee Concern Employee Concern Attending Physician Personnel Division/ www/csc.gov.ph Attending Physician Attending Physician



<ul style="list-style-type: none"> - Barangay Protection Order; - Temporary/Permanent Protection Order obtained 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 indicating that an application for BPO, TPO, or PPO has been filed with their office shall suffice to support the ten-day leave application. <p>1.h - <i>Adoption Leave</i></p> <ul style="list-style-type: none"> - Authenticated copies of the Decree of Adoption issued by the proper court <p>1.i Calamity leave (5 days)</p> <ul style="list-style-type: none"> - Declaration of state of calamity <p>1.j Quarantine leave (14 days)</p> <ul style="list-style-type: none"> - Result of RTPCR/antigen - Barangay certification (either close contact etc) - Office memorandum signed by the head of office - Certification of protocol committee <p>Note: Study leave and terminal leave Application has a different process</p>		<p>Barangay Captain/Municipal Trial Court in the absence of Brgy. Captain and MTC, Punong Barangay/Kagawad or Prosecutor or Clerk of Court</p> <p>Proper court authorities</p> <p>National/local issuances</p> <p>LGU/IATF order/resolution</p>		
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 and office clearance (for 1 month or more but not to exceed one year)	1.1 Administrative Staff receives and encodes in the Official Document Tracking System (ODTS) and forwards to the Administrative Staff/Officer	None	10 minutes	<i>Chief Administrative Officer Personnel Division</i>
	1.2 Administrative Assistant III evaluates the application for	None	10 minutes	<i>Chief Administrative Officer</i>



	leave of absence as to the completeness of information			Personnel Division
	1.3 Administrative Officer (AO) II records the type of leave of absence and the number of days applied for in the leave card index or the automated leave carding system and fills up available leave balances in the application for leave form and indicates whether with or without pay and affixes initial	None	10 minutes	Chief Administrative Officer Personnel Division
	1.4 CAO evaluates and signs the certificate of available leave balances portion of the application form.	None	3 minutes	Director Agrarian Reform Capacity and Development Service
	1.6 Administrative Assistant III records in the ODTs and forwards the application for leave absence to the Office of the Director/FMAO for approval/disapproval	None	10 minutes	Chief Administrative Office Personnel Division GMO no. 3 s, 2023
	1.7 Approves the application for leave of absence	None	4 hours	Undersecretary/ Director of ARCDS GMO no. 3 s, 2023
	1.8 Administrative Staff provides a copy to the concerned personnel of the approved/disapproved application for leave of absence	None	3 minutes	Chief Administrative Officer Personnel Division
	1.9 Administrative Staff files approved application for leave of absence in the 202 file	None	5 minutes	Chief Administrative Officer Personnel Division



	of the concerned personnel			
	The client fills out Client Satisfaction Measurement (CSM) Form			
TOTAL:		None	4 hours 58 minutes	



8. 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 Department of Budget and Management.

Office or Division:	Personnel Division - DARCO	
Classification:	Simple	
Type of Transaction:	Government to Employee	
Who may avail:	DAR Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FIRST SALARY		
1. Certified copy of the duly approved appointment by the appointing authority	-Personnel Division/Section	
2. Certified copy of the certificate of assumption to duty	-Personnel Division/Section	
3. Certified copy of the oath of office	-Personnel Division/Section	
4. Attested copy of the Statement of Assets, Liabilities, and Net worth (SALN) as of date of assumption to duty	- www.csc.gov.ph /Personnel Division/Section for the form	
5. Duly signed finger scan report/daily time record with attached Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)	-Personnel Division/Section, Records Division or through Office 365 Account for SOs, Personnel Division/Section for TOs and OBs and CAs from visited office/agency	
6. Tax Identification Number	-BIR Office	
7. Phil-health Identification Number	-Phil-health Office	
8. Pag-IBIG Member's Identification Number	-Pag-IBIG Office	
9. LBP Payroll Account Number	-LBP with Endorsement from the Personnel Division/Section	
Additional Requirements for transferees and reappointment		
10. GSIS Business Partner (BP) Number	-Former office	
11. Copy of authority to transfer	-Former office	
12. Certificate of last salary received from former office certified by the Chief Accountant and verified by the COA Resident Auditor	-Former office	
13. Approved office clearance		



14. Updated Service Record 15. Certificate of available leave credits 16. BIR W2 or Income Tax Return (ITR) (as of the last day of service from former office) 17. Certificate of Service Vehicle – for 3 rd 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 -GSD/GSS -Personnel Division/Section		
B. LAST SALARY				
1. Duly signed finger scan report/daily time record with attached Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable) 2. Approved office clearance 3. Attested copy of the Statement of Assets, Liabilities, and Net worth (SALN) as of date of last day of duty		-Personnel Division/Section or through Office 365 Account for SOs, Personnel Division for TOs and OBs and CAs from visited office/agency -Personnel Division/Section -Records Division/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FIRST SALARY				
1. The client submits to the Personnel Division/Section the complete documentary requirements	1.1 Administrative Aide IV/VI/Personnel Officer receives documents, encodes to the Official Document Tracking System (ODTS), and forwards to the Payroll Officer	None	20 minutes	CAO Personnel Division/Section
	1.2 Administrative Officer (AO) IV/Personnel Officer evaluates the submitted documentary requirements as to completeness and encodes the personal information provided	None	1 Hour & 30 Minutes	CAO Personnel Division/Section



	through the PDS in the payroll system database			
	1.3 AO IV/Personnel Officer prepares the Disbursement Voucher (DV) and Obligation Request and Status (ORS) for claims with complete documentary requirements and affixes initials	None	20 minutes	CAO Personnel Division/Section
	1.4 AO IV/Personnel Officer forwards the claim to the CAO for final evaluation and affixes initials	None	5 minutes	CAO Personnel Division/Section
	1.5 Reviews the claim for salary and allowances for final approval and initials the DV and ORS.	None	20 minutes	CAO Personnel Division/Section
-counter check with GMO No. 3 (signing authority)	1.6 Admin Aide IV/VI/Personnel Officer updates the status of the claim in the ODTs and forwards it to the Office of the Director for ARCDS/ARDA/PCAO for signature/approval of Box A for both DV & ORS The client fills out Client Satisfaction Measurement (CSM) Form	None	20 minutes	CAO Personnel Division
END OF TRANSACTION				
TOTAL:		None	2 Hours 55 minutes	
B. LAST SALARY				



1. The client submits complete documentary requirements (retirement, resignation, transfer)	1.1 Admin Aide IV/VI/Personnel Officer receives documentary requirements (retirement, resignation, transfer)	None	5 minutes	CAO Personnel Division
	1.2 Admin Aide IV/VI/Personnel Officer encodes the documents to the ODTS and forwards it to the Payroll Officer	None	15 minutes	CAO Personnel Division
	1.3 Admin Officer IV/ Personnel Officer evaluates the submitted documentary requirements as to completeness and updates the personal information provided through the PDS in the payroll system database	None	1 hour and 30 minutes	CAO Personnel Division
	1.4 AO IV/Personnel Officer Prepares the Disbursement Voucher (DV) and Obligation Request and Status (ORS) for claims with complete documentary requirements and affixes initials	None	20 minutes	CAO Personnel Division
	1.5 AO IV/Personnel Officer forwards the claim to the CAO for final evaluation and initials	None	5 minutes	CAO Personnel Division
	1.6 CAO reviews the claim for salary and allowances for final approval and initials the DV and ORS.		20 minutes	CAO Personnel Division



-counter check with GMO No. 3 (signing authority)	1.7 Admin Aide IV/VI/Personnel Officer updates the status of the claim in the ODTS and forwards it to the Office of the Director for ARCDS for signature/ approval of Box A for both DV The client fills out CSM Form		20 minutes	CAO Personnel Division
END OF TRANSACTION				
TOTAL:		None	2 Hours 55 minutes	



9. 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 monetary 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 connection with the Department.

Office or Division:	Personnel Division/Section
Classification:	Complex
Type of Transaction:	G2E
Who may avail:	All DAR officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved application for leave	Personnel Division/Section for the form
Statement of Leave of Absence	Personnel Division/Section
Certified copy of leave cards	Personnel Division/Section
Certified copy of appointment	Personnel Division/Section
Certified copy of NOSA or NOSI	Personnel Division/Section
Complete service record	Personnel Division/Section
Attested copy of the Statement of Assets, Liabilities & Net worth (SALN) as of date of retirement/separation	Personnel Division/Section
Approved Office clearance/s	www.csc.gov.ph for the form
	Personnel Division/Section for the form
LBP Bank Account	Employee-Retiree
Ombudsman Clearance	Office of the Ombudsman
* Additional requirements in case of death of the employee-retiree	
• If Married	
Death Certificate of the employee	Philippine Statistics Authority
Marriage Certificate	Philippine Statistics Authority
Birth Certificates of all surviving legal heirs	Philippine Statistics Authority
Notarized Affidavit of Next of Kin of the spouse with corroboration of two disinterested persons	Personnel Division/Section for the form
	Law Office for the notarization
	Personnel Division/Section for the form
	Law Office for the notarization
Notarized Waiver of rights of children 18 years old and above (if applicable)	Philippine Statistics Authority
	Personnel Division/Section for the form
	Law Office for the notarization



<p>• If Single Marriage Certificate of parents</p> <p>Notarized Affidavit of Next of Kin of parents with corroboration of two disinterested persons</p> <p>If both parents are dead – Notarized Affidavit of Next of Kin of the siblings</p> <p>Birth Certificate of all siblings Notarized Waiver of Rights of other siblings (if applicable)</p>		<p>Personnel Division/Section for the form Law Office for the notarization Philippine Statistics Authority Personnel Division/Section for the form Law Office for the notarization</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the complete documentary requirements	1.1 Administrative staff receives the application for terminal leave with complete documentary requirements, records in the logbook/encodes in the Official Document Tracking System (ODTS), and forwards to the Administrative Officer II	None	20 minutes	CAO Personnel Division
	1.2 Administrative Officer II gets copies of NOSI, NOSA, Appointment, SOLA, Leave Card, and Service Record from the 201 & 202 file	None	2 hours	CAO Personnel Division
	1.3 Admin Officer IV evaluates and analyzes the application for terminal leave claim together with the supporting documentary requirements as to its correctness. Coordinates with concerned POs to clarify	None	4 hours	CAO Personnel Division



	any findings through Email or Facebook messenger/GC account			
	1.4 Administrative Officer II prepares the disbursement voucher (DV) and Obligation Request Status (ORS) then attaches all supporting documentary requirements and affixes initials in the DV & ORS	None	30 minutes	CAO Personnel Division
	1.5 Chief Administrative Officer makes a final review on the appropriateness of documentary requirements and initials the terminal leave DV and ORS	None	30 minutes	Director ARCDS
	1.6 Administrative staff updates the status of the claim in the ODTs and forwards the completed claim to the Office of the Director for ARCDS for signature/approval of Box A for both the DV & ORS	None	20 minutes	CAO Personnel Division
	1.7 Files duplicate copies of the terminal leave documents in the employee's 201	None	10 minutes	CAO Personnel Division
	1.8 Director reviews, approves and signs the DV & ORS	None	30 mins	Director ARCDS
	1.9 Administrative staff updates status of the claim in the ODTs and	None	10 mins	Director ARCDS



	forwards the completed claim to the Financial Management Service Budget/Accounting			
	The client fills out Client Satisfaction Measurement (CSM) Form			
	TOTAL:	None	1 day & 30 minutes Per transaction/claim	

- Reference in change of Notarized Affidavit of No Pending Case to Ombudsman Clearance: COA Circular No. 2023-004 dated June 14, 2023.
- Status of claims can be accessed through Google Drive.



10. Procurement for Goods and Services through Competitive Bidding

Competitive Bidding refers to a method of procurement that 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. 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.

This method covers procurement having an Approved Budget for the Contract of above P1 Million.

Office or Division:	Administrative Service – Procurement Division	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All Bureaus/Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Purchase 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/Study to at least 3 known/eligible suppliers as a 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. Submits approved Purchase Request (PR) to Procurement Division or BAC Secretariat together with the required documents.	1.1 BAC Secretariat validates if the PR is in the approved PPMP and approved Annual Procurement Plan (APP) and reviews submitted required documents. <i>*Incomplete supporting documents shall be returned to the End-User for compliance</i>	None	30 minutes	CAO Procurement Division/ Head of 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;	None	15 minutes	CAO Procurement Division/ Head of Bids and Awards Committee (BAC) Secretariat
	1.3 Approves the Accomplished Purchase Request (PR) with complete required documents for procurement	None	30 minutes	CAO Procurement Division / Head of Bids and Awards Committee (BAC) Secretariat
	1.4 BAC Secretariat prepares the Bidding documents	None	1 day	<i>BAC Secretariat and BAC</i>
	1.5 BAC Members approve the Bidding Documents during the Pre-Procurement Conference	None	1 day	<i>BAC Chairperson</i>
	1.6 Conduct of Posting of Invitation to Bid up to	None	Minimum of 26 calendar	<i>End-User, BAC, BAC-TWG, BAC Secretariat, Budget Division,</i>



	the Issuance of Notice to Proceed		days/Maximum of 136 calendar days based on Annex "C" of the 2016 IRR of RA 9184	Accounting Division and Head of the Procuring Entity
	1.7 Submission of contract and other documents to COA, copy furnished the End-User, Accounting Division, and Records Division	None	Within 5 days upon perfection of the Contract	<i>Head of BAC Secretariat</i>
2. End-User coordinates with the Supplier and General Services Division/Unit on the delivery date	2.1 Supply Officer together with End-User receives and checks for the completeness of the goods delivered	None	10 minutes	CAO General Services Division
	2.2 Supply Officer prepares Request for Inspection	None	5 minutes	CAO General Services Division
	2.3 Admin Staff encodes the RFI to the Official Document Tracking System (ODTS) and endorses it to the Management Division/ Inspection Committee	None	5 minutes	CAO General Services Division
	2.4 Receiving clerk/staff receives the RFI and encodes/updates the ODTS and/or records in the logbook	None	10 minutes	CAO Management Division
	2.5 Receiving clerk forwards the documents to the CAO and assigns and inspector to conduct	None	5 minutes	CAO Management Division



	the inspection and issues a Notice to Inspect to the Observer/s <i>(representative of the End-User or USEC-FMAO)</i>			
	2.6 Assigned Inspector together with the Observer/s conducts the Inspection of delivered goods adhering to the approved specifications and quantity as stated in the approved Purchase Order, delivery receipt, or Bid Documents	None	Within 1 hour	CAO Management Division
	2.7 Assigned Inspector prepares and signs the Inspection and Acceptance Report to be accepted and signed by the End-User	None	1 hour	CAO Management Division
3. End-User receives and signs the Inspection and Acceptance Report and submits it to the assigned Inspector	3.1 Assigned Inspector forwards the IAR together with the supporting documents to the CAO for signature	None	15 minutes	CAO Management Division
	3.2 CAO signs the IAR (as "Noted") and the releasing clerk updates ODTs/records in the logbook and forwards the signed IAR together with the supporting documents to GSD/GSU	None	5 minutes	CAO Management Division
	3.3 Receiving clerk receives the IAR together with the supporting documents, CAO signs the "Acceptance" portion of	None	10 minutes	CAO Management Division



	the IAR, reproduces the IAR together with the supporting documents, and updates ODTs/records in the logbook			
	3.4 Submits the Approved IAR and all pertinent documents to COA	None	5 minutes	CAO General Service Division
	3.5 Property Custodian prepares the following: For equipment, Property Acknowledgement Receipt (PAR) and conducts property tagging For services and supplies, Requisition and Issue Slip (RIS)	None	5 minutes	CAO General Service Division
	3.6 Administrative Support Staff prepares Disbursement Voucher (DV) and forwards it to the end-user	None	3 minutes	CAO General Service Division
4. End-user receives and signs the PAR/RIS and DV and forwards	4.1 Property Custodian releases items/equipment/supplies to end-user	None	3 minutes	CAO General Service Division
For PAR/RIS: GSD/GSU For DV: Accounting Division/Section	4.2 Administrative Staff For PAR: files original copy and updates accountability folder of the employee who signs the PAR For RIS: Prepares Report of supplies and materials issued (RSMI) and ensures signature of CAO	None	5 minutes	CAO General Service Division



	<p>4.3 Administrative Staff prepares endorsement letter with attached RIS, PAR, and RSMI the submits to the Accounting Division/ Section for reconciliation</p> <p>The client fills out Client Satisfaction Measurement (CSM) Form</p>	None	5 minutes	CAO General Service Division
	TOTAL:	None	33 days, 4 hours 46 minutes (Minimum)143 days, 4 hours 46 Minutes (Maximu m)	

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



11. Procurement of Goods and Services through Small Value Procurement/ Negotiated 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 in the case 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 with complete attachment		Requesting Party (End-user)		
2. Approved Project Procurement and Management Plan (PPMP)				
3. Technical Specifications indicating the following, such as but not limited to: <ul style="list-style-type: none"> • 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 the approved Purchase Request (PR) to the Procurement Division or BAC Secretariat together with the	1.1 Validates if the PR is in the Approved Annual Procurement Plan and reviews submitted required documents <i>*Incomplete supporting documents shall be</i>	None	15 minutes	CAO Procurement Division/ Bids and Awards Committee (BAC)



required documents.	<i>returned to the End User for compliance</i>			Secretariat
	1.2 If the PR is properly accomplished and the documents are complete, inputs the item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	5 minutes	CAO Procurement Division/BAC Secretariat
	1.3 Approves the accomplished PR with complete required documents for procurement	None	30 minutes	CAO Procurement Division/BAC Secretariat Head
	1.4 Assigns PR number and records in the logbook	None	15 minutes	CAO General Services Division
	1.5 Prepares and approves the Request for Quotation (RFQ)	None	2 hours	<i>BAC Secretariat</i>
	1.6 Posts RFQ at PhilGEPS Website/ sends the RFQ to known Bidders	None	5 calendar days (3 calendar days active in PhilGEPS Website)	<i>BAC Secretariat</i>
	1.7 Bid Opening	None	1 hour	<i>End-User, BAC, BAC Secretariat</i>
	1.8 Preparation and approval of: 1. Abstract of Quotations 2. BAC Resolution	None	7 working days	<i>BAC Secretariat, BAC Members</i> <i>BAC Members HOPE</i>
	1.9 Preparation and approval of Purchase Order/Contract and ORS	None	7 working days	<i>BAC Secretariat, HOPE, End-User, Budget Division, Accounting Division</i>



	1.10 Issuance of Approved PO/Contract to the Winning Bidder	None	3 working days	<i>BAC Secretariat</i>
2. End-User coordinates with the Supplier and General Services Division/Unit on the delivery date	2.1 Supply Officer together with End-User receives and checks for the completeness of the goods delivered	None	10 minutes	CAO General Services Division
	2.2 Supply Officer prepares Request for Inspection	None	5 minutes	CAO General Services Division
	2.3 Administrative Staff encodes the RFI to the Online Document Tracking System and endorses it to the Management Division/ Inspection Committee	None	5 minutes	CAO General Services Division
	2.4 Receiving clerk/staff receives the RFI and encodes/updates the ODTs and/or records in the logbook	None	10 minutes	CAO Management Division
	2.5 Receiving clerk forwards the documents to the CAO and assigns an inspector to conduct the inspection and issues a Notice to Inspect to the Observer/s (<i>representative of the End-User or USEC-FMAO</i>)	None	5 minutes	CAO Management Division
	2.6 Assigned Inspector together with the Observer/s conducts the Inspection of delivered goods adhering to the approved specifications and quantity as stated in the approved PO, delivery receipt, or Bid Documents	None	Within 1 hour	CAO Management Division



	2.7 Assigned Inspector prepares and signs the Inspection and Acceptance Report to be accepted and signed by the End-User	None	1 hour	CAO Management Division
3. End-User receives and signs the Inspection and Acceptance report and submits it to the assigned Inspector	3.1 Assigned Inspector forwards the IAR together with the supporting documents to the CAO for signature	None	15 minutes	CAO Management Division
	3.2 CAO signs the IAR (as "Noted") and the releasing clerk updates ODTs/records in the logbook and forwards the signed IAR together with the supporting documents to GSD	None	5 minutes	CAO Management Division
	3.3 Receiving clerk receives the IAR together with the supporting documents, CAO signs the "Acceptance" portion of the IAR and reproduces the IAR together with the supporting documents, and updates ODTs/records in the logbook	None	10 minutes	CAO General Services Division
	3.4 Submits the Approved IAR and all pertinent documents to COA	None	5 minutes	CAO General Services Division
	3.5 Property Custodian prepares the following: For equipment, Property Acknowledgement Receipt (PAR) and conducts property	None	5 minutes	CAO General Services Division



	tagging For services and supplies, Requisition and Issue Slip (RIS)			
	3.6 Administrative Support Staff prepares Disbursement Voucher (DV) and forwards it to the end-user	None	3 minutes	CAO General Services Division
4. End-user receives and signs the PAR/RIS and DV and forwards For PAR/RIS: GSD For DV: Accounting Division	4.1 Property Custodian releases items/ equipment/supplies to the end-user	None	3 minutes	CAO General Services Division
	4.2 Administrative Staff For PAR: files original copy and updates accountability folder of the employee who signs the PAR For RIS: Prepares Report of supplies and materials issued (RSMI) and ensures signature of CAO	None	5 minutes	CAO General Services Division
	4.3 Administrative Staff prepares endorsement letter with attached RIS, PAR, and RSMI then submits to the Accounting Division for reconciliation The client fills out Client Satisfaction Measurement (CSM) Form	None	5 minutes	CAO General Services Division
	TOTAL:	None	22 days, 7 hours & 36 minutes	

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



12. 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-DARCO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DARCO 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. Client returns Property, Plant and Equipment (PPE).	1.1 Administrative Aide VI/ Administrative Officer IV checks the surrendered equipment as stated in the received copy of the Return of Equipment Form (ROEF).	None	5 Minutes	Chief Administrative Officer GSD
	1.2. Administrative Assistant / Administrative Officer IV takes pictures of returned PPE, determines the serviceability of PPE, and encodes the surrendered PPE in the Inventory of Returned Property, Plant and Equipment (IRUP).	None	5 minutes	Chief Administrative Officer GSD
	1.3 Administrative Officer IV cancels the accountability and furnishes copy of duly cancelled PAR/ARE/ICS to the requesting party (original copy of signed	None	3 minutes	Chief Admin Officer GSD/ STOD



	PAR/ICS shall be returned to end user).			
	1.4 Administrative Aide VI / Administrative Officer IV determines/tags /safekeeps/ensures the safe storage of all returned PPE.	None	30 minutes	Chief Admin Officer GSD
	1.5 Administrative Aide VI / Administrative Officer IV reconciles copy of inventory report in the property database, Files the signed documents. Client fills-out the Client Satisfaction Measurement (CSM) Form.	None	5 minutes	Chief Admin Officer GSD
2. Client receives copy of cancelled property accountability.		None	1 minute	Requesting party
TOTAL:		None	49 minutes	



13. 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 DAR Operating Units.

Office or Division:	General Services Division-DARCO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various offices within DARCO/ DARRO/ DARPO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS) (3 copies, original) Inventory Custodian Slip (3 copies original)		GSD Supply Unit/ STOD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly filled up RIS Form.	1.1 Administrative Assistant receives and checks the availability of the inventory items listed in the RIS.	None	5 minutes	Chief Admin Officer GSD
	1.2 Administrative Assistant checks the column "Yes" if the stocks are available and "No", if the stocks are not available.	None	2 minutes	Chief Admin Officer GSD
	1.3 Administrative Aide VI prepares ICS for semi expendable inventory items and equipment (3 original copies).	None	5 minutes	Chief Admin Officer GSD
	1.4. Chief Administrative Officer signs the approved column of the RIS form.	None	1 minute	Chief Admin Officer GSD
	1.5 Administrative Aide VI prepares/ packs the requested inventory items.	None	10 minutes	Chief Admin Officer GSD
2. Client accepts supplies, materials, and equipment and signs documents.	2. DAR Personnel issues inventory items and equipment. Client fills out Client Satisfaction	None	5 minutes	End user



	Measurement (CSM) Form.			
TOTAL:		None	28 minutes	



14. 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-DARCO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DARCO/ DARRO/ DARPO Employees/all applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request Letter 2. Program of Works 3. Design and Layout 4. Project Proposal 5. Bill of Materials 6. Request for Pre and Post Repair Inspection 7. RRDPs – Request for Replacement of Defective Parts and Services 8. RSPS – Request for Spare Parts and Services 9. RMIS – Request for Materials and Infrastructure Services 10. Purchase Request 		General Services Division-DARCO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client reports the defective PPEs and other civil works request.	1.1 Administrative Assistant receives and records the report/request and forwards to the concern personnel, for checking and verification and checks/assess the nature of defects/request.	None	3 minutes	CAO GSD
	1.2 Administrative Officer III, Engr. II, and Administrative Aide VI prepares the following:	None	2 days	CAO GSD



	<p>1.2.1 Program of Works, design and lay out for civil works:</p> <p>*Project Proposal for the new repair request</p> <p>*RRDPS -request for Replacement of Defective Parts and Services</p> <p>*RSPS – Request for Spare Parts and Services</p> <p>*RMIS – Request for Materials and Infrastructure Services</p>			
	<p>1.3 Administrative Officer III, Engr. II, and Admin Aide VI prepares Request for Inspection with complete attachment for approval.</p>	None	3 minutes	CAO GSD
	<p>1.4 Chief Administrative Officer reviews and signs the attached documents.</p>	None	5 minutes	CAO GSD
	<p>1.4 Administrative Aide VI records and forwards the request to the Management Division for the pre repair inspection.</p>	None	5 minutes	CAO GSD
	<p>1.5 DAR Personnel gives feedback to client.</p> <p>Client fills out the Client Satisfaction Measurement (CSM) Form.</p>		5 minutes	
	TOTAL:	None	2 Days and 21 Minutes	



**REGIONAL OFFICE
EXTERNAL SERVICES**



1. Assistance and Handling of Queries or Complaints as provided by Public Assistance and Complaints Coordinating Unit (PACCU)

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 for the continual improvement of the service. It starts from registration of walk-in clients/visitors up to client satisfaction survey and updating of clients' database.

Office or Division:	STOD - DARRO			
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, student-researchers, multimedia outfits, representative of Government agencies and walk-in clients with land problems, issues and concerns with the Department.			
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. Fills-out Clientele Information Sheet (CIS)	1.1 PACCU Officer issues and requests 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., along with the attached Clientele Satisfaction Measurement (CSM).	None	5 Minutes	<i>Designated Division Chief</i>
	1.2 PACCU Officer evaluates /assesses/ facilitates the issues and concerns on the accomplished CIS.			



<p>2. Client responds to questions/ interview of PAIC/ PACCU Officer.</p>	<p>2.1 The PACCU Officer interviews the walk-in client/visitor and evaluates/ assesses the issues and concerns presented, provides appropriate instructions and information, or refers the client to the proper office.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Designated Division Chief</i></p>
	<p>2.2 For Walk-in Client/ Visitor with various concerns from the DAR:</p>			
	<p>2.2.1 PACCU Officer coordinates with the concerned office and asks for updates, information, and actions taken regarding clients' concerns and relays the same to the Client. The client is also provided with action document/s from the concerned offices whenever necessary as well as their contact numbers for future follow-up. In case the client requests to speak with the official or representative from the concerned office, the PACCU Officer seeks clearance first from the concerned office. In the instance that the concerned office approves the request of the Client, they are permitted to proceed to the office for assistance.</p>			
	<p>2.2.2 On matters which fall within the jurisdiction of other government offices, the</p>			



	client is to be provided with the offices' address.			
	2.2.3 On issues/ concerns which fall within the authority of DAR Central/Regional /Provincial Offices, clients are provided with instructions, addresses, and contact numbers of said offices.			
	2.2.4 The PACCU Officer also attends to and resolves the concerns/queries received through calls and text messages.			
3. Client/ Visitor fills out the Clientele Satisfaction Measurement (CSM) Form for retrieval and daily encoding	3.1 PACCU Officer requests the Walk-in Client/Visitor to complete the CSM Form using either a tablet or pen and paper.	None	5 Minutes	<i>Designated Division Chief</i>
	3.2 The PACCU Officer instructs the Client/ Visitor to submit the completed CSM together with the CIS to the PACCU personnel at the waiting area/ their office before exiting from DAR.			
	3.3 The PACCU Personnel turns over all the submitted CSM and CIS to the PACCU Encoder/Data Processor at the end of the transaction for encoding, generating reports, and data-keeping.			
		TOTAL:	None	25 Minutes
Note: Feedback	Based on the evaluation of results,			<i>Designated Division Chief</i>



Mechanism	scores, and comments of clients, the PAIC management provides feedback and requests the concerned office to inform the PACCU management as to the action taken regarding the positive/negative comments and/or the unsatisfactory ratings within ten (10) working days of receiving the report.			
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2. Processing and Payments of Disbursement Vouchers/ Claims

This service covers processing up to payment of all disbursement vouchers/claims thru check issuance or List of Due and Demandable Accounts Payable-Advice to Debit Accounts (LDDAP-ADA) submitted by both internal and external clients. The process is by 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, and which is also recently amended by another COA Circular No. 2023-004 dated June 14, 2023.

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:	<ol style="list-style-type: none"> 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		
<p>For complete documentary requirements, kindly click the LINK (COA Circular No. 2021-001 and 2013-001) Amended by COA Circular No. 2023-004 dated June 14, 2023 Or Please refer to the attached list</p>		<p>https://www.coa.gov.ph/download/107/cy-2012/14658/coa-circular-no-2012-001-june-14-2012.pdf</p> <p>https://www.coa.gov.ph/wpfd_file/coa-circular-no-2023-004-june-14-2023/.pdf</p> <p>Support to Operations Division</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. The client submits the prepared DV (4copies) with attached complete supporting documents (SDs) with ORS (3 copies) to the Budget Division	<p>1.1 Receiving/releasing staff</p> <p>➤ receives copies 1-4 of DV, 1-3 copies of ORS duly signed by the Head of Requesting Office and SDs; If complete, records same in the logbook for the purpose and forwards for processing,</p> <p>If incomplete, returns the document to the</p>	None	10 minutes	<i>Chief Administrative Officer STOD</i>



	Requesting Office for completion			
	<p>1.2. Budget Officer</p> <ul style="list-style-type: none"> ➤ verifies availability of allotment per Project/Activity/Program (PAP); <p>If the allotment is not available,</p> <ul style="list-style-type: none"> ➤ returns the document to the office/personnel concerned, <p>If the allotment is available,</p> <ul style="list-style-type: none"> ➤ 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	Chief Administrative Officer STOD
	<p>1.3. BO III reviews ORS and SDs;</p> <p>If in order, signs the certification in Section B, and forwards the ORS, DV and SDs to staff for releasing</p>	None	10 minutes	Chief Administrative Officer STOD
	<p>1.4. Budget staff</p> <ul style="list-style-type: none"> ➤ retains the original copy of the ORS, forwards 4 copies of the DV, 2 copies of ORS and complete SDs to the Accounting 	None	5 minutes	Chief Administrative Officer STOD
	<p>1.5. Accounting staff receives 4 copies of DV, Complete Supporting Documents (SDs) and 2</p>	None	3 minutes	Chief Administrative Officer STOD



	copies of duly signed ORS from the Budget staff for processing.			
	<p>1.6. Accounting staff</p> <ul style="list-style-type: none"> ➤ reviews DV for completeness and propriety of SDs. <p>1.6.a. If complete, records same in the logbook for the purpose and forwards for review,</p> <p>If incomplete, returns the document to the Requesting Office for completion</p> <p>1.6.b. Checks index of payments (IP) and determine if claim is in order;</p> <p>1.6.c. If with prior payment on the same claim, returns the received DV with SDs and ORS informing claimant of the findings,</p> <p>1.6.d. If in order, verifies amount in ORS against DV;</p> <ul style="list-style-type: none"> ➤ If the same, records in the following in the IP, DV date and number, initials in Box C of DV ➤ If amount differs, <ul style="list-style-type: none"> • prepares NORSA in 3 copies, signs Prepared by portion, 	None	10 minutes	<p><i>Chief Administrative Officer</i> STOD</p>



	<p>attaches 1-3 copies of NORSA to DV and forwards to Chief Accountant for approval of NORSA</p> <ul style="list-style-type: none"> Records the release of NORSA in the logbook to the Budget for correction of obligations. <p>Forwards the NORSA to the Budget staff to effect the adjustments in the Obligations column of the ORS and returns the adjusted 2 copies of ORS, received DV with complete SDs and NORSA to the Accounting.</p>		5 minutes	
	<p>1.7. Accounting staff:</p> <ul style="list-style-type: none"> determines availability of NCA, <p>If NCA is sufficient, records in the RANCA/RANTA the DV date and number and the amount,</p> <ul style="list-style-type: none"> Checks the “Cash available” portion in Box C 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 	None	10 minutes	<p><i>Chief Administrative Officer STOD</i></p>



	<ul style="list-style-type: none"> ➤ If applicable, prepares BIR Form 2307 ➤ Encodes the transaction in the e-NGAS for review of the Accountant II/III ➤ Forwards the received DV with complete SDs and 2 copies of ORS to the Accountant III for review. <p>If No Cash Available or cash is insufficient, informs the End-User and notes the non-availability of cash and safe keeps the DV, SDs and ORS</p>			
	<p>1.8. Accountant III reviews DV:</p> <ul style="list-style-type: none"> ➤ signs Box B of DV and approves the transaction in e-NGAS <p>forwards the approved DV with complete SDs and 2 copies of ORS to the Releasing staff.</p>	None	5 minutes	<p style="text-align: center;"><i>Chief Administrative Officer STOD</i></p>
	<p>1.9. Releasing staff records in the logbook the release of 3 copies of DV with complete SDs and 2 copies of the ORS and forwards it to the Assistant Regional Director or Regional Director/PARPO II for approval of the DV</p>	None	3 minutes	<p style="text-align: center;"><i>Chief Administrative Officer STOD</i></p>
	<p>1.10. Receiving/ staff of the OARD/ORD</p> <ul style="list-style-type: none"> • receives copies 1-4 of DV, SDs and copies 2-3 of the ORS and records in 	None	3 minutes	<p style="text-align: center;"><i>RD/ARD</i></p>



	the logbook the date of receipt, and forwards the documents to the Approving Officer for review and approval			
	<p>1.11. ARD/RD</p> <ul style="list-style-type: none"> • reviews DV and signs in Box D “Approved for Payment” portion; • Forwards documents to releasing staff 	None	5 minutes	<i>RD/ ARD</i>
	1.12. Releasing staff records in logbook the approved DV with complete SDs and 2 copies of ORS and forwards the documents to the Cashier	None	3 minutes	<i>RD / ARD</i>
	<p>1.13. Staff of Cashier</p> <ul style="list-style-type: none"> ➤ receives 3 copies of approved DV with complete SDs and 2 copies of ORS ➤ records in the logbook the date of receipt, DV number, payee, particulars and amount <p>checks completeness of signatories on DV</p>	None	5 minutes	<i>Chief Administrative Officer STOD</i>
	<p>1.14. If payment is by/through</p> <p>A. Check, staff:</p> <ul style="list-style-type: none"> ➤ prepares checks (1 original, 1 duplicate and 1 photocopy) ➤ records the date, check number, name of payee, nature of payment and amount of the DV in the Check ADA Record 	None	10 minutes	<i>Chief Administrative Officer STOD</i>



	<p>maintained per bank account</p> <ul style="list-style-type: none"> ➤ Forwards 3 copies of check (1 original, 1 duplicate and 1 photocopy), 3 copies of DV with complete SDs and 2 copies of ORS to the Cashier for review and signature <p>(Proceed to 15)</p> <p>B. ACIC and LDDAP-ADA, Accounting / Cashier Staff</p> <ul style="list-style-type: none"> ➤ Prepares 2 copies of ACIC and 3 copies of LDDAP – ADA ➤ Forward the ACIC to RD / PARPO II and 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 Releasing staff <p>Releasing Staff</p> <ul style="list-style-type: none"> ➤ Records in the logbook the release of 2 copies of ACIC and 3 copies of LDDAP – ADA, copies 3 of DV with complete SDs and 2 copies of the ORS and SDs to the OARD/ORD/PARPO II for approval of the LDDAP – ADA <p>(Proceed to 17B)</p>			
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	<p>1.15. Cashier</p> <ul style="list-style-type: none"> ➤ verifies completeness of signature of the DV ➤ reviews the amount in the Check / ACIC and LDDAP - ADA against the DV and SDs ➤ signs the check forwards to staff for releasing to authorized countersigning official (ARD/RD) 	None	5 minutes	Chief Administrative Officer STOD
	<p>1.16. Staff of Cashier</p> <p>Forwards the set of documents to the Authorized Countersigning Official (RD or ARD)</p>	None	5 minutes	Chief Administrative Officer STOD
	<p>1.17. If</p> <p>A. Check payment, Authorized Countersigning Official (Rd or ARD)</p> <ul style="list-style-type: none"> ➤ countersigns check ➤ forwards to releasing staff <p>B. ACIC and LDDAP – ADA</p> <p>Receiving/releasing staff at OARD/ORD</p> <ul style="list-style-type: none"> ➤ receives 2 copies of ACIC, 3 copies of LDDAP-ADA, 3 copies of DVs with complete SDs and 2 copies of ORS ➤ forwards documents to ARD/RD for review and approval of ACIC and LDDAP – ADA <p>ARD/RD/PARPO II</p>	None	5 minutes	Chief Administrative Officer STOD RD or ARD



	<ul style="list-style-type: none"> ➤ reviews ACIC and LDDAP – ADA ➤ signs in “Approved” portion of the ACIC and LDDAP <p>forwards the approved ACIC and LDDAP- ADA, DV with complete SDs and ORS receiving/releasing staff</p>			
	<p>1.18. Releasing staff records in the logbook date of release of check or ACIC and LDDAP - ADA, DVs with complete SDs and ORS to the Cashier</p>	None	3 minutes	<p><i>Chief Administrative Officer</i> STOD</p>
	<p>1.19. Cashier or Staff</p> <p>A. If Check</p> <ul style="list-style-type: none"> ➤ receives the check, DV with complete SDs and ORS ➤ verifies completeness of signatures in the check, and in the DV including the amounts <p>B. If ACIC and LDDAP - ADA</p> <p>Cashier</p> <ul style="list-style-type: none"> • verifies completeness of signatures in the ACIC and LDDAP – ADA and in the DV including the amounts • Signs the “LDDAP-ADA” portion • Forwards the signed LDDAP – ADA to OARD/ORD for countersigning • ARD/RD countersigns the 	None	3 minutes	<p><i>Chief Administrative Officer</i> STOD</p> <p>RD/ARD</p>



	<p>“ADA” portion of the LDDADP – ADA (Proceed to 20B)</p>			
<p>2. The client 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</p>	<p>2. Cashier or staff A. if check payment ➤ releases original of check to the payee, ➤ Attaches OR/Invoice issued by payee/ claimant, if any on Copy 1 of DV ➤ Requires payee/ claimant to sign on Box E of the DV and the Check Registry/Logbook B. ACIC and LDDAP – ADA Cashier • releases 1 copy of ACIC and 2 copies of LDDAP – Ada to LBP Servicing Branch which shall pay the creditors/payees listed in the LDDAP – ADA not later than 48 hours but not earlier than 24 hours upon receipt of the LDDAP – Ada from the Office furnishes creditors/payees with copy of the ACIC and LDDP – ADA or informs them of the LDDAP - ADA number to update them on the status of their claims</p>	None	5 minutes	Chief Administrative Officer STOD
<p>3. Fills – out the Client Satisfaction Survey Form</p>	<p>3. Solicits client feedback using CSSF Receives filled – out and places CSSF in box provided for</p>	None	3 minutes	Chief Administrative Officer STOD



	TOTAL:	None	1 hour 59 minutes	
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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:	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 the 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	<i>Chief Administrative Officer</i> STOD
	1.2 Prepares/generates from Payroll Index Sub-System (PISS)	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	1.3 Signs the Certified Correct portion of the Certification	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	1.4 Records the certificate in the logbook for outgoing documents	None	2 minutes	<i>Chief Administrative Officer</i> STOD



<p>2. Receives signed certification by signing the released column of the logbook or online (email, Messenger) and fills-out the Client Satisfaction Measurement (CSM) Form and submits to the designated personnel</p>	<p>2. Releases the signed certification to the requesting party physically or online (email or Messenger) and receives and places the filled-out CSM Form in the box provided</p>	<p>None</p>	<p>1 minute</p>	<p><i>Chief Administrative Officer STOD</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>12 minutes</p>	



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:	Legal Division – DAR Regional Office (DARRO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Landowner, Tenant, Agrarian Reform Beneficiaries (ARBs), Representative (with Special Power of Attorney [SPA])			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo / Endorsement Letter		DAR Municipal Office (DARM)O		
Copy of proof of ownership, if applicable		Registry of Deeds		
Authority to Represent, if applicable		Client		
Other Muniments of Title		Client, Assessor's Office		
BARC Certification (if applicable)		Barangay Agrarian Reform Committee (BARC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits the office and seeks for legal advice and mediation.	1.1 Duly authorized Legal Officer interviews the client and evaluates the issues raised. If it involves an agrarian dispute, sets schedule of conference and venue.	None	1 hour	<i>Chief Legal Officer</i> Legal Division
	1.2 Duly authorized Legal Officer prepares Notice of Mediation indicating the date, time, and place, and informs the client of the said schedule through text, call, or e-mail.	None	20 minutes	<i>Chief Legal Officer</i> Legal Division
2. Client attends the scheduled mediation conference.	2. Duly authorized Legal Officer conducts mediation on the scheduled date, time and place.	None	2 days Longer period depending on the complexity of the case and	<i>Chief Legal Officer</i> Legal Division



			the parties' willingness to reach an agreement. It may occur in multiple sessions.	
<p>3. If an agreement is reached, Client affixes signature in the Compromise Agreement.</p> <p>If no agreement is reached, Client affixes conformity (or signature) in the Certification of No Compromise Agreement.</p>	<p>3. If an agreement is reached, duly authorized Legal Officer prepares and assists the parties in the execution of the Compromise Agreement.</p> <p>If no agreement reached, duly authorized Legal Officer issues a Certification of No Compromise Agreement.</p>	None	30 minutes	<i>Chief Legal Officer Legal Division</i>
4. Client fills-out Client Satisfaction Measurement (CSM) Form.		None	5 minutes	
	TOTAL:	None	2 days 1 hour 55 minutes	

Timeline may vary as mediation is a flexible process depending on the willingness of the parties.



5. Issuance of Cease and Desist Order and Show Cause Order in ALL 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:	Legal Division – DAR Regional office (DARRO)			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G), Government to Business (G2B)			
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. Client files protest/complaint with the MARO/PARO/Regional Director (RD).	1.1.a If filed in the MARO or PARO, DAR Personnel conducts an investigation to determine a prima facie case for illegal, premature or unauthorized conversion.	None	5 days	<i>Regional Director DARRO</i>
	1.1.b If filed with the Regional Office, DAR Personnel forwards the complaint to the PARPO for the conduct of investigation.	None	3 days	<i>Chief Legal Officer Legal Division Chief Administrative Officer STOD</i>
	1.2 DAR Personnel receives Investigation Report of the PARPO from the Office of the RD and enter the same in the logbook.	None	15 minutes	<i>Chief Legal Officer Legal Division</i>
	1.3 DAR Personnel transmits the Case Folder to the Chief	None	15 minutes	<i>Chief Legal Officer Legal Division</i>



	Legal Officer for assignment.			
	1.4 Chief Legal Officer assesses and assigns the Case Folder to the Legal Officer.	None	2 hours	Chief Legal Officer Legal Division
	1.5 Legal Officer evaluates the merits of the Investigation Report. If warranted, drafts the Cease and Desist Order (CDO) with the Show Cause Order.	None	2 days	Chief Legal Officer Legal Division
	1.6 DAR Personnel transmits the draft CDO to the Chief Legal Officer for review.	None	5 minutes	Chief Legal Officer Legal Division
	1.7 Chief Legal Officer reviews and prints the final CDO.	None	1 day & 2 hours	Chief Legal Officer Legal Division
	1.8 Chief Legal Officer forwards 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
2. Client receives Cease and Desist Order (CDO).	2. DAR Personnel records and reproduces copies of the CDO and forwards the same to the Records Section for mailing.	None	15 minutes	Chief Legal Officer Legal Division Chief Administrative Officer STOD
3. Client fills-out Client Satisfaction Measurement (CSM) Form.		None	2 minutes	Chief Administrative Officer STOD
	TOTAL: If filed in the MARPO/ DARPO:	None	9 days, 4 hours, and 52 minutes	



	If filed in the Regional Office:		7 days, 4 hours, and 52 minutes	
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6. Issuance of Certificate of Finality (Regular & Special)

This process covers the issuance of a Certificate of Finality in Regular Agrarian Law Implementation (ALI) and Special ALI cases decided by the Regional Office.

Certificate of Finality is being issued by the Regional Office if after verification there is no motion for reconsideration or appeal filed within fifteen (15) days from receipt by all the parties of the Order pertaining to those Regular and Special ALI cases.

Office or Division:	Legal Division - DARRO			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	<ol style="list-style-type: none"> 1. Farmer-Beneficiary/ies and/or Landowner (winning parties in Regular ALI cases) 2. Transferor/transferee in DAR Administrative Order No. 08, Series of 1995 3. Applicants with approved Conversion/Exemption in Special ALI cases 4. PARPO/MARPO 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request for the Issuance of Certificate of Finality 2. Certification issued by the Records Officer that no Motion for Reconsideration (MR) or Appeal was filed based on Records 3. Certification issued by the Bureau of Agrarian Legal Assistance (BALA) Director that no appeal was filed by any person on the said decision 		Client Records Officer BALA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. The client files a request for the issuance of Certificate of Finality	1.1 Receives the request for issuance of Certificate of Finality and forwards to Legal Division	None	20 minutes	<i>Chief Administrative Officer</i> STOD
	1.2 Verifies the case in the Legal Case Monitoring System (LCMS) as to whom it was originally assigned	None	30 minutes	<i>Chief Legal Officer</i> Legal Division



	1.3 Assigns the request to the Legal Officer who originally handled the case	None	15 minutes	Chief Legal Officer Legal Division
	1.4 Checks if the following requirements are complete: a. Certification of the Records Officer that no MR/Appeal based on records b. CONA Complete return cards	None	5 hours	Chief Legal Officer Legal Division
	1.5 Legal Officer prepares or drafts Certificate of Finality	None	30 minutes	Chief Legal Officer Legal Division
	1.6 Chief Legal Officer reviews the Certificate of Finality and affixes his/her initial	None	15 minutes	Chief Legal Officer Legal Division
	1.7 ARD/ARDO/ARDA reviews the Certificate of Finality and affixes his/her initial	None	6 hours	Asst. Regional Director/ ARDA/ ARDO
	1.8 RD reviews, approves, and signs the Certificate of Finality	None	6 hours	Regional Director
	1.9 LCMS Point person updates the case status in the LCMS	None	30 minutes	Regional Director
	1.10 Records Officer records and reproduces copies of the Certificate of Finality for mailing	None	15 minutes	Chief Administrative Officer STOD
2. The client receives the Certificate of Finality		None	5 minutes	
3. The client fills-out the Client Satisfaction Measurement (CSM) Form		None	5 minutes	
TOTAL:		None	2 days 3 hours 45 minutes	



7. Conduct of Legal Counselling

This service is provided by the DAR through the Legal Division catering the need of the farmers/actual tillers, agrarian reform beneficiaries (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 – DARRO			
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.		Public Assistance and Complaints Coordinating Unit (PACCU)/ Information Officer, DAR Regional Office		
2. Evidences presented/ submitted.		Client concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Client proceeds to Public Assistance Desk/ Public Assistance and Information Center (PAIC).	1. DAR Personnel facilitates the Client in filling- up the Client Information Sheet (CIS), and assesses the CIS if Client seeks legal advice for referral to Legal Division.	None	10 minutes	<i>Chief Administrative Officer STOD</i>
2. Client proceeds to Legal Division and submits Clientele Information Sheet (CIS) Form and/or Referral Form.	2.1 DAR Personnel receives and records the CIS in the logbook and directs Client to sign in the Visitors Logbook.	None	10 minutes	<i>Chief Legal Officer Legal Division</i>
	2.2 ARPO II and/or SARPO interviews the client and determines the disputes/issues raised and give Legal Advice and/or Legal Opinion/Counseling.	None	1 hour	<i>Chief Legal Officer Legal Division</i>
3. Client fills-out Client Satisfaction		None	2 minutes	



Measurement (CSM) Form.				
	TOTAL:	None	1 hour & 22 minutes	



8. 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 the necessary DAR conversion permit prior to any development of the subject area. This will ensure compliance with existing policy regulations and laws for conversion of agricultural lands to non-agricultural use.

Office or Division:	Legal Division - DARRO	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen; Government to Business; Government to Government	
Who may avail:	<ul style="list-style-type: none"> • 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
<p>Must be six (6) copies placed in separate folders</p> <ul style="list-style-type: none"> • 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	
<p>In case of an untitled land, the following is required in lieu of a title:</p> <ul style="list-style-type: none"> • 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 	<p>DENR-CENRO</p> <p>DENR-CENRO</p> <p>Clerk of Court</p>	



Court (for judicial confirmation of imperfect title) that the titling process/ proceedings has commenced and there are no adverse claimants	
Electronic copy of the Certificate of Title of the subject land as of June 15, 1988 and all successor Titles until the present Title	Register of Deeds
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. Client complies with the required documents and submits 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	1.1 RLUC Secretariat receives the Application Folder and checks the completeness of the requirements. If found complete, advises for its filing. Otherwise, return to Client.	None	1 hour	<i>Chief Legal Officer</i> Legal Division



<p>address of the concerned region in compliance to DAR Memorandum No. 224 dated June 15, 2020).</p>				
	<p>1.2 If complete, RLUCC Secretariat receives the LUC Application and issues assessment fee, inspection cost and cash/surety bond.</p>	<p>Filing Fee = PHP 2,000</p> <p>Inspection Cost = P 10,000, additional 5,000 if land is outside the island where the regional office is located</p> <p>Bond = 2.5% of the zonal value if paid in cash. 15% of the zonal value if paid in surety bonds</p>	<p>20 minutes</p>	<p><i>Chief Legal Officer</i> Legal Division &</p>
<p>2. Client secures the Order of Payment.</p>	<p>2.DAR Personnel assigns the appropriate code and signs the Order of Payment.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Chief Administrative Officer</i> STOD</p>
<p>3. Client pays the required fees to the Cashier.</p>	<p>3.DAR Personnel receives payment and issues Official Receipt.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Chief Administrative Officer</i> STOD</p>



4. Client submits the Official Receipt on the required fees. to the RLUC Secretariat as proof of payment.	4.1 DAR Personnel docket the LUC Application and logbooks the same and registers in the LCMS portal.	None	15 minutes	<i>RLUC Secretariat LCMS Point Person Legal Division</i>
	4.2 DAR Personnel transmits the application to the Chief Legal for assignment.	None	5 minutes	<i>RLUC Secretariat Legal Division</i>
	4.3 DAR Personnel assigns the application to a Legal Officer.	None	10 minutes	<i>Chief Legal Officer Legal Division</i>
	4.4 DAR Personnel prepares Notice for the Conduct of OCI/ OSII on the property subject of the application, and informs the applicant through text, call, or e-mail.	None	2 hours	<i>Chief Legal Officer Legal Division</i>
	4.5 DAR Personnel conducts of OCI/OSII by the RLUC Inspection Team.	None	3 days	<i>RLUC Inspection Team, PARPO's and MARPO's Representative/s</i>
	4.6 DAR Personnel prepares an Investigation Report for the deliberation of the RLUC.	None	1 day	<i>Chief Legal Officer Legal Division</i>
	4.7 DAR Personnel schedules the date of the deliberation and sends the notice of the meeting indicating the schedule thereof.	None	1 hour	<i>RLUC Secretariat Legal Division</i>
	4.8 Board deliberates on the findings and recommendations of the investigating team and makes its own decision whether to adopt the recommendation or not. The said deliberation	None	4 hours	<i>RLUC Plenary Board</i>



	shall be recorded by the RLUCC Secretariat.			
	4.9 Regional Director conducts of Clarificatory Hearing, if necessary.	None	2 hours	<i>Regional Director</i>
	4.10 DAR Personnel prepares the draft Order of Conversion for the signature of the Regional Director, with the necessary initials from the members of the RLUCC.	None	5 days	<i>Chief Legal Officer Legal Division</i>
	4.11 DAR Personnel reviews the draft Order. If in order, affixes initial, and transmits to the Office of the Assistant Regional Director (ARD).	None	1 day	<i>Chief Legal Officer Legal Division</i>
	4.12 ARD reviews the Order and if in order, affixes initials, and transmits the same to the Office of the RD.	None	1 day	<i>ARD Regional Director</i>
	4.13 RD reviews and signs the Order.	None	2 days	<i>Regional Director</i>
5. Client receives the Order.		None	5 minutes	
6. Client fills out Client Satisfaction Measurement (CSM) Form.		None	2 minutes	
TOTAL:		PHP 10,000.00 plus Bond (2.5% of the zonal value if paid in cash or 15% if in surety bonds)	14 days, 3 hours, and 27 minutes	



<p>Additional fee if land is outside the island where the regional office is located</p>	<p>PHP 5,000.00</p>		
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***Republic Act No. 6657 and DAR Administrative Order No. 1, Series of 2002 as Amended by Administrative Order No. 1, Series of 2019, Administrative Order No. 3, Series of 2021 and Administrative Order No. 3-A, Series of 2021 .**

(from ARTA Zero Backlog Report)

The Resolution of Land Use Conversion Cases is an exercise of quasi-judicial functions of the DAR involving agrarian law implementation. The quasi-judicial powers of the DAR are found under Sec. 50 of Republic Act 6657, as amended, and under Sec. 56 therein, all ALI cases must be resolved within 30 days after it is deemed submitted for resolution. These two (2) provisions of the law were used by the Department of Justice (DOJ) in DOJ Opinion No. 38, S. 2020 where they agreed with DAR's assertion.



9. Legal Representation

“Lawyers and Legal Officers for the Farmers” is the apt slogan for this public service. In essence, it is the process of providing free legal assistance and representation to our indigent farmer beneficiaries including immediate members of their families and other qualified beneficiaries under Section 22 of Republic Act (R.A.) No. 6657 and other qualified stakeholders to protect their rights and interest under the government’s agrarian reform program, either by way of legal advice and the appropriate filing of cases before the proper forum 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) under DAR M.C. 12-09 known as the DAR Manual on Legal Assistance, 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:	Legal Divisions - DARRO
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 and other attached government agencies
A requesting-party together with his/her written request for legal representation/assistance, shall bring/submit: 10. Certificate of Land Ownership Award (CLOA); 11. Emancipation Patent (EP); 12. Order of Award/Certificate of Land Transfer (CLT); 13. Agricultural Leasehold Contract (ALC); 14. Receipts of payment of lease rentals; 15. Order/Resolution/Decision of courts/quasi-judicial agencies	Client concerned and other attached government agencies



establishing the requestor's agrarian right; 16. Administrative findings or certifications evidencing such agrarian right; 17. Certificate of Indigency; 18. Special Power of Attorney; Copy of withdrawal of counsel, if applicable.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs the official logbook.	1. Designated Officer of the Day checks the completeness of the entry for record purposes.	None pursuant to DAR MC 246 and PD 946	1 minute	<i>Division Chief Legal Division</i>
2. Client presents the written request for legal representation, and submits any and/or all pertinent documents.	2.1 Designated Officer of the Day interviews the requesting party to ascertain his/her qualification. Designated Officer of the Day examines, evaluates, and analyzes the facts as narrated by the requesting party including the documents submitted.	None pursuant to DAR MC 246 and PD 946	30 minutes	<i>Division Chief Legal Division</i>
	2.2 Designated Officer of the Day examines the authenticity of the documents submitted by coordinating and communicating with the offices where the said documents originated.	None pursuant to DAR MC 246 and PD 946	1 day	<i>Division Chief Legal Division</i>



	<p>2.2.1 If the requesting party or applicant is qualified and there is reasonable ground to sustain his/her case is the proper forum, the Officer assists and/or represents the said party.</p> <p>The Handling Officer fills-up and signs the Matrix for Legal Representation which shall also be approved by the Division Chief.</p>	None pursuant to DAR MC 246 and PD 946	30 minutes	<i>Division Chief Legal Division</i>
	2.2.2 If the requesting party/applicant is not qualified, the Officer immediately communicates the denial to the concerned individual or entity.	None pursuant to DAR MC 246 and PD 946	The communication will be made through a letter addressed to the individual concerned	
	The Lawyer/Legal Officer concerned submits a report and/or confirmation for the denial to the ARBLAD Chief who shall submit a recommendation to the BALA Director for final determination whether the request for legal assistance is proper or not.	None pursuant to DAR MC 246 and PD 946		
	2.3. The Handling Officer drafts and files a formal <i>Entry of Appearance</i> or files the necessary pleading/ documents with the appropriate quasi-	None pursuant to DAR MC 246 and PD 946	30 minutes as regards the filing of formal <i>Entry of Appearance</i>	<i>Division Chief Legal Division</i>



	<p>judicial agencies or regular courts.</p> <p>2.4. The Handling Lawyer/Legal Officer will attend preliminary conference and scheduled hearing set by the Court/Office and other Quasi-Judicial Agencies.</p>		<p>As regards the <u>filing</u> of pleadings/ documents depends on the period set forth by the Rules of Court; respective rules of procedure of the QJA concerned; and other pertinent laws.</p>	
<p>3. Client answers the Client Satisfaction Measurement (CSM) Form.</p>	<p>Designated Officer of the Day administers CSM Form.</p>	<p>None pursuant to DAR MC 246 and PD 946</p>	<p>5 minutes</p>	<p><i>Division Chief Legal Division</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>1 day 2 hours and 6 minutes</p>	



10. Approval and disapproval of the Application for Transfer of Awarded Lands (to ARBs) pursuant to PD No. 27, EO No. 228, RA No. 6657 (DAR AO No. 8, S. of 1995 and Joint DAR-LRA MC No. 9, S. of 2006)

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:	MARPO, DARPO, and DARRO 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	
FOR THE TRANSFEROR:	
1. Letter request of the applicant for transfer;	Applicant
1.1. If the applicant is not the transferor/ owner, Special Power of Attorney (SPA);	Applicant
1.2. Proof of identity of Transferor (government issued ID, passport, etc.)	Applicant
1.3. Deed or instrument to be registered (e.g., Deed of Sale, Deed of Donation, EJS); to validate if the transfer is allowable pursuant to the 10-year prohibitory period under RA 6657	Applicant
1.4. Electronic copy of the title issued within one year to validate date of registration of the title with the original copy of the Tax Declaration	ROD/ Assessor's office
2. Certificate of Full Payment of amortization if - VLT/DPS; LBP	Former Landowner / Office of the PARPO II



if – CA and VOS		Landbank of the Philippines		
3. Certificate of loans, equipment, etc.;		Office of the PARPO II/ Landbank of the Philippines		
4. Notarized certificate of the NIA Regional Manager for areas served either by communal or National Irrigation System of the NIA as the case may be, and as to whether or not the subject land is irrigated or irrigable;		National Irrigation Administration		
5. Tax Clearance for the landholding subject of transfer;		Local Treasurer's Office		
6. 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		
FOR THE TRANSFEREE/ BUYER/ DONEE/ HEIR				
1. Omnibus Affidavit that; a. transferee and spouse have a total landholding, entire Philippines 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; with proof of receipt of the Affidavit by the BARC Chairman b. transferee is willing to maintain the productivity of the land and will not change the nature of its use without DAR's approval.		Transferee		
2. Certified true copy of Income Tax Return (for the year immediately preceding the date of application)		BIR; Transferee		
3. Certification regarding the extent of agricultural landholding of the transferee within the province		Provincial Assessor's Office		
4. Valid Government Issued ID		Transferee; City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The Client files a written request to transfer his/her awarded land with all the required documents at the DARMO where the subject land is located.</p>	<p>1.1 DARMO staff/designated LTID Personnel evaluates the completeness of the documentary requirements.</p>	<p>None</p>	<p>1 hour</p>	<p>MARPO MARO or Designated LTID Personnel <i>LTID Division (in certain field offices, for low or Zero LAD Balance, MARO Office is no longer existing)</i></p>
<p>2. Client accompanies DARMO staff to the site on the scheduled date and time of conduct of OSII.</p>	<p>2.1 MARO validates the land, inspects and conducts of OSII.</p>	<p>None</p>	<p>5 hours</p>	<p>MARPO MARO</p>
	<p>2.2 DARMO Personnel transmits complete documents to the DARPO.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Designated LTID Personnel LTID Division (in certain field offices, for low or Zero LAD Balance, MARO Office is no longer existing)</i></p>
	<p>2.3 DARPO records in the ODTs and indicates date of receipt in the Applicant's receiving copy.</p>	<p>None</p>	<p>10 minutes</p>	<p>MARPO MARO</p>
	<p>2.4 DARPO prepares LTA folder, assigns docket number, and enters the Application in the LCMS.</p>	<p>None</p>	<p>2 hours</p>	<p>CAO Records Unit, STOD, DARPO *Designated LTID Personnel (in certain field offices, for low or Zero LAD</p>



				Balance, MARO Office is no longer existing)
	2.5 In case there is no DARMO, the DARPO coordinates with the OSII Team and informs the client of the schedule <i>via</i> SMS message/call.	None	2 hours	<i>PARPO II</i> Office of the PARPO
	2.6 DARPO conducts OSII.	None	1 day	<i>PARPO II</i> Office of the PARPO
	2.7 DARPO prepares Case Report by the MARPO and Transmittal Report and Recommendation to be signed by PARPO.	None	1 hour	<i>PARPO II</i> Office of the PARPO
	2.8 DAR Personnel forwards the LTA Folder to the DARRO.	None	1 hour	<i>Atty V</i> Legal Division, DARPO
	3. The DARRO receives the LTA folder through the Records Section.	None	15 minutes	<i>Regional Director</i> Office of the Regional Director
	3.1 DAR Personnel assigns the Case Folder to a Legal Officer and updates the Case Folder in the LCMS.	None	30 minutes	<i>Chief Administrative Officer</i> STOD, DARRO
	3.2 Legal Officer evaluates and verifies the Case Folder.	None	3 days	<i>Atty V</i> Legal Division, DARRO
	3.3 Legal Officer conducts OSII and prepares OCI Report.	None	3 days	<i>Atty V</i> Legal Division, DARRO
	3.4 The Legal Division prepares and reviews the draft Resolution/Order.	None	4 days	<i>Atty V</i> Legal Division, DARRO



	3.5 Chief Legal reviews the draft Resolution/Order, and if necessary, returns to the Legal Officer for revisions.	None	2 days	<i>Atty V</i> Legal Division, DARRO
	3.6 Legal Officer inputs the corrections of the Chief Legal, if any, and conducts final printing. The final draft is submitted to the Chief Legal for signature.	None	2 hours	<i>Atty V</i> Legal Division, DARRO
	3.7 Chief Legal affixes his/her initials on the Resolution/Order and transmits to the Assistant Regional Director.	None	2 hours	<i>Atty V</i> Legal Division, DARRO
	3.8 Assistant Regional Director reviews the Resolution/Order and affixes his/her initials, if in order. Resolution/Order is submitted to the Regional Director.	None	2 days	<i>Assistant Regional Director</i>
	3.9 Regional Director reviews and signs the Resolution/Order.	None	2 days	<i>Regional Director</i>
	3.10 Records and reproduces copies of the Order and forwards to the Records Section.	None	15 minutes	<i>Atty V</i> Legal Division, DARRO
	4. The Records Section sends/-mails to concerned parties.	None	1 hour	<i>Chief Administrative Officer STOD, DARRO</i>
5. Client accomplishes Client Satisfaction	5.1.a PACCU administers the Feedback Form via snail mail or email.	None	3 minutes	<i>PACCU</i>



Measurement (CSM) Form.				
	5.1.b The DARPO administers the Feedback Form via personal delivery.	None		<i>Atty V</i> Legal Division, DARPO or RCAO STOD, DARRO
TOTAL:		None	19 days 2 hours 13 mins	

***Republic Act No. 6657 and DAR Administrative Order No. 8, Series of 1995, JMC 09-06, and A.O. No. 1, Series of 1989.**

***This Critical Service was subjected to 2023 Whole-of-Government Reengineering Plan.**



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

The Certification is issued to attest that the requesting party has pending/no pending case at the Regional/Provincial Adjudicator's Office. The Certification is a requirement for transfer of awarded lands under Administrative Order No. 8, Series of 1995, as amended, 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:	<p>For certification as to case status:</p> <ol style="list-style-type: none"> 1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party/counsel to the case; or 4. Any government entity concerned <p>For certification of no pending case:</p> <ol style="list-style-type: none"> 1. Any interested party; or 2. Any government entity concerned
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Written request <ul style="list-style-type: none"> • DARAB Request Form • Letter-request • Request through electronic means 	<p>Office of the RARAD / PARAD Party to the case/counsel of record/any person authorized</p> <p>Party to the case/counsel of record/any person authorized</p>
<ol style="list-style-type: none"> 2. Land title and/or Tax Declaration or any other valid sources of landholding information 	Register of Deeds / Assessor's Office / Requesting party
For No. 3 in the above enumeration:	
<ol style="list-style-type: none"> 1. Letter-authority/Special Power of Attorney (SPA) 	Party to the case/Counsel of record
<ol style="list-style-type: none"> 2. Valid ID of the principal (photocopy) 	Company, school or government entity concerned
<ol style="list-style-type: none"> 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. Client submits DARAB request form/letter-request/request through digitally/online.	1.1 Agrarian Reform Program Officer (ARPO) II receives and reviews the accomplished form/letter-request/request digitally/online.	None	5 Minutes	Regional Agrarian Reform Adjudicator (RARAD)/
	1.2 ARPO II verifies case records if there is a pending/no pending case before the RARAD.	None	10 Minutes	RARAD
	1.3 ARPO II issues Order of Payment (only for paying client) if with pending/no pending case.			
2. Client pays the necessary fees.	2.1 ARPO II prepares the Certification.	PHP 50/ document (Pauper litigant free of charge)	10 Minutes	RARAD
	2.2 ARPO II records the Official Receipt number in the logbook/request form.			
3. Client receives the Certification and accomplishes the Client Satisfaction Measurement (CSM) Form and drops in the designated box.	3. ARPO II releases the Certification and requests the Client to accomplish the CSM Form.	None	7 Minutes	RARAD



TOTAL:	Php 60 50.00 (MC No. 02, Series of 2022 2011)	32 Minutes (or within 3 days)	
If Pauper Litigant	Free of charge		



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

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:	<p>For certified copies of documents (case records/TSN):</p> <ol style="list-style-type: none"> 1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party / counsel to the case 4. Any government entity concerned <p>For certified copies of promulgated Decisions/Resolutions/Orders:</p> <ol style="list-style-type: none"> 1. Any interested party; or 2. Any government entity concerned. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Written request <ul style="list-style-type: none"> • DARAB Request Form • Letter-request • Request through electronic means 	<p>Office of the RARAD</p> <p>Party to the case/counsel of record/any person authorized</p> <p>Party to the case/counsel of record/any person authorized</p>	
<p>For No. 3 in the above enumeration:</p> <ol style="list-style-type: none"> 1. Authorization/Special Power of Attorney (SPA) 2. Valid ID of the principal (photocopy) 3. Valid ID of the representative (for presentation only) or any proof of identity 	<p>Party to the case/Counsel of record</p> <p>Company, school or government entity concerned</p> <p>Company, school or government entity concerned</p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Client submits DARAB request form/letter-request/request online.</p>	<p>1.1 ARPO II receives the accomplished form/letter-request/request online.</p>	None	5 minutes	RARAD
	<p>1.2 ARPO II retrieves case records and verifies the existence of the requested document and assesses the amount to be paid.</p>	None	12 minutes	RARAD
	<p>1.3 ARPO II prepares and reproduces the requested document and issues Order of Payment (only for paying client).</p>	None		
	<p>If case folder is at the office:</p> <p>50 pages and below, 5 years and below</p> <ul style="list-style-type: none"> •50 pages and below, above 5 years •51 to 100 pages, 5 years and below •51 to 100 pages, above 5 years <p>If case folder/TSN is not yet available or if case records are voluminous:</p> <p>1.3.1 ARPO II retrieves and prepares the requested documents</p>	None	<p>30 minutes</p> <p>40 minutes</p>	RARAD



			1 Hour 1 hour, 10 minutes 3 days	
		None		RARAD
2. Client pays the necessary fees.	2.1 ARPO II authenticates the document while the Client is paying the corresponding fee at the cashier. 2.2 ARPO II records the Official Receipt number in the logbook/request form.	Php 12 10.00 / page (Pauper litigant is free of charge)	10 minutes	RARAD
3. Client receives the requested documents and accomplishes the Client Satisfaction Measurement (CSM) Form.	3. ARPO II releases the (requested documents) to the Client. DAR Personne requests the Client to accomplish the CSM Form.	None	8 minutes	RARAD
TOTAL:		PhP 12 (MC No. 02 Series		



Pauper Litigant:	of 2022)		
	Free of Charge		
For 50 pages and below			
5 years and below		1 hour, 5 minutes (or within 3 days)	
5 years and above		1 hour, 15 minutes (or within 3 days)	
Archived		3 days	
For 51 to 100 pages			
5 years and below		1 hour, 35 minutes (or within 3 days)	
5 years and above		1 hour, 45 minutes (or within 3 days)	
Archived		3 days	



13. Issuance of Entry of Judgment

The Entry of Judgment is issued to the requesting party, who is interested in having 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:	<ol style="list-style-type: none"> 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		
<ol style="list-style-type: none"> 1. Written request <ul style="list-style-type: none"> • 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		
For No. 3 in the above enumeration: <ol style="list-style-type: none"> 1. Letter-authority/Special Power of Attorney (SPA) 2. Valid ID of the principal (photocopy) 3. Valid ID of the representative (for presentation only) or any proof of identity 		Party to the case/Counsel of record Company, school or government entity concerned Company, school or government entity concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the DARAB request form/letter-request/request digitally/online.	1.1 The Agrarian Reform Program Officer (ARPO) II receives and reviews the accomplished form/letter-	None	5 minutes	RARAD



	request/request digitally/online.			
	<p>1.2 ARPO II retrieves the case records and verifies if the decision/resolution/final order has become FINEX:</p> <p>a. 5 years & below</p> <p>b. above 5 years</p> <p>c. Archived</p> <p>1.3 ARPO II prepares the Entry of Judgment and releases to the client.</p>	None	<p>10 minutes</p> <p>30 minutes</p> <p>45 minutes</p> <p>10 minutes</p>	RARAD
2. Client accomplishes the Client Satisfaction Measurement (CSM) Form and drops in the designated box.	2. ARPO II requests the client to fill-up the CSM Form.	None	5 minutes	RARAD
TOTAL:				RARAD
5 years & below		None	30 minutes (or	



		within 3 days)	
Above 5 years	None	50 minutes (or within 3 days)	
Archived	None	1 hour, 5 minutes (or within 3 days)	



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 – PACCU; For internal client, DARRO - STOD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-out Request Form and attaches the photocopy of ID.	1.1 DAR Personnel receives and logs-in the filled-up Request Form.	None	2 minutes	<i>PACCU/ Records Officer STOD</i>
	1.2 DAR Personnel evaluates the filled-up Request Form.	None	3 minutes	<i>PACCU/ Records Officer STOD</i>
	1.3 DAR Personnel routes the evaluated filled-up request form to Regional Chief Administrative Officer (RCAO).	None	3 minutes	<i>PACCU/ Records Officer STOD</i>
	1.4 DAR Personnel receives and logs-in Request Form.	None	2 Minutes	<i>Records Officer STOD</i>
	1.5 CAO evaluates, verifies, and retrieves the requested data.	None	5 Minutes	<i>Chief Administrative Officer STOD</i>
	1.5.1 If the request is for the information of an individual ARB, generates individual ARB information 1.5.2 If the request is for group of ARBs,	None	30 minutes	<i>Chief Administrative Officer STOD</i>



	generates list and its summary.			
	1.6 CAO prepares Certification that requested information was found or was not found in the database.	None	5 minutes	<i>Chief Administrative Officer STOD</i>
	1.7 Signs RCAO's/ARD's initial on the Certification.	None	2 minutes	<i>CAO/ ARD for Operations/ PARPO I/ II</i>
	1.8 CAO fills-up the findings portion of the Request Form.	None	2 minutes	<i>Chief Administrative Officer STOD</i>
	1.9 CAO forwards the Certification with attachments (if necessary) to Regional Director (RD) for approval.	None	3 minutes	<i>Chief Administrative Officer STOD</i>
	1.10 DAR Personnel receives and logs-in the Certification.	None	2 minutes	<i>RD/ PARPO II</i>
	1.11 RD reviews the Certification.	None	5 minutes	<i>RD</i>
	1.12 RD approves and signs the Certification.	None	2 minutes	<i>RD</i>
	1.13 RD logs-out and returns the approved Certification.	None	2 minutes	<i>RD</i>
	1.14 DAR Personnel receives the Approved Certification.	None	2 minutes	<i>Chief Administrative Officer STOD</i>
	1.15 DAR Personnel photocopies one (1) copy of the updated Request Form and Certification for safekeeping.	None	10 Minutes	<i>Chief Administrative Officer STOD</i>
	1.16 DAR Personnel logs-out and forwards the updated request form and certification to PACU/STOD Staff.	None	3 Minutes	<i>Chief Administrative Officer STOD</i>
	1.17 DAR Personnel receives the updated	None	2 minutes	<i>PACCU/ Records Officer</i>



	Request Form and Certification.			STOD
	1.18 DAR Personnel logs-out and releases the Certification.	None	2 minutes	<i>PACCU/ Records Officer</i> STOD
2. Client receives the Certification.		None	3 minutes	<i>Client</i>
3. Client fills-out Client Satisfaction Measurement (CSM) Form.	3. DAR Personnel receives the accomplished CSM Form.	None	2 minutes	<i>PACCU/ Records Officer</i> STOD
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.csc.gov.ph) or at Personnel Section		
3. IPCR for the last rating period (2 photocopies)		Applicant		
4. Certificates of trainings attended (per MC 19-2019) for 1 st and 2 nd level position for Division Chiefs and Executives/Managerial Positions (2 photocopies)		Applicant		
5. Proof of awards and recognition received (2 photocopies)		Applicant		
6. Scholastic Records (Transcript of Records, Diploma, duly certified by the school (2 photocopies)		School last attended, CHED		
7. 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. Client submits letter-intent with complete required documents whether in email or hard copy addressed to the Regional Director.	1.1 Personnel Officer receives/ downloads the application and checks the completeness of the required documents attached against the checklist.	None	30 minutes	Chief Administrative Officer Personnel Section/ STOD



	1.2. Personnel Officer evaluates the documents of applicant whether they conform with the minimum requirement of the position based on the Qualification Standard, and application of the EEOP.	None	20 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.3 Personnel Officer prepares reply letter to notify/inform applicants of whether he/she was qualified or not qualified.	None	20 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.4 RD approves and signs Letter/ Notification to applicants.	None	20 minutes	<i>Head of Office RD</i>
	1.5 Personnel Officer forwards the approved letter / notification to Records Section for mailing.	None	15 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.6 Records Officer encodes to ODTs the letter and sends notification to the applicant.	None	5 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	Client fills-out the Client Satisfaction Measurement (CSM) Form and DAR Personnel records the Client's feedback.			
	TOTAL:	None	1 hour & 50 minutes	



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:	Regional Planning Section - STOD			
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:				
<ul style="list-style-type: none"> a. Valid Identification Card (Original or photocopy for presentation to PACU/STO Staff (Records Officer) b. Request Letter (1 copy, original), and/or c. Filled-up Client Request Form 		Any Government institution, Office of the Requesting Client, School where the client is currently enrolled Office of the requesting organization DAR-Regional/ Provincial Office, PACU/STO Staff (Records Officer)		
If Thru Mail (Snail Mail or e-Mail, Courier):				
<ul style="list-style-type: none"> 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 the Regional Office				
1. Presents ID Card and Request Letter to the PACU/STO Staff (Records Officer)	1.1 Receives and peruses the request letter and identification card of the client. If it is in order, assesses if data requested is available in the Regional Office.	None	15 Mins	PACU/STO Staff (Records Officer)
2. Receives information from PACU/STO Staff	2.1 Informs the client that the data being requested is not	None	15 mins	PACU/STO Staff (Records Officer)



(Records Officer) that data requested is not available in the Regional Office	available in Regional Office. 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.			
	Transaction Completed	None	30 minutes	
If Data requested is Readily Available at the DAR Regional Office				
1. Presents ID Card and Request Letter to the PACU/STO Staff (Records Officer)	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-Regional Office.	None	15 Mins	PACU/STO Staff (Records Officer)
2. Provides additional details to the PACU/STO Staff (Records Officer), finalizes arrangement on when and how data will be claimed, and receives client's portion of the Client Request 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	PACU/STO Staff (Records Officer)
	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	25 mins	PACU/STO Staff (Records Officer)



	2.3 Details of the interview and arrangements on when and how the data will be claimed by the client are encoded in the Client Request Form			
	2.4 Prints copy of the filled-out Client Request Form. Attaches the Regional Office portion in the request letter and gives the Client's portion to the client.			
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		PACU/STO Staff (Records Officer)
	Retrieves data from the PACU/STO Staff (Records Officer) (e-copy or hard copy), makes a copy, and compiles all data requested if request involves multiple data	None	2 hours	PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> Records appropriate updates in the Client request Form 	None	15 mins	PACU/STO Staff (Records Officer)
	3.2. 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	PACU/STO Staff (Records Officer)



	3.3 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 Request Form.	4.1a Releases data to client and records release of data in the Client Request Form, if for pick up; or *Transaction is deemed ended as soon as the client has been informed that the data requested is available OR	None	20 mins	PACU/STO Staff (Records Officer)
	4.1b Sends requested data to client based on agreed mode (email, snail 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 at Regional Office but Still needs to be processed				
1. Presents ID Card and Request Letter to the PACU/STO Staff (Records Officer)	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-Regional Office	None	15 Mins	PACU/STO Staff (Records Officer) *The PACU/STO Staff (Records Officer) who first received the request shall be the staff responsible until the request is fully complied with



<p>2. Provides additional details to the PACU/STO Staff (Records Officer), finalizes arrangement on when and how data will be claimed, and receives client's portion of the Client Request Form</p>	<p>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</p>	<p>None</p>	<p>20 mins</p>	<p>PACU/STO Staff (Records Officer)</p>
	<p>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</p>	<p>None</p>	<p>10 mins</p>	<p>PACU/STO Staff (Records Officer)</p>
	<p>2.3 Details of the interview and arrangements on when and how the data will be claimed by the client are encoded in the Client Request Form</p>	<p>None</p>		
	<p>2.4 Prints copy of the filled-out Client Request Form. Attaches the Regional Office portion to the request letter and gives the Client's portion to the client.</p>	<p>None</p>	<p>15 mins</p>	<p>PACU/STO Staff (Records Officer)</p>
<p>3. Waits for notification from DAR on availability of data requested or for the agreed time/day of release of data requested</p>	<p>3.1 Undertakes completed staff work (CSW) to comply with the request letter:</p>	<p>None</p>		<p>PACU/STO Staff (Records Officer)</p>



	Requests concerned Technical Staff to generate the data requested by client	None	15 mins	PACU/STO Staff (Records Officer)
	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	PACU/STO Staff (Records Officer)
	Receives documents from Technical Staff and Compiles all data requested (if multiple data requirements)	None	20 mins	PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> Prepares transmittal letter/memo, seeks clearance from Regional Director for release of data requested 	None	2 mins	PACU/STO Staff (Records Officer)
	Signs transmittal memo/letter and instructs staff-in-charge to release data requested	None	20 mins	<i>RD</i>
	Records appropriate updates in the Client Request Form	None	10 mins	PACU/STO Staff (Records Officer)
	3.2 Informs client that data requested is already available and ready for release	None	10 mins	PACU/STO Staff (Records Officer)
	3.3 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.	<p>4.1 Releases data to client and records release of data in the Client Request Form, if for pick up; or</p> <p>*Transaction is deemed ended as soon as the client has been informed that the data requested is available</p>	None	20 mins	PACU/STO Staff (Records Officer)



	OR			
	4.2 Sends requested data to client based on agreed mode (email, snail 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	2 Days 2 Hours and 37 Mins	
TOTAL:				
	Data is not Available at Regional Office	None	30 Minutes	
	Data is Readily Available at Regional Office	None	3 Hours and 50 Minutes	
	Data is at Regional Office But Still Needs to be Processed	None	2 Days, 2 Hours and 37 Minutes	
B. IF THRU E-MAIL/SNAIL MAIL or COURIER				
If Data requested is not available at Regional Office				
1.a Sends request email to Regional Office thru respective regional office email address	1.1a Receives and prints request e-mail, and forwards it to the STO Staff (Planning Officer IV/III) OR	None	20 minutes *Cut-off time is 12:00 Noon. Mail s received after the cut-off time	PACU/STO Staff (Records Officer)



<p><i>(with attached image of valid ID of requesting party)</i></p> <p>OR</p>			<p>shall be considered as received on the following working day.</p>	
<p>1.b Sends request letter to Regional Office address</p>	<p>1.1b Receives request letter, records receipt of documents in Regional Office receiving logbook, and forwards document to Planning Section</p>	<p>None</p>		<p>PACU/STO Staff (Records Officer)</p>
	<p>1.2 Receives request letter from Planning Section in-charge of emails and assesses whether data requested is available or not available at Regional Office, and whether it is readily available or is still to be generated, if available in Regional Office.</p>	<p>None</p>	<p>15 mins</p>	<p>PACU/STO Staff (Records Officer)</p>
<p>2. Receives information from Planning Section that data requested is not available in DAR</p>	<p>2.1 Informs the client that the data being requested is not available in Regional Office. If data is available in other divisions, refers the client to concerned office.</p> <p>- Prepares and send communication to the client regarding non-availability of the data and if possible advises client on where and how the data can be availed</p>	<p>None</p>	<p>1 Hour</p>	<p>PACU/STO Staff (Records Officer)</p>



	Transaction Completed	None	1 Hour and 35 Minutes	
If Data requested is available in DAR – Readily Available at DAR-Regional Office				
1. Sends request email to Regional Office thru respective regional office email address OR	1.1a Receives and prints request e-mail, and forwards it to the Planning Section 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.	PACU/STO Staff (Records Officer)
1.b Sends request letter to Regional Office address	1.1b Receives request letter, records receipt of documents in Regional Office receiving logbook, and forwards document to Planning Section	None		PACU/STO Staff (Records Officer)
	1.2 Receives request letter from Planning Section in-charge of emails and assesses whether data requested is available or not available at Planning Section, and whether it is readily available or is still to be generated, if available in Planning Section.	None	15 mins	PACU/STO Staff (Records Officer)



<p>2. Provides additional details to the Planning Section, finalizes arrangement on when and how data will be claimed</p>	<p>2.1 Communicates with the client to: - acknowledge receipt of his/her request; - get details on data being requested, if needed; and - firm up contact details, and arrangements on when the data will be available and how it will be claimed</p>	<p>None</p>	<p>2 hours</p>	<p>PACU/STO Staff (Records Officer)</p>
	<p>2.2 Encodes client's contact information, details about the data requested and agreed arrangement on when the data requested will be available and how it will be claimed in the Client Request Form. Prints copy of filled-out Client Request Form and attaches it to the request letter</p>	<p>None</p>	<p>20 mins</p>	<p>PACU/STO Staff (Records Officer)</p>
<p>3. Waits for notification from DAR on availability of data requested or agreed date of release of data</p>	<p>3.1 Undertakes completed staff work (CSW) to comply with the request letter:</p>	<p>None</p>		<p>PACU/STO Staff (Records Officer)</p>
	<ul style="list-style-type: none"> 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 	<p>None</p>	<p>2 hours</p>	<p>PACU/STO Staff (Records Officer)</p>
	<p>Records appropriate updates in the PS-CDR Form.</p>	<p>None</p>	<p>15 mins</p>	<p>PACU/STO Staff (Records Officer)</p>



	3.2 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	PACU/STO Staff (Records Officer)
	3.3 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 Client Request Form, if for pick up, or	None	30 mins	PACU/STO Staff (Records Officer)
	4.2 Sends requested data to client based on agreed mode (email, mail or courier) *Transaction is deemed ended as soon as the client is informed that the requested data is available, if data is for pick up, or if data is already sent through email, courier, or courier	None		
	Transaction Completed	None	5 Hours and 55 Mins	
If Data requested is available in DAR – Still needs to be processed		None		
1.a Sends request email to Regional/ Provincial Office thru respective regional office email address OR	1.1a Receives and prints request e-mail, and forwards it to the Planning Section OR	None	20 minutes *Cut-off time is 12:00 Noon. Mail s received after the cut-off time shall be considered as received	PACU/STO Staff (Records Officer)



			on the following working day.	
1.b Sends request letter to Regional Office address	1.1b Receives request letter, records receipt of documents in Regional Office receiving logbook, and forwards document to Planning Section	None		PACU/STO Staff (Records Officer)
	1.2 Receives request letter from STO Staff (Records Officer) 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	PACU/STO Staff (Records Officer)
2. Waits for notification from DAR on availability of data requested or agreed date of release of data	2.1 Undertakes completed staff work (CSW) to comply with the request letter:			
	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	PACU/STO Staff (Records Officer)
	Prepares transmittal letter/memo, seeks clearance from Regional Director for release of data requested	None	30 mins	PACU/STO Staff (Records Officer)
	Signs transmittal memo/letter and instructs staff-in-charge to release data requested	None	30 mins	<i>Regional Director</i>
	Records appropriate updates in the Client Request Form	None	15 mins	PACU/STO Staff (Records Officer)
	2.2 Informs client that data requested is	None	15 mins	PACU/STO Staff (Records Officer)



	already available and ready for release			
	2.3 Waits for the client to claim the data, if for pick-up	None	(Paused clock)	PACU/STO Staff (Records Officer)
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 Client Request Form, if for pick up, or	None	2 Hours and 30 Mins	STO Staff (Records Officer)
	3.1.b 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 4 Hours and 35 Mins	
TOTAL:				
	Data is not Available at Regional gOffice	None	1 Hour and 35 Mins	
	Data is Readily Available at Regional Office	None	5 Hours and 55 Mins	
	Data is Available at Regional Office but Still Needs to be Processed	None	2 Days 4 Hours and 35 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 on file.

Office or Division:	STOD – DAR Regional Officer (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		
Valid Company, any Government Issued, or any acceptable Identification (ID) Card. (Example: Philippine Identification System (PhilSys), Land Transportation Office (LTO), Social Security System (SSS), Local Government Units (LGUs), PhilPost, COMELEC, etc.)		Applicant/ Requesting Person		
Special Power of Attorney (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. Client requests for issuance of Certification on Motion for Reconsideration (CMR).	1. Records Officer/Records Custodian attends to client to determine needs and endorses to responsible person.	None	5 minutes	<i>Chief Administrative Officer</i> Records Unit
2. Client presents valid IDs, SPA (if Representative), and Letter-Request.	2.1 Records Officer/Records Custodian prepares and presents Request Slip for Order of Payment.	None	5 minutes	<i>Chief Administrative Officer</i> Records Unit
	2.2 Records Officer/Records Custodian issues Official Order of Payment.	None	2 minutes	<i>Chief Administrative Officer</i> Records Unit
3. Client pays required Fees to Cashiering Unit.		None	2 minutes	<i>Chief Administrative Officer</i> Records Unit



	3.1 DAR Personnel issues Official Receipt.	P60.00/ Certificatio n *free of charge – for farmers and ARBs	3 minutes	<i>Cashier</i> Cashiering Unit
	3.3 Records Officer prepares CMR and CAO issues CMR.	None	5 minutes	<i>Chief Administrative Officer</i> Records Unit
4. Client receives copy of CMR.	4. Records Officer/Records Custodian asks Client to sign in the logbook.	None	1 minute	<i>Chief Administrative Officer</i> Records Unit
5. Client fills-out Client Satisfaction Measurement (CSM) Form.	5. Records Officer/Records Custodian places CSM Form in the box.	None	2 minutes	<i>Chief Administrative Officer</i> Records Unit
	TOTAL:			
	Parties/Not-Parties to the Case	P60.00* (MC. 02 Series of 2022)	25 minutes	
	Farmers and ARBs	Free**	13 minutes	

*- Memorandum Circular No. 2, Series of 2022

** - 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:	DAR Regional Office – Records Unit			
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		
Valid Company, any Government Issued, or any acceptable Identification (ID) Card. (Example: Philippine Identification System (PhilSys), Land Transportation Office (LTO), Social Security System (SSS), Local Government Units (LGUs), PhilPost, COMELEC, etc.)		Applicant/Requesting Person		
2. Special Power of Attorney (SPA) for Authorized Representatives		Party to the Case		
3. Letter-Request with contact details or numbers		Interested Party		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Client requests for issuance of Certification on Motion for Reconsideration (CMR).	1. Records Officer/Records Custodian attends to client to determine needs and endorses to responsible person.	None	5 minutes	<i>Chief Administrative Officer</i> Records Unit
2. Client presents valid IDs, SPA (if Representative), and Letter-Request.	2.1 Records Officer/Records Custodian prepares and presents Request Slip for Order of Payment.	None	5 minutes	<i>Chief Administrative Officer</i> Records Unit
	2.2 Records Officer/Records Custodian issues Official Order of Payment.	None	2 minutes	<i>Chief Administrative Officer</i> Records Unit
3. Client pays required Fees to Cashiering Unit.		None	2 minutes	<i>Chief Administrative Officer</i> Records Unit



	3.1 DAR Personnel issues Official Receipt.	P60.00/ Certification *free of charge – for farmers and ARBs	3 minutes	<i>Cashier</i> Cashiering Unit
	3.3 Records Officer prepares CMR and CAO issues CMR.	None	5 minutes	<i>Chief Administrative Officer</i> Records Unit
4. Client receives copy of CMR.	4. Records Officer/Records Custodian asks Client to sign in the logbook.	None	1 minute	<i>Chief Administrative Officer</i> Records Unit
5. Client fills-out Client Satisfaction Measurement (CSM) Form.	5. Records Officer/Records Custodian places CSM Form in the box.	None	2 minutes	<i>Chief Administrative Officer</i> Records Unit
	TOTAL:			
	Parties/Not-Parties to the Case	P60.00* (MC. 02 Series of 2022)	25 minutes	
	Farmers and ARBs	Free**	13 minutes	

*- Memorandum Circular No. 2, Series of 2022

** - 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:	STOD-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	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Client requests for CTC of DAR Issuance/s.	1.1 DAR Personnel attends to the client to determine needs and endorses to responsible person.	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	1.2 DAR Personnel checks for the availability of the DAR issuance.	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	1.3 DAR Personnel issues and presents Request Slip for Order of Payment.	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	1.4 DAR Personnel issues Official Order of Payment.	None	2 minutes	<i>Chief Accountant</i> STOD
2. Client pays the required fees to the Cashiering.	2.1 Pays to the Cashiering.	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	2.2 DAR Personnel issues Official Receipt.	P60.00/ document - CTC; P12.00/page – xerox copy; free of charge – for farmers and ARBs.	3 minutes	<i>Head Cashier</i> STOD
	2.3 DAR Personnel prepares and issues	None	5 minutes	<i>Chief Administrative Officer</i>



	CTC of DAR Issuance.			STOD
3. Client receives the CTC of the DAR Issuance.	3. DAR Personnel asks the Client to sign in the logbook.	None	1 minute	Chief Administrative Officer STOD
4. Client fills-out the Client Satisfaction Measurement (CSM) Form.	4. DAR Personnel places the accomplished CSM Form in the box.	None	2 minutes	Chief Administrative Officer STOD
	TOTAL:			
	Publics	Php60.00/ document * -CTC: Php12.00/ page*- plain (MC. 02 Series of 2022)	27 minutes	
	Farmer and ARB	Free of charge**	10 minutes	
	DAR Personnel	Free of charge	10 minutes	

*DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)

**DAR Memorandum 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:	STOD-DARRO			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	DAR Personnel and Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Client requests for CTC of DAR Issuances thru E-mail and DAR Facebook/Messenger (rmd@dar.gov.ph and rmd.secretariat@dar.gov.ph).	1.1 DAR Personnel assesses and endorses to responsible person.	None	5 minutes	Chief Administrative Officer STOD
	1.2 DAR Personnel checks for the availability of the DAR issuance.	None	2 minutes	Chief Administrative Officer STOD
	1.3 DAR Personnel issues and presents Request Slip for Order of Payment.	None	5 minutes	Chief Administrative Officer STOD
	1.4 DAR Personnel issues Official Order of Payment.	None	2 minutes	Chief Accountant STOD
2. Client pays required fees via online payment (thru Land Bank of the Philippines [LBP]) and cost of courier service.	2.1 Pays to Cashiering Unit.	None	2 minutes	Chief Administrative Officer STOD
	2.2 DAR Personnel issues Official Receipt.	P60.00/ document - CTC;	3 minutes	Head Cashier STOD



		P12.00/ page - xerox copy; *free of charge – for farmers and ARBs		
	2.3 DAR Personnel prepares and sends the CTC of DAR Issuance via courier service.	None	1 day	<i>Chief Administrative Officer</i> STOD
3. Client receives the CTC of the DAR Issuance from the courier service.	3.1 DAR Personnel emails the Client Satisfaction Form (CSF) to the client.	None	1 minute	<i>Chief Administrative Officer</i> STOD
4. Client fills-out the Client Satisfaction Measurement (CSM) Form.	4.1 DAR Personnel places the accomplished CSM Form in the box.	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	TOTAL:			
	Publics:	Php 60/ document * -	1 day and 22 minutes	
	CTC:	Php12/ page* - xerox copy (MC. 02 S.2022)		
	Farmer and ARB:	Free of charge*	1 day and 10 minutes	

***DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)**

****DAR Memorandum No. 246, Series of 2017**



19. 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 – DARRO			
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		
Valid Company, any Government Issued, or any acceptable Identification (ID) Card. (Example: Philippine Identification System (PhilSys), Land Transportation Office (LTO), Social Security System (SSS), Local Government Units (LGUs), PhilPost, COMELEC, etc.)		Applicant/Requesting Person		
Special Power of Attorney (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. Client requests for Certified True Copy (CTC) of Order/Documents.	1.1 1. DAR Personnel attends to client to determine needs and endorses to responsible person.	None	5 minutes	Chief Administrative Officer STOD
2. Client presents valid IDs, SPA (if representative), and Letter-Request.	2.1 DAR Personnel provides Request Form to the client and then presents to BALA/Legal Division (LD).	None	5 minutes	Chief Administrative Officer STOD
	2.2 DAR Personnel evaluates and approves the request.	None	2 minutes	Chief Administrative Officer STOD
	2.3 DAR Personnel prepares and presents Request Slip (RS) for Order of Payment.	None	5 minutes	Chief Administrative Officer STOD
	2.4 DAR Personnel issues Official Order of Payment.	None	2 minutes	Chief Accountant Accounting Unit



3. Client pays the required fees to the Cashiering Unit.	3.1 Pays the required fees to the Cashiering Unit.	None	2 minutes	Chief Administrative Officer STOD
	3.2 DAR Personnel issues the Official Receipt.	P60.00/ document - CTC; P12.00/ page - xerox copy; *free of charge – for farmers and ARBs.	3 minutes	Chief Administrative Officer STOD
	3.3 DAR Personnel prepares and issues copy of CTC.	None	5 minutes	Chief Administrative Officer STOD
4. Client receives the copy of CTC of Order/Document.	4. DAR Personnel asks the client to sign in the logbook.	None	1 minute	Chief Administrative Officer STOD
5. The Client fills-out the Client Satisfaction Measurement (CSM) Form.	5. DAR Personnel places the accomplished CSM Form in the box.	None	2 minutes	Chief Administrative Officer STOD
	TOTAL:			
	CTC for Party/Not-Party to the Case	Php60.00/ document (M.C. 02 Series of 2022)	32 minutes	
	for Party/Not-Party to the Case	Php12.00/ page - Xerox Copy (MC. 02 Series of 2022)	32 minutes	



	Farmer and ARBs	Free of charge**	20 minutes	
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***DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)**

****DAR Memorandum 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 – DARRO			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Parties to the Case/Interested Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Company, any Government Issued, or any acceptable Identification (ID) Card. (Example: Philippine Identification System (PhilSys), Land Transportation Office (LTO), Social Security System (SSS), Local Government Units (LGUs), PhilPost, COMELEC, etc.)		Applicant/Requesting Person		
Special Power of Attorney (SPA) for Authorized Representatives		Party to the Case		
Letter-Request with contact details or numbers		Interested Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for CTC of Order/ Documents thru E-mail and DAR Facebook Messenger and sends a selfie holding his/her valid ID and application Form, SPA (if Representative), and Letter-Request. (rmd@dar.gov.ph and rmd.secretariat.@dar.gov.ph)	1.1 DAR Personnel assesses the request and endorses to responsible person. He/she contacts or calls the Requesting Party if requirements are incomplete.	None	5 minutes	Chief Administrative Officer STOD
	1.2 DAR Personnel presents the request to BALA/Legal Division for approval.	None	5 minutes	Chief Administrative Officer STOD



	1.3 DAR Personnel in BALA/Legal Division evaluates and approves the request.	None	5 minutes	Chief Administrative Officer STOD
	1.4 DAR Personnel presents Request Slip (RS) to Accounting Division/Unit for issuance of Order of Payment.	None	2 minutes	Chief Administrative Officer STOD
	1.5 DAR Personnel prepares and issues Official Order of Payment, and provides copy to Records Division/Unit.	None	2 minutes	Chief Administrative Officer
2. Client pays the required Fees via online payment (thru Land Bank of the Philippines [LBP]) and cost of courier service. He/she emails proof of payment to Records Division/Unit.	2.1 DAR Personnel emails copy of Order of Payment to requesting party.	None	2 minutes	Chief Accountant Accounting Unit
	2.2 DAR Personnel issues Official Receipt and provides one (1) copy to Records Division/Section.	P60/page - CTC; P12/page - plain copy; free of charge – for farmers and ARBs.	3 minutes	Chief Administrative Officer STOD
	3.3 DAR Personnel prepares and sends copy of CTC via Courier Service.	None	1 day	Chief Administrative Officer STOD



3. Client receives copy of CTC from Courier Service, or downloads digitized format of approved/disapproved application.	3.1 DAR Personnel emails the Client Satisfaction Form (CSF) to the Client.	None	1 minute	Chief Administrative Officer STOD
4. Client fills-out the Client Satisfaction Measurement (CSM) Form and emails back to Records Division the picture of CSM Form.	4.1 DAR Personnel prints and places the accomplished CSM Form in the box.	None	2 minutes	Chief Administrative Officer STOD
	TOTAL:			
	CTC for Party/Not-Party to the Case	P60/doc*; P12/page* - xerox copy (MC. 02 Series of 2022)	1 day and 32 minutes	
	Farmer and ARBs	Free of charge**	1 day and 20 minutes	

***DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)**

****DAR Memorandum No. 246, Series of 2017**



20. Issuance of Official Receipt for Payment of Bidding Documents (based on validated deposit slip sent by the bidder)

Under Republic Act (R.A.) No. 9184, bidders may be required to pay for bidding documents to compensate for the expenses incurred in their preparation and development. The Bids and Awards Committee (BAC) shall provide the bidding documents to prospective bidders upon payment of the corresponding costs to the collecting/disbursing officer of the procuring entity involved.

Office or Division:	STOD – DARRO			
Classification:	Simple			
Type of Transaction:	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. The client requests for Issuance of Official Receipt from the Cashier	1. Bids and Awards Committee (BAC) Secretariat Staff submits to the Cashiering Unit the copy of the validated deposit slip and filled-up order of payment form paid by the Bidder.	None	3 Minutes	<i>BAC Secretariat Chief Administrative Officer General Services Division/Unit</i>
2. Issuance of Official Receipt	2. Cashier issues an Official Receipt based on the validated deposit slip, order of payment, and bid documents. (*Original Official Deposit will be submitted by the BAC Sec during the Pre-Bid Conference)	None	3 Minutes	<i>Chief Administrative Officer General Services Division/Unit</i>
3. The client receives official receipt and fills out Client Satisfaction Measurement (CSM) Form	3. Cashier reviews the accomplished CSM Form	None	2 Minutes	<i>Chief Administrative Officer General Services Division/Unit</i>
TOTAL:		None	8 Minutes	



**REGIONAL 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-DARRO			
Classification:	Simple			
Type of Transaction:	Government to Government (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	PROCES SING TIME	PERSON RESPONSIBLE
1. Client fills-out Provision of ICT Services Form for Troubleshooting/ Repair of Device or other ICT-related devices.	1.1 Computer Programmer II receives and records in the logbook or Online Form all information from the Provision of ICT Services Form.	None	5 minutes	CAO STOD
	1.2 Computer Programmer II conducts troubleshooting activities.	None	10 minutes	CAO STOD
	1.3 Computer Programmer II conducts resolution/ maintenance activities.	None	Easy: 10 minutes Moderate : 1 hour Difficult: 1 day Preventiv e Maintenance: 4 Hours	CAO STOD



	3.1 If resolved, Computer Programmer II returns the device to the Client, or updates the Client of the resolution with the accomplished Provision of ICT Services Form.		10 minutes	CAO STOD
	1.3.2 If the hardware component is beyond repair and under warranty, Computer Programmer II 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		CAO STOD
	1.3.3 If the hardware component is beyond repair and not under warranty, Computer Programmer II 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		CAO STOD
	1.3.4 If the issue is about application or software in which the problem is beyond resolution, Computer	None		CAO STOD



	Programmer II endorses/elevates the issue to the concerned Office.			
2. Fills-out Client Satisfaction Measurement (CSM) Form.		None	2 minutes	<i>Client</i>
TOTAL:		None	For resolved ICT Services : Easy: 35 minutes Moderate: 1 hour 25 minutes Difficult: 1 day 25 minutes For preventive maintenance: 4 hours and 15 minutes	



2. Issuance of Personal 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 at any time, provided there is a valid request and is not classified as confidential.

Office or Division:	Personnel Section/ STOD-DAR Regional Office (DARRO)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DARRO Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Personnel Division/ STOD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the filled-up Request Form.	1.1 Administrative Aide IV/ VI receives the submitted filled-up Request Form.	None	2 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.2 Administrative Aide IV/ VI evaluates request and forwards to concerned section.	None	3 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.3 Administrative Officer II verifies, and reviews employee records and prepares requested document.	None	10 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.4 Chief Administrative Officer reviews and signs by authorized officer.	None	10 minutes	Chief Administrative Officer Personnel Section/ STOD
2. Client receives copy of the requested record.	2. Administrative Assistant III releases approved record to the concerned personnel and records in the logbook.	None	5 minutes	Chief Administrative Officer Personnel Section/ STOD



	Client answers the Client Satisfaction Measurement (CSM) Form and DAR Personnel records the Client's feedback.			
TOTAL:		None	30 minutes	



3. 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 of DAR. 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:	Government to DAR Personnel
Who may avail:	DAR Officials and Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>2. Application for leave of absence two (2) original copies: Types of Leave:</p> <p>1.a. <i>Sick Leave of absence:</i></p> <ul style="list-style-type: none"> - Medical Certificate for more than 5 days - Office Clearance for 30 days or more <p>1.b. <i>Vacation/Mandatory Leave</i></p> <ul style="list-style-type: none"> - Office Clearance for 30 days or more 1.b.1 - <i>Additional requirements for travel abroad:</i> <ul style="list-style-type: none"> - Letter request at least 15 days prior to the scheduled date of departure <ul style="list-style-type: none"> - Office Clearance - Certification from the Head of Office that will not in any way affect the work performance of the Office - Written justification if the request did not comply with the aforementioned 15 working days lead time <ul style="list-style-type: none"> - Photocopy of the round-trip ticket <p>1.c <i>Solo Parent Leave</i></p> <ul style="list-style-type: none"> - Photocopy of the latest Solo Parent ID issued by DSWD <p>1.d <i>Maternity Leave (105 days)</i></p> <ul style="list-style-type: none"> - Medical Certificate - Office Clearance <p>1.e <i>Paternity Leave</i></p> <ul style="list-style-type: none"> - Medical Certificate <p>1.f <i>Rehabilitation Leave</i></p> <ul style="list-style-type: none"> - Police Incident Report - Medical Certificate 	<p>Personnel Division for the form/ www.csc.gov.ph</p> <p>Attending Physician</p> <p>Personnel Division for the form/ www.csc.gov.ph</p> <p>Employee concern</p> <p>Personnel Division/ STOD/ www.csc.gov.ph Head of Office</p> <p>Employee Concern</p> <p>Employee Concern</p> <p>Employee Concern</p> <p>Attending Physician Personnel Division/www/csc.gov.ph</p> <p>Attending Physician</p> <p>Attending Physician</p>



<p>1.g VAWC, any of the following</p> <ul style="list-style-type: none"> - Barangay Protection Order; - Temporary/Permanent Protection Order obtained 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 indicating that an application for BPO, TPO, or PPO has been filed with their office shall suffice to support the ten-day leave application. <p>1.h - <i>Adoption Leave</i></p> <ul style="list-style-type: none"> - Authenticated copies of the Decree of Adoption issued by the proper court <p>1.i Calamity leave (5 days)</p> <ul style="list-style-type: none"> - Declaration of state of calamity <p>1.j Quarantine leave (14 days)</p> <ul style="list-style-type: none"> - Result of RTPCR/antigen - Barangay certification (either close contact etc) - Office memorandum signed by the head of office - Certification of protocol committee <p>Note: Study leave and terminal leave Application has a different process</p>	<p>Barangay Captain/Municipal Trial Court in the absence of Brgy. Captain and MTC, Punong Barangay/Kagawad or Prosecutor or Clerk of Court</p> <p>Proper court authorities</p> <p>National/local issuances</p> <p>LGU/IATF order/resolution</p>
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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 and office clearance (for 1 month or	1.1 Administrative Staff receives and encodes in the Official Document Tracking System (ODTS) and forwards to the Administrative Staff/Officer	None	10 minutes	Chief Administrative Officer Personnel Section/ STOD



more but not to exceed one year)				
	1.2 Administrative Assistant III evaluates the application for leave of absence as to the completeness of information	None	10 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.3 Administrative Officer (AO) II records the type of leave of absence and the number of days applied for in the leave card index or the automated leave carding system and fills up available leave balances in the application for leave form and indicates whether with or without pay and affixes initial	None	10 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.4 CAO evaluates and signs the certificate of available leave balances portion of the application form.	None	3 minutes	<i>Regional Director Administrative Service/ STOD</i>
	1.6 Administrative Assistant III records in the ODTs and forwards the application for leave absence to the Office of the Director/FMAO for approval/disapproval	None	10 minutes	<i>Chief Administrative Office Personnel Section/ STOD</i>
	1.7 Approves the application for leave of absence	None	4 hours	<i>Regional Director Administrative Service/ STOD</i>
	1.8 Administrative Staff provides a copy to the concerned personnel of the approved/disapproved application for leave of absence	None	3 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.9 Administrative Staff files approved application for leave of	None	5 minutes	<i>Chief Administrative Officer</i>



	absence in the 202 file of the concerned personnel The client fills out Client Satisfaction Measurement (CSM) Form			Personnel Section/ STOD
TOTAL:		None	4 hours 58 minutes	



4. 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 Department of Budget and Management.

Office or Division:	Personnel Section/ STOD-DARRO
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Central Office Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FIRST SALARY	
1. Certified copy of the duly approved appointment by the appointing authority	-Personnel Division/Section -Personnel Division/Section
2. Certified copy of the certificate of assumption to duty	-Personnel Division/Section
3. Certified copy of the oath of office	- www.csc.gov.ph /Personnel
4. Attested copy of the Statement of Assets, Liabilities, and Net worth (SALN) as of date of assumption to duty	Division/Section for the form
5. Duly signed finger scan report/daily time record with attached Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)	-Personnel Division/Section, Records Division or through Office 365 Account for SOs, Personnel Division/Section for TOs and OBs and CAs from visited office/agency
6. Tax Identification Number	-BIR Office
7. Phil-health Identification Number	-Phil-health Office
8. Pag-IBIG Member's Identification Number	-Pag-IBIG Office
9. LBP Payroll Account Number	-LBP with Endorsement from the Personnel Division/Section
Additional Requirements for transferees and reappointment	-Former office -Former office
10. GSIS Business Partner (BP) Number	
11. Copy of authority to transfer	-Former office



<p>12. Certificate of last salary received from former office certified by the Chief Accountant and verified by the COA Resident Auditor</p> <p>13. Approved office clearance</p> <p>14. Updated Service Record</p> <p>15. Certificate of available leave credits</p> <p>16. BIR W2 or Income Tax Return (ITR) (as of the last day of service from former office)</p> <p>17. Certificate of Service Vehicle – for 3rd level officials of Regional and Provincial Offices Pag-IBIG & P-health forms for updating/consolidation of members' records</p>	<p>-Former office -Former office -Former office -Former office</p> <p>-GSD/GSS</p> <p>-Personnel Division/Section</p>			
<p>B. LAST SALARY</p>				
<p>1. Duly signed finger scan report/daily time record with attached Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)</p> <p>2. Approved office clearance</p> <p>3. Attested copy of the Statement of Assets, Liabilities, and Net worth (SALN) as of date of last day of duty</p>	<p>-Personnel Division/Section or through Office 365 Account for SOs, Personnel Division for TOs and OBs and CAs from visited office/agency</p> <p>-Personnel Division/Section -Records Division/Section</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTIONS</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>
<p>FIRST SALARY</p>				
<p>1. Submit to the Personnel Division/Section the complete documentary requirements</p>	<p>1.1 Administrative Aide IV/VI/Personnel Officer receives documents, encodes to the Official Document Tracking System (ODTS), and forwards to the Payroll Officer</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Chief Administrative Officer Personnel Section/ STOD</i></p>
	<p>1.2 Administrative Officer (AO) IV/Personnel Officer evaluates the submitted documentary requirements as to completeness and encodes the personal</p>	<p>None</p>	<p>1 Hour & 30 Minutes</p>	<p><i>Chief Administrative Officer Personnel Section/ STOD</i></p>



	information provided through the PDS in the payroll system database			
	1.3 AO IV/Personnel Officer prepares the Disbursement Voucher (DV) and Obligation Request and Status (ORS) for claims with complete documentary requirements and affixes initials	None	20 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.4 AO IV/Personnel Officer forwards the claim to the CAO for final evaluation and affixes initials	None	5 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.5 Reviews the claim for salary and allowances for final approval and initials the DV and ORS.	None	20 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
-counter check with GMO No. 3 (signing authority)	1.6 Admin Aide IV/VI/Personnel Officer updates the status of the claim in the ODTs and forwards it to the Office of the Director for ARCDS/ARDA/PCAO for signature/approval of Box A for both DV & ORS	None	20 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
END OF TRANSACTION				
TOTAL:		None	2 Hours 55 minutes	



LAST SALARY				
1. Submit complete documentary requirements (retirement, resignation, transfer)	1.1 Admin Aide IV/VI/Personnel Officer receives documentary requirements (retirement, resignation, transfer)	None	5 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.2 Admin Aide IV/VI/Personnel Officer encodes the documents to the ODTS and forwards it to the Payroll Officer	None	15 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.3 Admin Officer IV/ Personnel Officer evaluates the submitted documentary requirements as to completeness and updates the personal information provided through the PDS in the payroll system database	None	1 hour and 30 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.4 AO IV/Personnel Officer Prepares the Disbursement Voucher (DV) and Obligation Request and Status (ORS) for claims with complete documentary requirements and affixes initials	None	20 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.5 AO IV/Personnel Officer forwards the claim to the CAO for	None	5 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>



	final evaluation and initials			
	1.6 CAO reviews the claim for salary and allowances for final approval and initials the DV and ORS.		20 minutes	<i>Chief Administrative Officer/ ARD Personnel Section/ STOD</i>
-counter check with GMO No. 3 (signing authority)	1.7 Admin Aide IV/VI/Personnel Officer updates the status of the claim in the ODTS and forwards it to the Office of the Director for ARCDS for signature/ approval of Box A for both DV		20 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
END OF TRANSACTION				
TOTAL:		None	2 Hours 55 minutes	



5. 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 monetary 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 connection with the Department.

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	
<ol style="list-style-type: none"> 1. Approved application for leave 2. Statement of Leave of Absence 3. Certified copy of leave cards 4. Certified copy of appointment 5. Certified copy of NOSA or NOSI 6. Complete service record 7. Attested copy of the Statement of Assets, Liabilities & Networth (SALN) as of date of retirement /separation 8. Office clearance/s 9. LBP Bank Account 10. Notarized Affidavit of No Pending Case <p><i>Additional requirements in case of death of the employee-retiree</i></p> <ol style="list-style-type: none"> a. If Married 11. Death Certificate of the employee 12. Marriage Certificate 13. Birth Certificates of all surviving legal heirs 	<p>Personnel Section for the form Personnel Section Personnel Section Personnel Section Personnel Section Personnel Section Personnel Section /www.csc.gov.ph for the form</p> <p>Personnel Section for the form Employee-Retiree Legal Service for the Certificate of No pending Case Law Office for the notarization</p> <p>Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority</p> <p>Personnel Section for the form Law Office for the notarization</p>	



<p>14. Notarized Affidavit of Next of Kin of the spouse with corroboration of two disinterested persons</p> <p>15. Notarized Waiver of rights of children 18 years old and above (if applicable)</p> <p>b. If Single</p> <p>16. Marriage Certificate of parents</p> <p>17. Notarized Affidavit of Next of Kin of parents with corroboration of two disinterested persons</p> <p>18. If both parents are dead –</p> <p style="padding-left: 20px;">a. Notarized Affidavit of Next of Kin of the siblings</p> <p style="padding-left: 20px;">b. Birth Certificate of all siblings</p> <p style="padding-left: 20px;">c. Notarized Waiver of Rights of other siblings (if applicable)</p>	<p>Personnel Section for the form Law Office for the notarization</p> <p>Philippine Statistics Authority Personnel Section for the form Law Office for the notarization</p> <p>Personnel Section for the form Law Office for the notarization Philippine Statistics Authority Personnel Division for the form Law Office for the notarization</p>
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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 DARRO employees), and the attested copy of the SALN as of date of retirement	1.1 Admin Staff receives application for terminal leave claim, records in the logbook/ encodes in the ODS and forwards to the Administrative Staff/Officer	None	10 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.2 Admin Staff prepares the DARRO office clearance and facilitates the signing /approval by authorized signatories		5 days	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.3 Admin Staff prepares documentary requirements for retirement such as: Leave Card, SOLA,	None	1 hour 30 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>



	Service Records, NOSI, NOSA Appointments,			
	1.4 AO V reviews thoroughly the approved application for terminal leave claim together with the supporting documentary requirements as to completeness and correctness	None	20 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.5 AO V prepares indorsement of all documentary requirements to DARCO-HRMO for Terminal leave Benefits claim.	None	20 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.6 Review and approve endorsement letter to DARCO	None	30 minutes	RD Personnel Section/ STOD
	1.7 AO V records to the logbook / encodes in the ODTs and submit the same to the Records for mailing thru courier for submission to DARCO	None	20 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.8 Personnel officer files duplicate copies of the terminal leave documents in the employee's 201 Client fills out the Client Satisfaction Measurement (CSM) Form	None	10 minutes	Chief Administrative Officer Personnel Section/ STOD
END OF TRANSACTION				
	TOTAL:	None	5 days 3 hours & 20 minutes	



- Reference in change of Notarized Affidavit of No Pending Case to Ombudsman Clearance: COA Circular No. 2023-004 dated June 14, 2023.
- Status of claims can be accessed through Google Drive.



6. Procurement for Goods and Services through Competitive Bidding

Competitive Bidding refers to a method of procurement that 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. 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.

This method covers procurement having an Approved Budget for the Contract of above P1 Million.

Office or Division:	STOD - DARRO	
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 Purchase 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/Study to at least 3 known/eligible suppliers 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 Service Unit / Inspectorate Team	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submits approved Purchase Request (PR) to Procurement Division or BAC Secretariat together with the required documents.	1.1 BAC Secretariat validates if the PR is in the approved PPMP and approved Annual Procurement Plan (APP) and reviews submitted required documents. <i>*Incomplete supporting documents shall be returned to the End-User for compliance</i>	None	30 minutes	<i>Head of Bids and Awards Committee (BAC) Secretariat / Chief Administrative Officer STOD</i>
	1.2 If the PR is properly accomplished and the documents are complete, input item details in the Registry of PRs;	None	15 minutes	<i>Head of Bids and Awards Committee (BAC) Secretariat / Chief Administrative Officer STOD</i>
	1.3 Approves the Accomplished Purchase Request (PR) with complete required documents for procurement	None	30 minutes	<i>Head of Bids and Awards Committee (BAC) Secretariat / Chief Administrative Officer STOD</i>
	1.4 BAC Secretariat prepares the Bidding documents	None	1 day	<i>BAC Secretariat and BAC</i>
	1.5 BAC Members approve the Bidding Documents during the Pre-Procurement Conference	None	1 day	<i>BAC Chairperson</i>
	1.6 Conduct of Posting of Invitation to Bid up to the Issuance of Notice to Proceed	None	Minimum of 26 calendar days/Maximum of 136 calendar days	<i>End-User, BAC, BAC-TWG, BAC Secretariat, STOD and Head of the Procuring Entity</i>



			based on Annex "C" of the 2016 IRR of RA 9184	
	1.7 Submission of contract and other documents to COA, copy furnished the End-User, Accounting Division, and Records Division	None	Within 5 days upon perfection of the Contract	<i>Head of BAC Secretariat</i>
2. End-User coordinates with the Supplier and General Services Division/Unit on the delivery date	2.1 Supply Officer together with End-User receives and checks for the completeness of the goods delivered	None	10 minutes	<i>Chief Administrative Officer General Services Unit / STOD</i>
	2.2 Supply Officer prepares Request for Inspection	None	5 minutes	<i>Chief Administrative Officer General Services Unit / STOD</i>
	2.3 Admin Staff encodes the RFI to the Official Document Tracking System (ODTS) and endorses it to the Management Division/ Inspection Committee	None	5 minutes	<i>Chief Administrative Officer General Services Unit / STOD</i>
	2.4 Receiving clerk/staff receives the RFI and encodes/updates the ODTS and/or records in the logbook	None	10 minutes	<i>Chief Administrative Officer STOD</i>
	2.5 Receiving clerk forwards the documents to the CAO and assigns an inspector to conduct the inspection and issues a Notice to Inspect to the Observer/s (<i>representative of the End-User or USEC-FMAO</i>)	None	5 minutes	<i>Chief Administrative Officer STOD</i>



	2.6 Assigned Inspector together with the Observer/s conducts the Inspection of delivered goods adhering to the approved specifications and quantity as stated in the approved Purchase Order, delivery receipt, or Bid Documents	None	Within 1 hour	<i>Chief Administrative Officer</i> STOD
	2.7 Assigned Inspector prepares and signs the Inspection and Acceptance Report to be accepted and signed by the End-User	None	1 hour	<i>Chief Administrative Officer</i> STOD
3. The End-User receives and signs the Inspection and Acceptance Report and submits it to the assigned Inspector	3.1 Assigned Inspector forwards the IAR together with the supporting documents to the CAO for signature	None	15 minutes	<i>Chief Administrative Officer</i> STOD
	3.2 CAO signs the IAR (as "Noted") and the releasing clerk updates ODTs/records in the logbook and forwards the signed IAR together with the supporting documents to GSD/GSU	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	3.3 Receiving clerk receives the IAR together with the supporting documents, CAO signs the "Acceptance" portion of the IAR, reproduces the IAR together with the supporting documents, and updates ODTs/records in the logbook	None	10 minutes	<i>Chief Administrative Officer</i> General Service Unit / STOD



	3.4 Submits the Approved IAR and all pertinent documents to COA	None	5 minutes	Chief Administrative Officer General Service Unit / STOD
	3.5 Property Custodian prepares the following: For equipment, Property Acknowledgement Receipt (PAR) and conducts property tagging For services and supplies, Requisition and Issue Slip (RIS)	None	5 minutes	Chief Administrative Officer General Service Unit / STOD
	3.6 Administrative Support Staff prepares Disbursement Voucher (DV) and forwards it to the end-user	None	3 minutes	Chief Administrative Officer General Service Unit / STOD
4. End-user receives and signs the PAR/RIS and DV and forwards	4.1 Property Custodian releases items/equipment/ supplies to end-user	None	3 minutes	Chief Administrative Officer General Service Unit / STOD
For PAR/RIS: GSD/GSU For DV: Accounting Division/Section	4.2 Administrative Staff For PAR: files original copy and updates accountability folder of the employee who signs the PAR For RIS: Prepares Report of Supplies and Materials Issued (RSMI) and ensures signature of CAO	None	5 minutes	Chief Administrative Officer General Service Unit / STOD
	4.3 Administrative Staff prepares endorsement letter with attached RIS, PAR, and RSMI the submits to the Accounting Division/ Section for reconciliation	None	5 minutes	Chief Administrative Officer General Service Unit / STOD



	The client fills out Client Satisfaction Measurement (CSM) Form			
	TOTAL:	None	33 days, 4 hours 46 minutes (Minimum)/143 days, 4 hours 46 Minutes (Maximum)	

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



7. Procurement of Goods and Services – Small Value Procurement/ Negotiated 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 in case 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 with complete attachment		Requesting Party (End-user)		
2. Approved Project Procurement and Management Plan (PPMP)				
3. Technical Specifications indicating the following, such as but not limited to: <ul style="list-style-type: none"> • 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 the approved Purchase Request (PR) to the Procurement Division or BAC Secretariat together with the	1.1 Validates if the PR is in the Approved Annual Procurement Plan and reviews submitted required documents <i>*Incomplete supporting documents shall be returned to the End User for compliance</i>	None	15 minutes	<i>Bids and Awards Committee (BAC) Secretariat/ Chief Administrative Officer STOD</i>



required documents.				
	1.2 If the PR is properly accomplished and the documents are complete, inputs the item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	5 minutes	<i>BAC Secretariat/ Chief Administrative Officer STOD</i>
	1.3 Approves the accomplished PR with complete required documents for procurement	None	30 minutes	<i>BAC Secretariat Head/ Chief Administrative Officer STOD</i>
	1.4 Assigns PR number and records in the logbook	None	15 minutes	<i>Chief Administrative Officer General Service Unit/ STOD</i>
	1.5 Prepares and approves the Request for Quotation (RFQ)	None	2 hours	<i>BAC Secretariat</i>
	1.6 Posts RFQ at PhilGEPS Website/ sends the RFQ to known Bidders	None	5 calendar days (3 calendar days active in PhilGEPS Website)	<i>BAC Secretariat</i>
	1.7 Bid Opening	None	1 hour	<i>End-User, BAC, BAC Secretariat</i>
	1.8 Preparation and approval of: 1. Abstract of Quotations 2. BAC Resolution	None	7 working days	<i>BAC Secretariat, BAC Members BAC Members HOPE</i>
	1.9 Preparation and approval of Purchase Order/Contract and	None	7 working days	<i>BAC Secretariat, HOPE, End-User, STOD</i>



	ORS			
	1.10 Issuance of Approved PO/Contract to the Winning Bidder	None	3 working days	<i>BAC Secretariat</i>
2. End-User coordinates with the Supplier and General Services Division/Unit on the delivery date	2.1 Supply Officer together with End-User receives and checks for the completeness of the goods delivered	None	10 minutes	<i>Chief Administrative Officer General Service Unit/ STOD</i>
	2.2 Supply Officer prepares Request for Inspection	None	5 minutes	<i>Chief Administrative Officer General Service Unit/ STOD</i>
	2.3 Administrative Staff encodes the RFI to the Online Document Tracking System and endorses it to the Management Division/ Inspection Committee	None	5 minutes	<i>Chief Administrative Officer General Service Unit/ STOD</i>
	2.4 Receiving clerk/staff receives the RFI and encodes/updates the ODTs and/or records in the logbook	None	10 minutes	<i>Chief Administrative Officer STOD</i>
	2.5 Receiving clerk forwards the documents to the CAO and assigns an inspector to conduct the inspection and issues a Notice to Inspect to the Observer/s <i>(representative of the End-User or USEC-FMAO)</i>	None	5 minutes	<i>Chief Administrative Officer STOD</i>
	2.6 Assigned Inspector together with the Observer/s conducts the Inspection of delivered goods adhering to the approved specifications	None	Within 1 hour	<i>Chief Administrative Officer STOD</i>



	and quantity as stated in the approved PO, delivery receipt, or Bid Documents			
	2.7 Assigned Inspector prepares and signs the Inspection and Acceptance Report to be accepted and signed by the End-User	None	1 hour	<i>Chief Administrative Officer STOD</i>
3. End-User receives and signs the Inspection and Acceptance report and submits it to the assigned Inspector	3.1 Assigned Inspector forwards the IAR together with the supporting documents to the CAO for signature	None	15 minutes	<i>Chief Administrative Officer STOD</i>
	3.2 CAO signs the IAR (as "Noted") and the releasing clerk updates ODTs/records in the logbook and forwards the signed IAR together with the supporting documents to GSD	None	5 minutes	<i>Chief Administrative Officer STOD</i>
	3.3 Receiving clerk receives the IAR together with the supporting documents, CAO signs the "Acceptance" portion of the IAR and reproduces the IAR together with the supporting documents, and updates ODTs/records in the logbook	None	10 minutes	<i>Chief Administrative Officer General Service Unit / STOD</i>
	3.4 Submits the Approved IAR and all pertinent documents to COA	None	5 minutes	<i>Chief Administrative Officer General Service Unit / STOD</i>
	3.5 Property Custodian prepares the following:	None	5 minutes	<i>Chief Administrative Officer</i>



	<p>For equipment, Property Acknowledgement Receipt (PAR) and conducts property tagging</p> <p>For services and supplies, Requisition and Issue Slip (RIS)</p>			General Service Unit / STOD
	3.6 Administrative Support Staff prepares Disbursement Voucher (DV) and forwards it to the end-user	None	3 minutes	Chief Administrative Officer General Service Unit / STOD
4. End-user receives and signs the PAR/RIS and DV and forwards For PAR/RIS: GSD For DV: Accounting Division	4.1 Property Custodian releases items/ equipment/supplies to the end-user	None	3 minutes	Chief Administrative Officer General Service Unit / STOD
	<p>4.2 Administrative Staff</p> <p>For PAR: files original copy and updates accountability folder of the employee who signs the PAR</p> <p>For RIS: Prepares Report of supplies and materials issued (RSMI) and ensures signature of CAO</p>	None	5 minutes	Chief Administrative Officer General Service Unit / STOD
	<p>4.3 Administrative Staff prepares endorsement letter with attached RIS, PAR, and RSMI then submits to the Accounting Division for reconciliation</p> <p>The client fills out Client Satisfaction Measurement (CSM) Form</p>	None	5 minutes	Chief Administrative Officer General Service Unit / STOD



	TOTAL:	None	22 days, 7 hours & 36 minutes	
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***Procurement Process timeline is covered by special law under RA 9184**



8. Cancellation of Property Accountability

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

Office or Division:	STOD-DARRO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DARRO 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)		GSU - Property Section/ STOD		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Client returns Property, Plant and Equipment (PPE).	1.1 Administrative Aide VI/ Administrative Officer IV checks the surrendered equipment as stated in the received copy of the Return of Equipment Form (ROEF).	None	5 Minutes	Chief Admin Officer GSU/ STOD
	1.2. Administrative Assistant / Administrative Officer IV takes pictures of returned PPE, determines the serviceability of PPE, and encodes the surrendered PPE in the Inventory of Returned Property, Plant and Equipment (IRUP).	None	5 minutes	Chief Admin Officer GSU/ STOD
	1.3 Administrative Officer IV cancels the accountability and furnishes copy of duly cancelled PAR/ARE/ICS to the requesting party (original copy of signed	None	3 minutes	Chief Admin Officer GSU/ STOD



	PAR/ICS shall be returned to end user).			
	1.4 Administrative Aide VI / Administrative Officer IV determines/tags /safekeeps/ensures the safe storage of all returned PPE.	None	30 minutes	Chief Admin Officer GSU/ STOD
	1.5 Administrative Aide VI / Administrative Officer IV reconciles copy of inventory report in the property database, Files the signed documents. Client fills-out the Client Satisfaction Measurement (CSM) Form.	None	5 minutes	Chief Admin Officer GSU/ STOD
2. Client receives copy of cancelled property accountability.		None	1 minute	Requesting party
TOTAL:		None	49 minutes	



9. Provision of Office Inventory Items and Equipment

This process is for the issuance of inventory items and equipment available on stock for official use of DAR 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)			GS Supply Unit/ STOD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly filled up RIS Form.	1.1 Administrative Assistant receives and checks the availability of the inventory items listed in the RIS.	None	5 minutes	Chief Admin Officer GSU/ STOD
	1.2 Administrative Assistant checks the column "Yes" if the stocks are available and "No", if the stocks are not available.	None	2 minutes	Chief Admin Officer GSU/ STOD
	1.3 Administrative Aide VI prepares ICS for semi expendable inventory items and equipment (3 original copies).	None	5 minutes	Chief Admin Officer GSU/ STOD
	1.4. Chief Administrative Officer signs the approved column of the RIS form.	None	1 minute	Chief Admin Officer GSU/ STOD
	1.5 Administrative Aide VI prepares/ packs the requested inventory items.	None	10 minutes	Chief Admin Officer GSU/ STOD
2. Client accepts supplies, materials, and equipment and signs documents.	2. DAR Personnel issues inventory items and equipment. Client fills out Client Satisfaction	None	5 minutes	End user



	Measurement (CSM) Form.			
TOTAL:		None	28 minutes	



10. 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:	STOD-DARRO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DARRO Employees/All applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request Letter 2. Program of Works 3. Design and Layout 4. Project Proposal 5. Bill of Materials 6. Request for Pre and Post Repair Inspection 7. RRDPs – Request for Replacement of Defective Parts and Services 8. RSPS – Request for Spare Parts and Services 9. RMIS – Request for Materials and Infrastructure Services 10. Purchase Request 		STOD - DARRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client reports the defective PPEs and other civil works request.	1.1 Administrative Assistant receives and records the report/request and forwards to the concern personnel, for checking and verification and checks/assess the nature of defects/request.	None	3 minutes	Chief Admin Officer STOD
	1.2 Administrative Officer III, Engr. II, and Administrative Aide VI prepares the following:	None	2 days	Chief Admin Officer STOD



	<p>1.2.1 Program of Works, design and lay out for civil works:</p> <p>*Project Proposal for the new repair request</p> <p>*RRDPS -request for Replacement of Defective Parts and Services</p> <p>*RSPS – Request for Spare Parts and Services</p> <p>*RMIS – Request for Materials and Infrastructure Services</p>			
	1.3 Administrative Officer III, Engr. II, and Admin Aide VI prepares Request for Inspection with complete attachment for approval.	None	3 minutes	<i>Chief Admin Officer STOD</i>
	1.4 Chief Administrative Officer reviews and signs the attached documents.	None	5 minutes	<i>Chief Admin Officer STOD</i>
	1.4 Administrative Aide VI records and forwards the request to the Management Division for the pre repair inspection.	None	5 minutes	<i>Chief Admin Officer STOD</i>
	<p>1.5 DAR Personnel gives feedback to client.</p> <p>Client fills out the Client Satisfaction Measurement (CSM) Form.</p>		5 minutes	
	TOTAL:	None	2 Days and 21 Minutes	



**PROVINCIAL OFFICE
EXTERNAL SERVICES**



1. Assistance and Handling of Queries or Complaints as provided by Public Assistance and Complaints Coordinating Unit (PACCU)

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 for the continual improvement of the service. It starts from registration of walk-in clients/visitors up to client satisfaction survey and updating of clients' database.

Office or Division:	STOD - DARPO			
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, student-researchers, multimedia outfits, representative of Government agencies and walk-in clients with land problems, issues and concerns with the Department.			
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. Fills-out Clientele Information Sheet (CIS)	1.1 PACCU Officer issues and requests 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., along with the attached Clientele Satisfaction Measurement (CSM).	None	5 Minutes	<i>Designated Division Chief</i>
	1.2 PACCU Officer evaluates /assesses/ facilitates the issues and concerns on the			



	accomplished CIS.			
2. Client responds to questions/ interview of PAIC/ PACCU Officer.	2.1 The PACCU Officer interviews the walk-in client/visitor and evaluates/ assesses the issues and concerns presented, provides appropriate instructions and information, or refers the client to the proper office.	None	15 Minutes	<i>Designated Division Chief</i>
	2.2 For Walk-in Client/ Visitor with various concerns from the DAR:			
	2.2.1 PACCU Officer coordinates with the concerned office and asks for updates, information, and actions taken regarding clients' concerns and relays the same to the Client. The client is also provided with action document/s from the concerned offices whenever necessary as well as their contact numbers for future follow-up. In case the client requests to speak with the official or representative from the concerned office, the PACCU Officer seeks clearance first from the concerned office. In the instance that the concerned office approves the request of the Client, they are permitted to proceed to the office for assistance.			
	2.2.2 On matters which fall within the jurisdiction of other government offices, the			



	client is to be provided with the offices' address.			
	2.2.3 On issues/ concerns which fall within the authority of DAR Central/Regional /Provincial Offices, clients are provided with instructions, addresses, and contact numbers of said offices.			
	2.2.4 The PACCU Officer also attends to and resolves the concerns/queries received through calls and text messages.			
3. Client/ Visitor fills out the Clientele Satisfaction Measurement (CSM) Form for retrieval and daily encoding	3.1 PACCU Officer requests the Walk-in Client/Visitor to complete the CSM Form using either a tablet or pen and paper.	None	5 Minutes	<i>Designated Division Chief</i>
	3.2 The PACCU Officer instructs the Client/ Visitor to submit the completed CSM together with the CIS to the PACCU personnel at the waiting area/ their office before exiting from DAR.			
	3.3 The PACCU Personnel turns over all the submitted CSM and CIS to the PACCU Encoder/Data Processor at the end of the transaction for encoding, generating reports, and data-keeping.			
		TOTAL:	None	25 Minutes
Note: Feedback	Based on the evaluation of results,			<i>Designated Division Chief</i>



Mechanism	scores, and comments of clients, the PAIC management provides feedback and requests the concerned office to inform the PACCU management as to the action taken regarding the positive/ negative comments and/or the unsatisfactory ratings within ten (10) working days of receiving the report.			
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2. Processing and Payments of Disbursement Voucher/ 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 by 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, and which is also recently amended by another COA Circular No. 2023-004 dated June 14, 2023.

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:	<ol style="list-style-type: none"> 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		
<p>For complete documentary requirements, kindly click the LINK (COA Circular No. 2021-001 and 2013-001) Amended by COA Circular No. 2023-004 dated June 14, 2023 Or Please refer to the attached list</p>		<p>https://www.coa.gov.ph/download/107/cy-2012/14658/coa-circular-no-2012-001-june-14-2012.pdf</p> <p>https://www.coa.gov.ph/wpfd_file/coa-circular-no-2023-004-june-14-2023/.pdf</p> <p>Support to Operations Division</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the prepared DV (4copies) with attached complete supporting documents (SDs) with ORS (3 copies) to the Budget Division	<p>1.1 Receiving/releasing staff</p> <p>➤ receives copies 1-4 of DV, 1-3 copies of ORS duly signed by the Head of Requesting Office and SDs; If complete, records same in the logbook for the purpose and forwards for processing,</p> <p>If incomplete, returns the document to the Requesting Office for completion</p>	None	10 minutes	Chief Administrative Officer STOD



	<p>1.2. Budget Officer</p> <ul style="list-style-type: none"> ➤ verifies availability of allotment per Project/Activity/Program (PAP); <p>If the allotment is not available,</p> <ul style="list-style-type: none"> ➤ returns the document to the office/personnel concerned, <p>If the allotment is available,</p> <ul style="list-style-type: none"> ➤ 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	<p><i>Chief Administrative Officer</i> STOD</p>
	<p>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</p>	None	10 minutes	<p><i>Chief Administrative Officer</i> STOD</p>
	<p>1.4. Budget staff</p> <ul style="list-style-type: none"> ➤ retains the original copy of the ORS, forwards 4 copies of the DV, 2 copies of ORS and complete SDs to the Accounting 	None	5 minutes	<p><i>Chief Administrative Officer</i> STOD</p>
	<p>1.5. Accounting staff receives 4 copies of DV, Complete Supporting Documents (SDs) and 2 copies of duly signed</p>	None	3 minutes	<p><i>Chief Administrative Officer</i> STOD</p>



	<p>ORS from the Budget staff for processing.</p> <p>1.6. Accounting staff</p> <ul style="list-style-type: none"> ➤ reviews DV for completeness and propriety of SDs. <p>1.6.a. If complete, records same in the logbook for the purpose and forwards for review,</p> <p>If incomplete, returns the document to the Requesting Office for completion</p> <p>1.6.b. Checks index of payments (IP) and determine if claim is in order;</p> <p>1.6.c. If with prior payment on the same claim, returns the received DV with SDs and ORS informing claimant of the findings,</p> <p>1.6.d. If in order, verifies amount in ORS against DV;</p> <ul style="list-style-type: none"> ➤ If the same, records in the following in the IP, DV date and number, initials in Box C of DV ➤ If amount differs, <ul style="list-style-type: none"> • prepares NORSA in 3 copies, signs Prepared by portion, attaches 1-3 copies 	None	10 minutes	<p><i>Chief Administrative Officer</i> STOD</p>
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	<p>of NORSA to DV and forwards to Chief Accountant for approval of NORSA</p> <ul style="list-style-type: none"> Records the release of NORSA in the logbook to the Budget for correction of obligations. <p>Forwards the NORSA to the Budget staff to effect the adjustments in the Obligations column of the ORS and returns the adjusted 2 copies of ORS, received DV with complete SDs and NORSA to the Accounting.</p>		5 minutes	
	<p>1.7. Accounting staff:</p> <ul style="list-style-type: none"> determines availability of NCA, <p>If NCA is sufficient, records in the RANCA/RANTA the DV date and number and the amount,</p> <ul style="list-style-type: none"> Checks the “Cash available” portion in Box C 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 	None	10 minutes	<p><i>Chief Administrative Officer STOD</i></p>



	<ul style="list-style-type: none"> ➤ If applicable, prepares BIR Form 2307 ➤ Encodes the transaction in the e-NGAS for review of the Accountant II/III ➤ Forwards the received DV with complete SDs and 2 copies of ORS to the Accountant III for review. <p>If No Cash Available or cash is insufficient, informs the End-User and notes the non-availability of cash and safe keeps the DV, SDs and ORS</p>			
	<p>1.8. Accountant III reviews DV:</p> <ul style="list-style-type: none"> ➤ signs Box B of DV and approves the transaction in e-NGAS <p>forwards the approved DV with complete SDs and 2 copies of ORS to the Releasing staff.</p>	None	5 minutes	Chief Administrative Officer STOD
	<p>1.9. Releasing staff records in the logbook the release of 3 copies of DV with complete SDs and 2 copies of the ORS and forwards it to the Assistant Regional Director or Regional Director/PARPO II for approval of the DV</p>	None	3 minutes	Chief Administrative Officer STOD
	<p>1.10. Receiving/ staff of the OARD/ORD</p> <ul style="list-style-type: none"> • receives copies 1-4 of DV, SDs and copies 2-3 of the ORS and records in 	None	3 minutes	RD/ARD



	the logbook the date of receipt, and forwards the documents to the Approving Officer for review and approval			
	<p>1.11. ARD/RD</p> <ul style="list-style-type: none"> • reviews DV and signs in Box D “Approved for Payment” portion; • Forwards documents to releasing staff 	None	5 minutes	<i>RD/ ARD</i>
	1.12. Releasing staff records in logbook the approved DV with complete SDs and 2 copies of ORS and forwards the documents to the Cashier	None	3 minutes	<i>RD / ARD</i>
	<p>1.13. Staff of Cashier</p> <ul style="list-style-type: none"> ➤ receives 3 copies of approved DV with complete SDs and 2 copies of ORS ➤ records in the logbook the date of receipt, DV number, payee, particulars and amount <p>checks completeness of signatories on DV</p>	None	5 minutes	<i>Chief Administrative Officer STOD</i>
	<p>1.14. If payment is by/through</p> <p>A. Check, staff:</p> <ul style="list-style-type: none"> ➤ prepares checks (1 original, 1 duplicate and 1 photocopy) ➤ records the date, check number, name of payee, nature of payment and amount of the DV in the Check ADA Record 	None	10 minutes	<i>Chief Administrative Officer STOD</i>



	<p>maintained per bank account</p> <ul style="list-style-type: none"> ➤ Forwards 3 copies of check (1 original, 1 duplicate and 1 photocopy), 3 copies of DV with complete SDs and 2 copies of ORS to the Cashier for review and signature <p>(Proceed to 15)</p> <p>B. ACIC and LDDAP-ADA, Accounting / Cashier Staff</p> <ul style="list-style-type: none"> ➤ Prepares 2 copies of ACIC and 3 copies of LDDAP – ADA ➤ Forward the ACIC to RD / PARPO II and 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 Releasing staff <p>Releasing Staff</p> <ul style="list-style-type: none"> ➤ Records in the logbook the release of 2 copies of ACIC and 3 copies of LDDAP – ADA, copies 3 of DV with complete SDs and 2 copies of the ORS and SDs to the OARD/ORD/PARPO II for approval of the LDDAP – ADA <p>(Proceed to 17B)</p>			
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	<p>1.15. Cashier</p> <ul style="list-style-type: none"> ➤ verifies completeness of signature of the DV ➤ reviews the amount in the Check / ACIC and LDDAP - ADA against the DV and SDs ➤ signs the check forwards to staff for releasing to authorized countersigning official (ARD/RD) 	None	5 minutes	Chief Administrative Officer STOD
	<p>1.16. Staff of Cashier</p> <p>Forwards the set of documents to the Authorized Countersigning Official (RD or ARD)</p>	None	5 minutes	Chief Administrative Officer STOD
	<p>1.17. If</p> <p>A. Check payment, Authorized Countersigning Official (Rd or ARD)</p> <ul style="list-style-type: none"> ➤ countersigns check ➤ forwards to releasing staff <p>B. ACIC and LDDAP – ADA</p> <p>Receiving/releasing staff at OARD/ORD</p> <ul style="list-style-type: none"> ➤ receives 2 copies of ACIC, 3 copies of LDDAP-ADA, 3 copies of DVs with complete SDs and 2 copies of ORS ➤ forwards documents to ARD/RD for review and approval of ACIC and LDDAP – ADA <p>ARD/RD/PARPO II</p>	None	5 minutes	Chief Administrative Officer STOD RD or ARD



	<ul style="list-style-type: none"> ➤ reviews ACIC and LDDAP – ADA ➤ signs in “Approved” portion of the ACIC and LDDAP <p>forwards the approved ACIC and LDDAP- ADA, DV with complete SDs and ORS receiving/releasing staff</p>			
	<p>1.18. Releasing staff records in the logbook date of release of check or ACIC and LDDAP - ADA, DVs with complete SDs and ORS to the Cashier</p>	None	3 minutes	<p><i>Chief Administrative Officer</i> STOD</p>
	<p>1.19. Cashier or Staff</p> <p>A. If Check</p> <ul style="list-style-type: none"> ➤ receives the check, DV with complete SDs and ORS ➤ verifies completeness of signatures in the check, and in the DV including the amounts <p>B. If ACIC and LDDAP - ADA</p> <p>Cashier</p> <ul style="list-style-type: none"> • verifies completeness of signatures in the ACIC and LDDAP – ADA and in the DV including the amounts • Signs the “LDDAP-ADA” portion • Forwards the signed LDDAP – ADA to OARD/ORD for countersigning • ARD/RD countersigns the 	None	3 minutes	<p><i>Chief Administrative Officer</i> STOD</p> <p>RD/ARD</p>



	<p>“ADA” portion of the LDDADP – ADA (Proceed to 20B)</p>			
<p>2. The client receives check payment by signing in the Check Registry/logbook and the “Released portion of the Copy 1 of DV,</p> <p>Issues OR/Invoice, if needed</p>	<p>2. Cashier or staff</p> <p>A. if check payment</p> <ul style="list-style-type: none"> ➤ releases original of check to the payee, ➤ Attaches OR/Invoice issued by payee/ claimant, if any on Copy 1 of DV ➤ Requires payee/ claimant to sign on Box E of the DV and the Check Registry/Logbook <p>B. ACIC and LDDAP – ADA</p> <p>Cashier</p> <ul style="list-style-type: none"> • releases 1 copy of ACIC and 2 copies of LDDAP – Ada to LBP Servicing Branch which shall pay the creditors/payees listed in the LDDAP – ADA not later than 48 hours but not earlier than 24 hours upon receipt of the LDDAP – Ada from the Office <p>furnishes creditors/payees with copy of the ACIC and LDDP – ADA or informs them of the LDDAP - ADA number to update them on the status of their claims</p>	None	5 minutes	<p><i>Chief Administrative Officer</i> STOD</p>
<p>3. Fills – out the Client Satisfaction Survey Form</p>	<p>3. Solicits client feedback using CSSF Receives filled – out and places CSSF in box provided for</p>	None	3 minutes	<p><i>Chief Administrative Officer</i> STOD</p>



	TOTAL:	None	1 hour 59 minutes	
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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:	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 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 the 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 Administrative Officer Accounting Division/ STOD
	1.2 Prepares/generates from Payroll Index Sub-System (PISS)	None	5 minutes	Chief Administrative Officer Accounting Division/ STOD
	1.3 Signs the Certified Correct portion of the Certification	None	2 minutes	CAO Accounting Division/ STOD
	1.4 Records the certificate in the logbook for outgoing documents	None	2 minutes	CAO Accounting Division/ STOD
2. Receives signed certification by	2. Releases the signed certification to the	None	1 minute	CAO Accounting Division/ STOD



signing the released column of the logbook or online (email, Messenger) and fills-out the Client Satisfaction Measurement (CSM) Form and submits to the designated personnel	requesting party physically or online (email or Messenger) and receives and places the filled-out CSM Form in the box provided			
	TOTAL:	None	12 minutes	



4. 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/transferees with an area of not more than five (5) hectares. Applicable requirements and procedures must be complied by landowners/transferees and buyers/transferees.

Office or Division:	LEGAL DIVISION - DARPO
Classification:	Simple
Type of Transaction:	Government to Government (G2G) / Government to Business (G2B) /Government to Client (G2C)
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 downloadable via internet and 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 original certificate title (OCT)/transfer certificate title (TCT) issued by the Register of Deeds (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: <ul style="list-style-type: none"> 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 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. 	Transferor



<p>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.</p>	<p>Transferee and spouse, if married.</p>
<p>7. Certification (LTC Form No. 2) by the MARPO or official designated by the PARPO II expressly stating the following:</p> <p>a. Presence or absence of agricultural tenants and leaseholders, farmworkers, actual tillers, and occupants, and other directly working in the subject land;</p> <p>b. Any actual change of use, premature conversion/development of the land without the required Order of Conversion from the DAR; and/or</p> <p>c. Any form of conflict of claims involving the land by and between the families or third person claimant.</p>	<p>DAR Municipal Office (DARMO) who has jurisdiction over the subject land or any official designated by the PARPO II in areas where there is no DARMO</p>
<p>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.</p>	<p>Municipal, City and Provincial Assessor's Office</p>
<p>9. If applicant is a juridical entity, submit Secretary's Certificate or Board Resolution.</p>	<p>Applicant's authorized representative</p>
<p>10. If application is made through an authorized representative, submit a Special Power of Attorney</p>	<p>Applicant's authorized representative</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application with attached required documents in a folder to the DAR Provincial Office (DARPO).	1.1 Duly authorized Legal Officer receives the application and evaluates the completeness of attached documents using LTC Form No.3. If the application is not complete, returns to the applicant for compliance of the lacking documents.	None	30 minutes	<i>Chief Legal Officer Legal Division</i>
	1.2 If the application is complete, duly authorized Legal Officer records in the Official Record Book/ Official Document Tracking System and indicates date of receipt and control number in the applicant's receiving copy of LTC Form No. 3 (Acknowledgement Receipt) and issues Payment Slip / Order of Payment Form.	None	15 minutes	<i>Chief Legal Officer Legal Division</i>
2. Client proceeds to cashiering and presents the duly signed Payment Slip / Order of Payment Form, and pays the necessary fees.	2.1 Cashier checks the issued Payment Slip / Order of Payment Form (if none, Cashiering Personnel advises the client to proceed to Legal Division for the issuance of the Form) and verifies information from the Payment Slip / Order of Payment and receives payment.	Php 2,000	5 minutes	<i>Chief Administrative Officer STOD</i>
	2.2 Cashiering Personnel issues Official Receipt based on DAR A.O. No.			<i>Chief Administrative Officer STOD</i>



	4, Series of 2021, Section Filing Fee (PHP 2,000.00).			
3. Client presents O.R. to the Legal Division.	3.1 Duly authorized Legal Officer records O.R. in the logbook and attaches it to the application.	None	5 minutes	<i>Chief Legal Officer, Legal Division</i>
	3.2 Duly authorized Legal Officer endorses the application to LTID for verification of records (LTC Form No. 4).	None	30 minutes	<i>Chief Legal Officer Legal Division CARPO/ Designated Personnel LTID</i>
	3.3 DAR Personnel forwards the application to Legal Division after issuance of LTC Form No. 4.	None	5 minutes	<i>CARPO/ Designated Personnel, LTID</i>
	3.4 Legal Officer reviews and evaluates the DAR Clearance application folder and duly authorized Legal Officer prepares completed staff work (CSW) for the PARPO with prepared DAR clearance certification. If denied, the same is without prejudice to refiling.	None	2 days	<i>Chief Legal Officer, Legal Division</i>
	3.5 Legal Officer conducts final review of the DAR application folder, CSW, LTC Form No. 4 and DAR Clearance Certification.	None	1 hour	<i>Chief Legal Officer, Legal Division</i>



	3.6 Duly authorized Legal Officer forwards the CSW with attached Certification to the Office of the PARPO.	None	10 minutes	<i>Chief Legal Officer, Legal Division</i>
	3.7 PARPO II signs and seals the Certification whether approved or denied (LTC Form No. 5).	None	3 hours	<i>PARPO II PARPO's Office</i>
	3.8 DAR Personnel forwards the signed document (DAR Clearance) to the Legal Division.	None	10 minutes	<i>PARPO II PARPO's Office</i>
4. Client requests release of DAR Clearance.	4. Duly authorized Legal Officer receives the signed DAR Clearance and prepares for release.	None	15 minutes	<i>Chief Legal Officer Legal Division</i>
5. Client signs the Logbook before receiving the Certification/DAR Clearance.	5. Duly authorized Legal Officer releases the Certification/DAR Clearance and requires the client to sign the Logbook and administer Feedback Form.	None	10 minutes	<i>Chief Legal Officer Legal Division</i>
6. Client accomplishes Client Satisfaction Measurement (CSM) Form and drops at the suggestion drop box located at the Public Assistance and Complaint Desk (PACD).	6. DAR Personnel records the Client's feedback.	None	5 minutes	<i>Chief Administrative Officer STOD</i>
TOTAL:		PhP 2,000.00	2 days, 6 hours and 20 minutes	



5. 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		<ul style="list-style-type: none"> 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. The client submits a Request for Dialogue through a letter, e-mail, or phone call (Official Records Section e-mail address and telephone number)	1.1 Receives request for dialogue.	None	5 minutes	Chief Administrative Officer STOD
	1.2 Encodes the document information in the Online Document Tracking System (ODTS).	None	5 minutes	Chief Administrative Officer STOD
	1.3 Forwards request to Head of Office.	None	5 minutes	Chief Administrative Officer STOD
	1.4 Instructs concerned Operating Units to set/schedule a meeting with the requesting party.	None	15 minutes	MARPO MARO PARPO DARPO



	1.5 Gathers necessary documents needed for the preparation of a briefer.	None	2 hours	MARPO MARO PARPO DARPO
	1.6 Prepares Notice of Meeting/Dialogue through a 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 meeting.	None	10 minutes	MARPO MARO PARPO DARPO
	1.7 Initials, signs, and approves Letter Reply/Notice of Meeting/Dialogue.	None	5 minutes	MARPO MARPO PARPO DARPO
	1.8 Sends Letter Reply/Notice of Meeting/Dialogue to the requesting party via official courier, e-mail, text, or call.	None	10 minutes	Chief Administrative Officer STOD
	1.9 Records the Letter Reply in the ODTs.	None	5 minutes	Chief Administrative Officer STOD
	1.10 Pre-dialogue and briefing with the Head of Office.	None	1 hour	MARPO MARO PARPO DARPO
2. The client attends the Dialogue Proper	2. Presentation/ Discussion of issues.	None	1 day	MARPO MARO PARPO DARPO Chief Legal Officer Legal Division



				<i>Concerned Parties</i>
3. Signing of agreements	3. Preparation and signing of agreements. The client fills out Client Satisfaction Measurement (CSM) Form	None	2 hours	MARO MARPO PARPO DARPO Chief Legal Officer Legal Division <i>Concerned Parties</i>
TOTAL:		None	1 day 6 hours	
END OF TRANSACTION				



6. Legal Representation

“*Lawyers and Legal Officers for the Farmers*” is the apt slogan for this public service. In essence, it is the process of providing free legal assistance and representation to our indigent farmer beneficiaries including immediate members of their families and other qualified beneficiaries under Section 22 of Republic Act (R.A.) No. 6657 and other qualified stakeholders to protect their rights and interest under the government’s agrarian reform program, either by way of legal advice and the appropriate filing of cases before the proper forum 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) under DAR M.C. 12-09 known as the DAR Manual on Legal Assistance, 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:	Legal Divisions of the 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 and other attached government agencies
A requesting-party together with his/her written request for legal representation/assistance, shall bring/submit: <ul style="list-style-type: none"> 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); 		Client concerned and other attached government agencies



<p>5. Receipts of payment of lease rentals; 6. Order/Resolution/Decision of courts/quasi-judicial agencies establishing the requestor's agrarian right; 7. Administrative findings or certifications evidencing such agrarian right; 8. Certificate of Indigency; 9. Special Power of Attorney; 10. Copy of withdrawal of counsel, if applicable.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs the official logbook.	1. Designated Officer of the Day checks the completeness of the entry for record purposes.	None pursuant to DAR MC 246 and PD 946	1 minute	<i>Division Chief Legal Division</i>
2. Client presents the written request for legal representation, and submits any and/or all pertinent documents.	2.1 Designated Officer of the Day interviews the requesting party to ascertain his/her qualification. Examines, evaluates, and analyzes the facts as narrated by the requesting party including the documents submitted.	None pursuant to DAR MC 246 and PD 946	30 minutes	<i>Division Chief Legal Division</i>
	2.2 Designated Officer of the Day examines the authenticity of the documents submitted by coordinating and communicating with the offices where the said documents originated.	None pursuant to DAR MC 246 and PD 946	1 day	<i>Division Chief Legal Division</i>



	<p>2.2.1 If the requesting party or applicant is qualified and there is reasonable ground to sustain his/her case is the proper forum, the Officer shall assist and/or represent the said party.</p> <p>The Handling Officer shall fill up and sign the Matrix for Legal Representation which shall also be approved by the Division Chief.</p>	<p>None pursuant to DAR MC 246 and PD 946</p>	<p>30 minutes</p>	
	<p>2.2.2 If the requesting party/applicant is not qualified, the denial shall be communicated immediately to the concerned individual or entity.</p>	<p>None pursuant to DAR MC 246 and PD 946</p>	<p>The communication will be made through a letter addressed to the individual concerned</p>	
	<p>The Lawyer/Legal Officer concerned must submit a report and/or confirmation for the denial to the ARBLAD Chief who shall submit a recommendation to the BALA Director for final determination whether the request for legal assistance is proper or not.</p>	<p>None pursuant to DAR MC 246 and PD 946</p>		<p><i>Division Chief Legal Division</i></p>
	<p>2.3. Finally, the Handling Officer shall draft and file a formal <i>Entry of Appearance</i> or file the necessary pleading/ documents with the appropriate</p>	<p>None pursuant to DAR MC 246 and PD 946</p>	<p>30 minutes as regards the filing of formal <i>Entry of Appearance</i></p>	



	<p>quasi-judicial agencies or regular courts.</p> <p>2.4. The Handling Lawyer/Legal Officer will attend preliminary conference and scheduled hearing set by the Court/Office and other Quasi-Judicial Agencies.</p>		<p>As regards the <u>filing</u> of pleadings/ documents depends on the period set forth by the Rules of Court; respective rules of procedure of the QJA concerned; and other pertinent laws.</p>	
<p>3. Client answers the Client Satisfaction Measurement (CSM) Form.</p>	<p>Designated Officer of the Day administers CSM Form.</p>	<p>None pursuant to DAR MC 246 and PD 946</p>	<p>5 minutes</p>	<p><i>Division Chief Legal Division</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>1 day 2 hours and 6 minutes</p>	<p><i>Division Chief Legal Division</i></p>



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

The Certification is issued to attest that the requesting party has pending/no pending case at the Regional/Provincial Adjudicator's Office. The Certification is a requirement for transfer of awarded lands under Administrative Order No. 8, Series of 1995, as amended, 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:	<p>For certification as to case status:</p> <ol style="list-style-type: none"> 1. Any party to the case; 2. Any counsel of record; or 3. Any person authorized by the party/counsel to the case; or 4. Any government entity concerned <p>For certification of no pending case:</p> <ol style="list-style-type: none"> 1. Any interested party; or 2. Any government entity concerned 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Written request <ul style="list-style-type: none"> • DARAB Request Form • Letter-request • Request through electronic means 2. Land title and/or Tax Declaration or any other valid sources of landholding information 		<p>Office of the PARAD Party to the case/counsel of record/any person authorized</p> <p>Party to the case/counsel of record/any person authorized</p> <p>Register of Deeds / Assessor's Office / Requesting party</p>
<p>For No. 3 in the above enumeration:</p> <ol style="list-style-type: none"> 4. Letter-authority/Special Power of Attorney (SPA) 5. Valid ID of the principal (photocopy) 		<p>Party to the case/Counsel of record</p> <p>Company, school or government entity concerned</p> <p>Company, school or government entity concerned</p>



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. Client submits DARAB request form/letter-request/request through digitally/online.	1.1 Agrarian Reform Program Officer (ARPO) II receives and reviews the accomplished form/letter-request/request digitally/online.	None	5 Minutes	Provincial Agrarian Reform Adjudicator (PARAD)
	1.2 ARPO II verifies case records if there is a pending/no pending case before the RARAD. 1.3 ARPO II issues Order of Payment (only for paying client) if with pending/no pending case.	None	10 minutes	PARAD
2. Client pays the necessary fees.	2.1 ARPO II prepares the Certification. 2.2 ARPO II records the Official Receipt number in the logbook/request form.	PHP 50/ document (Pauper litigant free of charge)	10 Minutes	PARAD
3. Client receives the Certification and accomplishes the Client Satisfaction Measurement	3. ARPO II releases the Certification and requests the Client to accomplish the CSM Form.	None	7 minutes	PARAD



(CSM) Form and drops in the designated box.				
TOTAL:		Php 60 50.00	32 Minutes (or within 3 days)	
	If Pauper Litigant	Free of charge		



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

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:	<p>For certified copies of documents (case records/TSN):</p> <ol style="list-style-type: none"> 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 <p>For certified copies of promulgated Decisions/Resolutions/Orders:</p> <ol style="list-style-type: none"> 1. Any interested party; or 2. Any government entity concerned. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Written request <ul style="list-style-type: none"> • DARAB Request Form • Letter-request • Request through electronic means 		<p>Office of the PARAD</p> <p>Party to the case/counsel of record/any person authorized</p> <p>Party to the case/counsel of record/any person authorized</p>
<p>For No. 3 in the above enumeration:</p> <ol style="list-style-type: none"> 1. Authorization/Special Power of Attorney (SPA) 2. Valid ID of the principal (photocopy) 3. Valid ID of the representative (for presentation only) or any proof of identity 		<p>Party to the case/Counsel of record</p> <p>Company, school or government entity concerned</p> <p>Company, school or government entity concerned</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Client submits DARAB request form/letter-request/request online.</p>	<p>1.1 ARPO II receives the accomplished form/letter-request/request online.</p>	None	5 minutes	PARAD
	<p>1.2 ARPO II retrieves case records and verifies the existence of the requested document and assesses the amount to be paid.</p>	None	12 minutes	PARAD
	<p>1.3 ARPO II prepares and reproduces the requested document and issues Order of Payment (only for paying client).</p>			
	<p>If case folder is at the office:</p> <p>50 pages and below, 5 years and below</p> <ul style="list-style-type: none"> •50 pages and below, above 5 years •51 to 100 pages, 5 years and below •51 to 100 pages, above 5 years 	None	<p>30 minutes</p> <p>40 minutes</p> <p>1 Hour</p>	PARAD
	<p>If case folder/TSN is not yet available or if case records are voluminous:</p> <p>1.3.1 ARPO II retrieves and prepares the requested documents</p>		1 hour, 10 minutes	



		None	3 days	PARAD
2. Client pays the necessary fees.	<p>2.1 ARPO II authenticates the document while the Client is paying the corresponding fee at the cashier.</p> <p>2.2 ARPO II records the Official Receipt number in the logbook/request form.</p>	<p>Php 12 10.00 / page (Pauper litigant is free of charge)</p>	10 minutes	PARAD
3. Client receives the requested documents and accomplishes the Client Satisfaction Measurement (CSM) Form.	<p>3. ARPO II releases the (requested documents) to the Client.</p> <p>DAR Personnel requests the Client to accomplish the CSM Form.</p>	None	8 minutes	PARAD
TOTAL:		<p>PhP 12 10.00</p> <p>(MC No. 02 Series of 2022)</p>		PARAD



Pauper Litigant:	2021 DARAB Revised Rules of Procedure Free of Charge		
For 50 pages and below			PARAD
5 years and below		1 hour, 5 minutes (or within 3 days)	
5 years and above		1 hour, 15 minutes (or within 3 days)	PARAD
Archived		3 days	
For 51 to 100 pages			
5 years and below		1 hour, 35 minutes (or within 3 days)	
5 years and above		1 hour, 45 minutes (or within 3 days)	
Archived		3 days	



9. 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:	<ol style="list-style-type: none"> 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		
<ol style="list-style-type: none"> 2. Written request <ul style="list-style-type: none"> • DARAB Request Form • Letter-request • Request through electronic means 		<p>Office of the PARAD</p> <p>Party to the case/counsel of record/any person authorized</p> <p>Party to the case/counsel of record/any person authorized</p>		
<p>For No. 3 in the above enumeration:</p> <ol style="list-style-type: none"> 1. Letter-authority/Special Power of Attorney (SPA) 2. Valid ID of the principal (photocopy) <p>Valid ID of the representative (for presentation only) or any proof of identity</p>		<p>Party to the case/Counsel of record</p> <p>Company, school or government entity concerned</p> <p>Company, school or government entity concerned</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the DARAB request form/letter-request/request digitally/online.	1.1 The Agrarian Reform Program Officer (ARPO) II receives and reviews the accomplished form/letter-	None	5 minutes	PARAD



	request/request digitally/online.			
	<p>1.2 ARPO II retrieves the case records and verifies if the decision/resolution/final order has become FINEX:</p> <p>a. 5 years & below</p> <p>b. above 5 years</p> <p>c. Archived</p> <p>1.3 ARPO II prepares the Entry of Judgment and releases to the client.</p>	None	<p>10 minutes</p> <p>30 minutes</p> <p>45 minutes</p> <p>10 minutes</p>	PARAD
2. Client accomplishes the Client Satisfaction Measurement (CSM) Form and drops in the designated box.	2. ARPO II requests the client to fill-up the CSM Form.	None	5 minutes	PARAD
TOTAL:				
	5 years & below	None	30 minutes (or within 3 days)	



Above 5 years	None	50 minutes (or within 3 days)	
Archived	None	1 hour, 5 minutes (or within 3 days)	



10. 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		
1. Request form (2 original copies) 2. For external client, photocopy of client's ID as attachment		For external clients, DARPO – PACCU; For internal clients, DARPO - STOD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-out Request Form and attaches the photocopy of ID.	1.1 DAR Personnel receives and logs-in the filled-up Request Form.	None	2 minutes	<i>PACCU/ Records Officer STOD</i>
	1.2 DAR Personnel evaluates the filled-up Request Form.	None	3 minutes	<i>PACCU/ Records Officer STOD</i>
	1.3 DAR Personnel routes the evaluated filled-up request form to Regional Chief Administrative Officer (RCAO).	None	3 minutes	<i>PACCU/ Records Officer STOD</i>
	1.4 DAR Personnel receives and logs-in Request Form.	None	2 Minutes	<i>Records Officer STOD</i>
	1.5 CAO evaluates, verifies, and retrieves the requested data.	None	5 Minutes	<i>Chief Administrative Officer STOD</i>
	1.5.1 If the request is for the information of an individual ARB, generates individual ARB information 1.5.2 If the request is for group of ARBs, generates list	None	30 minutes	<i>Chief Administrative Officer STOD</i>



	and its summary.			
	1.6 CAO prepares Certification that requested information was found or was not found in the database.	None	5 minutes	<i>Chief Administrative Officer STOD</i>
	1.7 Signs RCAO's/ARD's initial on the Certification.	None	2 minutes	<i>CAO/ ARD for Operations/ PARPO I/ II</i>
	1.8 CAO fills-up the findings portion of the Request Form.	None	2 minutes	<i>Chief Administrative Officer STOD</i>
	1.9 CAO forwards the Certification with attachments (if necessary) to Regional Director (RD) for approval.	None	3 minutes	<i>Chief Administrative Officer STOD</i>
	1.10 DAR Personnel receives and logs-in the Certification.	None	2 minutes	<i>RD/ PARPO II</i>
	1.11 RD reviews the Certification.	None	5 minutes	<i>RD</i>
	1.12 RD approves and signs the Certification.	None	2 minutes	<i>RD</i>
	1.13 RD logs-out and returns the approved Certification.	None	2 minutes	<i>RD</i>
	1.14 DAR Personnel receives the Approved Certification.	None	2 minutes	<i>Chief Administrative Officer STOD</i>
	1.15 DAR Personnel photocopies one (1) copy of the updated Request Form and Certification for safekeeping.	None	10 Minutes	<i>Chief Administrative Officer STOD</i>
	1.16 DAR Personnel logs-out and forwards the updated request form and certification to PACU/STOD Staff.	None	3 Minutes	<i>Chief Administrative Officer STOD</i>



	1.17 DAR Personnel receives the updated Request Form and Certification.	None	2 minutes	<i>PACCU/ Records Officer STOD</i>
	1.18 DAR Personnel logs-out and releases the Certification.	None	2 minutes	<i>PACCU/ Records Officer STOD</i>
2. Client receives the Certification.		None	3 minutes	<i>Client</i>
3. Client fills-out Client Satisfaction Measurement (CSM) Form.	3. DAR Personnel receives the accomplished CSM Form.	None	2 minutes	<i>PACCU/ Records Officer STOD</i>
End of Transaction				
	TOTAL:	None	1 hour 32 minutes	



11. 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:	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.csc.gov.ph) or at Personnel Section		
3. IPCR for the last rating period (2 photocopies)		Applicant		
4. Certificates of trainings attended (per MC 19-2019) for 1 st and 2 nd level position for Division Chiefs and Executives/Managerial Positions (2 photocopies)		Applicant		
5. Proof of awards and recognition received (2 photocopies)		Applicant		
6. Scholastic Records (Transcript of Records, Diploma, duly certified by the school (2 photocopies)		School last attended, CHED		
7. Certificate of Eligibility (1 Authenticated-original copy and 1 photocopy)		CSC/PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS IN G TIME	PERSON RESPONSIBLE
1. Client submits letter-intent with complete required documents whether in email or hard copy addressed to the	1.1 Personnel Officer receives/ downloads the application and checks the completeness of the required documents attached against the checklist.	None	30 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>



Regional Director.				
	1.2. Personnel Officer evaluates the documents of applicant whether they conform with the minimum requirement of the position based on the Qualification Standard, and application of the EEOP.	None	20 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.3 Personnel Officer prepares reply letter to notify/inform applicants of whether he/she was qualified or not qualified.	None	20 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.4 RD approves and signs Letter/ Notification to applicants.	None	20 minutes	<i>Head of Office RD/ PARPO II Personnel Section/ STOD</i>
	1.5 Personnel Officer forwards the approved letter / notification to Records Section for mailing.	None	15 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.6 Records Officer encodes to ODTs the letter and sends notification to the applicant.	None	5 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	Client fills-out the Client Satisfaction Measurement (CSM) Form and DAR Personnel records the Client's feedback.			
	TOTAL:	None	1 hour & 50 minutes	



12. Provision of Data/Information to Clients

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

Office or Division:	Provincial Planning Section - STOD			
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:				
<ul style="list-style-type: none"> d. Valid Identification Card (Original or photocopy for presentation to PACU/STO Staff (Records Officer)) e. Request Letter (1 copy, original), and/or f. Filled-up Client Request Form 		Any Government institution, Office of the Requesting Client, School where the client is currently enrolled Office of the requesting organization DAR-Regional/ Provincial Office, PACU/STO Staff (Records Officer)		
If Thru Mail (Snail Mail or e-Mail, Courier):				
<ul style="list-style-type: none"> c. Valid Identification Card of the requesting party (Scanned Image) d. 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 the Provincial Office				
1. Presents ID Card and Request Letter to the PACU/STO Staff (Records Officer)	1.1 Receives and peruses the request letter and identification card of the client. If it is in order, assesses if data requested is available in the Provincial Office.	None	15 Mins	PACU/STO Staff (Records Officer)
2. Receives information from	2.1 Informs the client that the data being	None	15 mins	PACU/STO Staff (Records Officer)



PACU/STO Staff (Records Officer) that data requested is not available in the Provincial Office	requested is not available in Provincial Office. 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.			
	Transaction Completed	None	30 minutes	
If Data requested is Readily Available at the DAR Provincial Office				
1. Presents ID Card and Request Letter to the PACU/STO Staff (Records Officer)	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-Provincial Office.	None	15 Mins	PACU/STO Staff (Records Officer)
2. Provides additional details to the PACU/STO Staff (Records Officer), finalizes arrangement on when and how data will be claimed, and receives client's portion of the Client Request 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	PACU/STO Staff (Records Officer)
	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	None	25 mins	PACU/STO Staff (Records Officer)



	<p>when and how the data will be claimed by the client are encoded in the Client Request Form</p> <p>2.4 Prints copy of the filled-out Client Request Form. Attaches the Provincial Office portion in the request letter and gives the Client's portion to the client.</p>			
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		PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> Retrieves data from the PACU/STO Staff (Records Officer) (e-copy or hard copy), makes a copy, and compiles all data requested if request involves multiple data 	None	2 hours	PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> Records appropriate updates in the Client request Form 	None	15 mins	PACU/STO Staff (Records Officer)
	<p>3.2. Informs client that data requested is already available and ready for release, if requested document is for pick up.</p> <p>*Thru agreed mode, i.e., text, email, phone call or messenger</p>	None	15 mins	PACU/STO Staff (Records Officer)



	3.3 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 Request Form.	4.1a Releases data to client and records release of data in the Client Request Form, if for pick up; or *Transaction is deemed ended as soon as the client has been informed that the data requested is available OR	None	20 mins	PACU/STO Staff (Records Officer)
	4.1b Sends requested data to client based on agreed mode (email, snail 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 at Provincial Office but Still needs to be processed				
1. Presents ID Card and Request Letter to the PACU/STO Staff (Records Officer)	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-/Provincial Office	None	15 Mins	PACU/STO Staff (Records Officer) *The PACU/STO Staff (Records Officer) who first received the request shall be the staff responsible until the request is fully complied with



<p>2. Provides additional details to the PACU/STO Staff (Records Officer), finalizes arrangement on when and how data will be claimed, and receives client's portion of the Client Request Form</p>	<p>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</p>	<p>None</p>	<p>20 mins</p>	<p>PACU/STO Staff (Records Officer)</p>
	<p>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</p>	<p>None</p>	<p>10 mins</p>	<p>PACU/STO Staff (Records Officer)</p>
	<p>2.3 Details of the interview and arrangements on when and how the data will be claimed by the client are encoded in the Client Request Form</p>	<p>None</p>		
	<p>2.4 Prints copy of the filled-out Client Request Form. Attaches the Provincial Office portion to the request letter and gives the Client's portion to the client.</p>	<p>None</p>	<p>15 mins</p>	<p>PACU/STO Staff (Records Officer)</p>
<p>3. Waits for notification from DAR on availability of data requested or for the agreed time/day of release of data requested</p>	<p>3.1 Undertakes completed staff work (CSW) to comply with the request letter:</p>	<p>None</p>		<p>PACU/STO Staff (Records Officer)</p>



	<ul style="list-style-type: none"> Requests concerned Technical Staff to generate the data requested by client 	None	15 mins	PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> 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	PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> Receives documents from Technical Staff and Compiles all data requested (if multiple data requirements) 	None	20 mins	PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> Prepares transmittal letter/memo, seeks clearance from PARPO II for release of data requested 	None	2 mins	PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> Signs transmittal memo/letter and instructs staff-in-charge to release data requested 	None	20 mins	<i>PARPO II</i>
	<ul style="list-style-type: none"> Records appropriate updates in the Client Request Form 	None	10 mins	PACU/STO Staff (Records Officer)
	3.2 Informs client that data requested is already available and ready for release	None	10 mins	PACU/STO Staff (Records Officer)
	3.3 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.	<p>4.1 Releases data to client and records release of data in the Client Request Form, if for pick up; or</p> <p>*Transaction is deemed ended as soon as the client has</p>	None	20 mins	PACU/STO Staff (Records Officer)



	<p>been informed that the data requested is available</p> <p>OR</p>			
	<p>4.2 Sends requested data to client based on agreed mode (email, snail mail or courier)</p> <p>*Transaction is deemed ended as soon as the data is sent through email, post office or courier.</p> <p>**Allow additional half day allowance for going to post-office or courier</p>	None		
	Transaction Completed	None	2 Days 2 Hours and 37 Mins	
TOTAL:				
	Data is not Available at Provincial Office	None	30 Minutes	
	Data is Readily Available at Provincial Office	None	3 Hours and 50 Minutes	
	Data is at Provincial Office But Still Needs to be Processed	None	2 Days, 2 Hours and 37 Minutes	
B. IF THRU E-MAIL/SNAIL MAIL or COURIER				
If Data requested is not available at Provincial Office				
1.a Sends request email to Provincial Office thru respective regional office email address <i>(with attached image of valid ID</i>	1.1a Receives and prints request e-mail, and forwards it to the STO Staff (Planning Officer IV/III) OR	None	20 minutes *Cut-off time is 12:00 Noon. Mails received after the cut-off time shall be	PACU/STO Staff (Records Officer)



<p><i>of requesting party)</i></p> <p>OR</p>			<p>considered as received on the following working day.</p>	
<p>1.b Sends request letter to Provincial Office address</p>	<p>1.1b Receives request letter, records receipt of documents in Provincial Office receiving logbook, and forwards document to Planning Section</p>	<p>None</p>		<p>PACU/STO Staff (Records Officer)</p>
	<p>1.2 Receives request letter from Planning Section in-charge of emails and assesses whether data requested is available or not available at Provincial Office, and whether it is readily available or is still to be generated, if available in Regional/ Provincial Office.</p>	<p>None</p>	<p>15 mins</p>	<p>PACU/STO Staff (Records Officer)</p>
<p>2. Receives information from Planning Section that data requested is not available in DAR</p>	<p>2.1 Informs the client that the data being requested is not available in Provincial Office. If data is available in other divisions, refers the client to concerned office.</p> <p>- Prepares and send communication to the client regarding non-availability of the data and if possible advises client on where and how the data can be availed</p>	<p>None</p>	<p>1 Hour</p>	<p>PACU/STO Staff (Records Officer)</p>



	Transaction Completed	None	1 Hour and 35 Minutes	
If Data requested is available in DAR – Readily Available at DAR Provincial Office				
1. Sends request email to Provincial Office thru respective regional office email address OR	1.1a Receives and prints request e-mail, and forwards it to the Planning Section 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.	PACU/STO Staff (Records Officer)
1.b Sends request letter to Provincial Office address	1.1b Receives request letter, records receipt of documents in Provincial Office receiving logbook, and forwards document to Planning Section	None		PACU/STO Staff (Records Officer)
	1.2 Receives request letter from Planning Section in-charge of emails and assesses whether data requested is available or not available at Planning Section, and whether it is readily available or is still to be generated, if available in Planning Section.	None	15 mins	PACU/STO Staff (Records Officer)
2. Provides additional details to the Planning Section,	2.1 Communicates with the client to: - acknowledge receipt of his/her request;	None	2 Hours	PACU/STO Staff (Records Officer)



finalizes arrangement on when and how data will be claimed	- 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 Client Request Form. Prints copy of filled-out Client Request Form and attaches it to the request letter	None	20 mins	PACU/STO Staff (Records Officer)
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		PACU/STO Staff (Records Officer)
	• 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	PACU/STO Staff (Records Officer)
	• Records appropriate updates in the PS-CDR Form.	None	15 mins	PACU/STO Staff (Records Officer)
	3.2 Informs client that data requested is	None	15 mins	PACU/STO Staff (Records Officer)



	<p>already available and ready for release</p> <p>* thru agreed mode, i.e., text, email, call, phone call or messenger</p>			
	3.3 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 Client Request Form, if for pick up, or	None	30 mins	PACU/STO Staff (Records Officer)
	4.2 Sends requested data to client based on agreed mode (email, mail or courier)	None		
	*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.a Sends request email to Provincial Office thru respective provincial office email address	1.1a Receives and prints request e-mail, and forwards it to the Planning Section	None	20 minutes	PACU/STO Staff (Records Officer)
OR	OR		*Cut-off time is 12:00 Noon. Mails received after the cut-off time shall be considered as received on the following	



			working day.	
1.b Sends request letter to Provincial Office address	1.1b Receives request letter, records receipt of documents in Provincial Office receiving logbook, and forwards document to Planning Section	None		PACU/STO Staff (Records Officer)
	1.2 Receives request letter from STO Staff (Records Officer) 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	PACU/STO Staff (Records Officer)
2. Waits for notification from DAR on availability of data requested or agreed date of release of data	2.1 Undertakes completed staff work (CSW) to comply with the request letter:			
	<ul style="list-style-type: none"> 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	PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> Prepares transmittal letter/memo, seeks clearance from PARPO II for release of data requested 	None	30 mins	PACU/STO Staff (Records Officer)
	<ul style="list-style-type: none"> Signs transmittal memo/letter and instructs staff-in-charge to release data requested 	None	30 mins	<i>PARPO II</i>
	<ul style="list-style-type: none"> Records appropriate updates in the Client Request Form 	None	15 mins	PACU/STO Staff (Records Officer)



	2.2 Informs client that data requested is already available and ready for release	None	15 mins	PACU/STO Staff (Records Officer)
	2.3 Waits for the client to claim the data, if for pick-up	None	(Paused clock)	PACU/STO Staff (Records Officer)
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 Client Request Form, if for pick up, or	None	2 Hours and 30 Mins	STO Staff (Records Officer)
	3.1.b 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 4 Hours and 35 Mins	
TOTAL:				
	Data is not Available at Provincial Office	None	1 Hour and 35 Mins	
	Data is Readily Available at Provincial Office	None	5 Hours and 55 Mins	
	Data is Available at Provincial Office but Still Needs to be Processed	None	2 Days 4 Hours and 35 Mins	



13. Issuance of Certification on Motion for Reconsideration/ Appeal filed on Agrarian Law 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:	DAR Provincial Office – Records Unit			
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		
Valid Company, any Government Issued, or any acceptable Identification (ID) Card. (Example: Philippine Identification System (PhilSys), Land Transportation Office (LTO), Social Security System (SSS), Local Government Units (LGUs), PhilPost, COMELEC, etc.)		Applicant/ Requesting Person		
Special Power of Attorney (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.Client requests for issuance of Certification on Motion for Reconsideration (CMR).	1. DAR Personnel attends to client to determine needs and endorses to responsible person.	None	5 minutes	<i>Chief Administrative Officer/ Attorney V Legal Division/ STOD</i>
2.Client presents valid IDs or (SPA), if representative, and Letter-Request.	2.1 DAR Personnel prepares and presents Request Slip for Order of Payment, if requested by the BALA-Division Chief.	None	5 minutes	<i>Chief Administrative Officer/ Attorney V Legal Division/ STOD</i>
	2.2 DAR Personnel issues Official Order of Payment.	None	2 minutes	<i>Chief Administrative Officer STOD</i>
3. Client pays the required fees.	3.1. DAR Personnel pays to the Cashiering Unit.	None	2 minutes	<i>Chief Administrative Officer/ Attorney V Legal Division/ STOD</i>



	3.2 DAR Personnel issues the Official Receipt.	P60.00/ Certificati on *free of charge – for farmers and ARBs	3 minutes	<i>Chief Administrative Officer STOD</i>
	3.3 DAR Personnel prepares and issues the CMR.	None	5 minutes	<i>Chief Administrative Officer/ Attorney V Legal Division/ STOD</i>
4. Client receives the copy of the CMR.	4.1 DAR Personnel asks the Client to sign in the logbook.	None	1 minute	<i>Chief Administrative Officer/ Attorney V Legal Division/ STOD</i>
5. Client fills-out Client's Satisfaction Form.	5.1 DAR Personnel places the accomplished Client Satisfaction Form in the box.	None	2 minutes	<i>Chief Administrative Officer/ Attorney V Legal Division/ STOD</i>
		TOTAL:		
		Parties/Not-Parties to the Case	P60.00* (MC. 02 Series of 2022)	25 minutes
		Farmers and ARBs	Free**	10 minutes
		BALA	Free**	1 day

*- Memorandum Circular No. 2, Series of 2022

** - 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:	DAR Provincial Office – Records Unit			
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		
Valid Company, any Government Issued, or any acceptable Identification (ID) Card. (Example: Philippine Identification System (PhilSys), Land Transportation Office (LTO), Social Security System (SSS), Local Government Units (LGUs), PhilPost, COMELEC, etc.)		Applicant/Requesting Person		
2. Special Power of Attorney (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. Client requests for issuance of Certification on Motion for Reconsideration (CMR) thru Email and/or DAR Facebook Messenger and sends a selfie holding his/her valid ID and Application Form, SPA (if Representative), and Letter-Request. (rmd@dar.gov.ph and rmd.secretariat@dar.gov.ph)	DAR Personnel assesses the request to determine needs and endorses to BALA/Legal Division. Contacts or calls the Requesting Party, if necessary.	None	5 minutes	Chief Administrative Officer/ Attorney V Legal Division/ STOD
	1.2 DAR Personnel prints and presents Request Slip to Accounting Division/Section for issuance of Order of Payment. If requested by BALA, the DAR Personnel prepares an	None	5 minutes	Chief Administrative Officer/ Attorney V Legal Division/ STOD



	official letter to the BALA-Division Chief.			
2. Client emails photocopy of valid IDs, SPA (if Representative), and Letter-Request.	2.1 DAR Personnel prepares and provides copy of Official Order of Payment to Records Division/Section.	None	5 minutes	Chief Administrative Officer
	2.2 DAR Personnel issues Official Order of Payment.	None	2 minutes	Chief Administrative Officer STOD
3. Client pays required Fees via online payment (thru Land Bank of the Philippines [LBP]) and cost of courier service. The Client emails proof of payment to Records Division/Unit.	3.1 DAR Personnel emails copy of Order of Payment to requesting party.	None	2 minutes	Chief Administrative Officer Records Division
	3.2. DAR Personnel issues the Official Receipt and provides one (1) copy to Records Division/Section.	P60/certification* free of charge – for farmers and ARBs	3 minutes	Chief Administrative Officer STOD
	3.3 DAR Personnel prepares and sends CMR via courier service.	None	1 day	Chief Administrative Officer STOD
4. Client receives copy of the CMR from the courier service.	4.1 DAR Personnel emails the Client Satisfaction Form.	None	2 minutes	Chief Administrative Officer STOD
5. Client fills-out Client's Satisfaction Form and emails to Records Division.	5.1 DAR Personnel prints and places the accomplished Client	None	2 minutes	Chief Administrative Officer STOD



	Satisfaction Form in the box.			
	TOTAL:			
		Parties/Not-Parties to the Case	Php 60.00 (MC No. 02 Series of 2022)	1 day and 26 minutes
		Farmers and ARBs	Free	1day and 19 minutes
		Legal Division/B ALA	Free	1 day

*- Memorandum Circular No. 2, Series of 2022

** - 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:		STOD-DARPO		
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. Client requests for Certified True Copy (CTC) of Order/Documents .	1.1 1. DAR Personnel attends to client to determine needs and endorses to responsible person.	None	5 minutes	<i>Chief Administrative Officer</i> STOD
2. Client presents valid IDs, SPA (if representative), and Letter-Request.	2.1 DAR Personnel provides Request Form to the client and then presents to BALA/Legal Division (LD).	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	2.2 DAR Personnel evaluates and approves the request.	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	2.3 DAR Personnel prepares and presents Request Slip (RS) for Order of Payment.	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	2.4 DAR Personnel issues Official Order of Payment.	None	2 minutes	<i>Chief Accountant</i> Accounting Unit
3. Client pays the required fees to the Cashiering Unit.	3.1 Pays the required fees to the Cashiering Unit.	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	3.2 DAR Personnel issues the Official Receipt.	P60.00/ document - CTC;	3 minutes	<i>Chief Administrative Officer</i> STOD



		P12.00/ page - xerox copy; *free of charge – for farmers and ARBs.		
	3.3 DAR Personnel prepares and issues copy of CTC.	None	5 minutes	<i>Chief Administrative Officer STOD</i>
4. Client receives the copy of CTC of Order/Document.	4. DAR Personnel asks the client to sign in the logbook.	None	1 minute	<i>Chief Administrative Officer STOD</i>
5. The Client fills-out the Client Satisfaction Measurement (CSM) Form.	5. DAR Personnel places the accomplished CSM Form in the box.	None	2 minutes	<i>Chief Administrative Officer STOD</i>
	TOTAL:			
	CTC for Party/Not-Party to the Case	Php60.00 /document (M.C. 02 Series of 2022)	32 minutes	
	for Party/Not-Party to the Case	Php12.00 / page - Xerox Copy (MC. 02 Series of 2022)	32 minutes	

***DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)**

****DAR Memorandum 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:	STOD-DARPO			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizen			
Who may avail:	DAR Personnel and Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for CTC of DAR Issuances thru E-mail and DAR Facebook/Messenger (rmd@dar.gov.ph and rmd.secretariat@dar.gov.ph).	1.1 DAR Personnel assesses and endorses to responsible person.	None	5 minutes	<i>Chief Administrative Officer</i> Records Division/ STOD
	1.2 DAR Personnel checks for the availability of the DAR issuance.	None	2 minutes	<i>Chief Administrative Officer</i> Records Division/ STOD
	1.3 DAR Personnel issues and presents Request Slip for Order of Payment.	None	5 minutes	<i>Chief Administrative Officer</i> Records Division/ STOD
	1.4 DAR Personnel issues Official Order of Payment.	None	2 minutes	<i>Chief Accountant</i> Accounting Division/ STOD
2. Client pays required fees via online payment (thru Land Bank of the Philippines [LBP]) and cost of courier service.	2.1 Pays to Cashiering Unit.	None	2 minutes	<i>Chief Administrative Officer</i> Records Division/ STOD
	2.2 DAR Personnel issues Official Receipt.	P60.00/	3 minutes	<i>Head Cashier</i> Cashiering Unit – GSD / STOD



		document - CTC; P12.00/ page - xerox copy; *free of charge – for farmers and ARBs		
	2.3 DAR Personnel prepares and sends the CTC of DAR Issuance via courier service.	None	1 day	<i>Chief Administrative Officer</i> Records Division/ STOD
3. Client receives the CTC of the DAR Issuance from the courier service.	3.1 DAR Personnel emails the Client Satisfaction Form (CSF) to the client.	None	1 minute	<i>Chief Administrative Officer</i> Records Division/ STOD
4. Client fills-out the Client Satisfaction Measurement (CSM) Form.	4.1 DAR Personnel places the accomplished CSM Form in the box.	None	2 minutes	<i>Chief Administrative Officer</i> Records Division/ STOD
	TOTAL:			
	Publics:	Php 60/ docume nt* -	1 day and 22 minutes	
	CTC:	Php12/ page* - xerox copy (MC. 02 S.2022)		
	Farmer and ARB:	Free of charge*	1 day and 10 minutes	
	DAR Personnel:	Free of charge*	15 minutes	

***DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)**

****DAR Memorandum 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 – DARPO			
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. Client requests for Certified True Copy (CTC) of Order/Documents.	1.1 1. DAR Personnel attends to client to determine needs and endorses to responsible person.	None	5 minutes	<i>Chief Administrative Officer</i> STOD
2. Client presents valid IDs, SPA (if representative), and Letter-Request.	2.1 DAR Personnel provides Request Form to the client and then presents to BALA/Legal Division (LD).	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	2.2 DAR Personnel evaluates and approves the request.	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	2.3 DAR Personnel prepares and presents Request Slip (RS) for Order of Payment.	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	2.4 DAR Personnel issues Official Order of Payment.	None	2 minutes	<i>Chief Accountant</i> Accounting Unit
3. Client pays the required fees to the Cashiering Unit.	3.1 Pays the required fees to the Cashiering Unit.	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	3.2 DAR Personnel issues the Official Receipt.	P60.00/ document - CTC;	3 minutes	<i>Chief Administrative</i>



		P12.00/ page - xerox copy; *free of charge – for farmers and ARBs.		<i>Officer STOD</i>
	3.3 DAR Personnel prepares and issues copy of CTC.	None	5 minutes	<i>Chief Administrative Officer STOD</i>
4. Client receives the copy of CTC of Order/Document.	4. DAR Personnel asks the client to sign in the logbook.	None	1 minute	<i>Chief Administrative Officer STOD</i>
5. The Client fills-out the Client Satisfaction Measurement (CSM) Form.	5. DAR Personnel places the accomplished CSM Form in the box.	None	2 minutes	<i>Chief Administrative Officer STOD</i>
	TOTAL:			
	CTC for Party/Not- Party to the Case	Php60.00/ document (M.C. 02 Series of 2022)	32 minutes	
	for Party/Not-Party to the Case	Php12.00/ page - Xerox Copy (MC. 02 Series of 2022)	32 minutes	
	Farmer and ARBs	Free of charge**	20 minutes	

***DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)**

****DAR Memorandum 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 (STOD)/ Legal Division – DARPO			
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. Client requests for CTC of Order/ Documents thru E-mail and DAR Facebook Messenger and sends a selfie holding his/her valid ID and application Form, SPA (if Representative), and Letter-Request. (rmd@dar.gov.ph and rmd.secretariat@dar.gov.ph)	1.1 DAR Personnel assesses the request and endorses to responsible person. He/she contacts or calls the Requesting Party if requirements are incomplete.	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	1.2 DAR Personnel presents the request to BALA/Legal Division for approval.	None	5 minutes	<i>Chief Administrative Officer</i> STOD
	1.3 DAR Personnel in BALA/Legal Division evaluates and approves the request.	None	5 minutes	<i>Chief Administrative Officer</i> STOD



	1.4 DAR Personnel presents Request Slip (RS) to Accounting Division/Unit for issuance of Order of Payment.	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	1.5 DAR Personnel prepares and issues Official Order of Payment, and provides copy to Records Division/Unit.	None	2 minutes	Chief Administrative Officer
2. Client pays the required Fees via online payment (thru Land Bank of the Philippines [LBP]) and cost of courier service. He/she emails proof of payment to Records Division/Unit.	2.1 DAR Personnel emails copy of Order of Payment to requesting party.	None	2 minutes	<i>Chief Accountant</i> Accounting Unit
	2.2 DAR Personnel issues Official Receipt and provides one (1) copy to Records Division/Section.	P60/page - CTC; P12/page - plain copy; free of charge – for farmers and ARBs.	3 minutes	<i>Chief Administrative Officer</i> STOD
	3.3 DAR Personnel prepares and sends copy of CTC via Courier Service.	None	1 day	<i>Chief Administrative Officer</i> STOD



3. Client receives copy of CTC from Courier Service, or downloads digitized format of approved/disapproved application.	3.1 DAR Personnel emails the Client Satisfaction Form (CSF) to the Client.	None	1 minute	<i>Chief Administrative Officer</i> STOD
4. Client fills-out the Client Satisfaction Measurement (CSM) Form and emails back to Records Division the picture of CSM Form.	4.1 DAR Personnel prints and places the accomplished CSM Form in the box.	None	2 minutes	<i>Chief Administrative Officer</i> STOD
	TOTAL:			
	CTC for Party/Not-Party to the Case	P60/doc* ; P12 /page* - xerox copy (MC. 02 Series of 2022)	1 day and 32 minutes	
	Farmer and ARBs	Free of charge**	1 day and 20 minutes	

*DAR Memorandum Circular No. 2, Series of 2022 (Revised Guidelines on Rates of Fees and Charges for Services Rendered by DAR)

**DAR Memorandum No. 246, Series of 2017



16. Issuance of Official Receipt for Payment of Bidding Documents (based on validated deposit slip sent by the bidder)

Under Republic Act (R.A.) No. 9184, bidders may be required to pay for bidding documents to compensate for the expenses incurred in their preparation and development. The Bids and Awards Committee (BAC) shall provide the bidding documents to prospective bidders upon payment of the corresponding costs to the collecting/disbursing officer of the procuring entity involved.

Office or Division:	STOD – DARPO			
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. The client requests for Issuance of Official Receipt from the Cashier	1. Bids and Awards Committee (BAC) Secretariat Staff submits to the Cashiering Unit the copy of the validated deposit slip and filled-up order of payment form paid by the Bidder.	None	3 Minutes	<i>BAC Secretariat Chief Administrative Officer General Services Division/Unit</i>
2. Issuance of Official Receipt	2. Cashier issues an Official Receipt based on the validated deposit slip, order of payment, and bid documents. (*Original Official Deposit will be submitted by the BAC Sec during the Pre-Bid Conference)	None	3 Minutes	<i>Chief Administrative Officer General Services Division/Unit</i>
3. The client receives official receipt and fills out Client Satisfaction Measurement (CSM) Form	3. Cashier reviews the accomplished CSM Form	None	2 Minutes	<i>Chief Administrative Officer General Services Division/Unit</i>
TOTAL:		None	8 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 agrarian reform beneficiaries (ARBs)/ARB members of agrarian reform beneficiary organizations (ARBOs) to new availers and re-availers of agricultural and enterprise/livelihood agri-credit loans from partner lending institutions. This process does not apply to accessing Microfinance 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, 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:	Government to Citizen (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:	ARBO's Certificate of CDA or SEC Registration	



<p>> Latest Certificate of Compliance (COC), or > Certificate of Good Standing (CGS)</p> <p>(If the financial institutions do not require the borrower's juridical personality, the DOLE Certification maybe an option)</p>	<p>CDA</p> <p>SEC</p>
<p>4. ARBO must have Policies, Systems and Procedures (PSP) on lending program/services (1 certified true copy)</p>	<p>ARBO</p>
<p>5. List of ARB members in need of credit (based on needs assessment), the target areas and types of crops to be financed</p>	<p>ARBO ARB Concerned</p>
<p>6. List of ARBs registered with the DA's Registry System for Basic Sectors in Agriculture (RSBSA). Registry Number (for ARB registered already)</p> <p><i>Note: If the ARB is not yet RSBSA-registered, the MARPO will provide him/her the RSBSA Ani at Kita registration form.</i></p>	<p>DA Regional Office or MAO</p>
<p>7. Request of the ARBO/Individual ARB for DAR's assistance in credit availment including the loan documentary requirements consisting of:</p> <p><u>For ARBO borrowers:</u></p> <ol style="list-style-type: none"> 1. 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; 2. (List of certified incumbent members of BOD and principal officers; 3. Audited Financial Statements (FS) for the past 3 years, if available and latest interim FS for the current year 4. Farm Plan and Budget 5. Business Plan, if applicable 6. Photocopy of registration certificate and Articles of Cooperation/Incorporation and 	<p>ARBO/Individual ARB</p>



Constitution/By-Laws; including amendments duly certified by CDA or SEC <u>For Individual ARB Borrowers:</u> 1. Duly filled-out loan application with picture with sworn affidavit containing the following: a) no outstanding loans to any LBP conduit; b) no outstanding loans to other creditors, all of the same project 2. Certification from MARPO that borrower is an ARB with actual tillage in hectares 3. Notarized lease contract (in case of tenant/leaseholder) or Certification from DARPO (in case of non-availability of LH contract due to damaged/loss 4. Pro-forma invoice of fixed assets/farm implements (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete documentary requirements for the preparation of loan documents/ proposal.	1.1 Records Staff / Officer receives and records the letter request in the DARPO's Official Document Tracking System (ODTS) and forwards to the Head of Office.	None	10 minutes	<i>Records Officer DARMO/ STOD</i>
	1.2 Receiving Clerk receives, evaluates and routes to PBD sector.		20 minutes	<i>Head of Office/ PARPO II</i>
	1.3 Receiving clerk at PBDD receives the Loan Application Folder with complete documents and encodes in ODTS. CARPO examines and		10 minutes	<i>CARPO, PBDD</i>



	routes to the concerned point person			
	1.4 Credit Program Point Person reviews the completeness of basic loan documentary requirements - ARBO - Individual ARBs		1 day	<i>CARPO, PBDD Credit Program Point Person</i>
	1.5 Point Person prepares endorsement letter for LBP and forwards to PARPO II with the Loan Application folder for signature.	None	15 Minutes	<i>Credit Program Point Person, PBDD</i>
	1.6 PARPO II reviews and signs the endorsement letter with Loan Application folder.		1 hour	<i>PARPO II</i>
	1.7 Administrative Staff/Clerk transmits the signed transmittal with Loan Application folder to Records Unit for tracking purposes.		10 minutes	<i>PARPO II STOD</i>
	1.8 Agri-Credit and Micro Finance (ACMF) Point person submits the Loan Application Folder to Financing Institution (e.g LBPLC, other lending institutions).		1 day	<i>CARPO, PBDD ACMF Point Person</i>
	1.9 Credit Program Point Person notifies the ARBO on the endorsement of loan document by the DARPO to the LBP Lending Center.		20 minutes	<i>CARPO, PBDD DARMO</i>
	Client answers the Client Satisfaction Measurement (CSM) Form and DAR Personnel records the Client's feedback.			



END OF TRANSACTION				
	TOTAL:	None	2 days, 2 hours and 15 minutes	



18. Provision of Appropriate Trainings to ARB Organization

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)			
Classification:	Complex			
Type of Transaction:	Government to Business (G2B) and Government to Citizen (G2C)			
Who may avail:	ARB Organizations (ARBOs) 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. Client logs details on the Visitors Logbook.	1. DARMO Staff/Officer of the Day hands over/gives the DARMO Visitors Logbook.	None	5 minutes	MARPO DARMO/ STOD
2. Client submits letter request/ARBO resolution to the concerned Head of Office.	2.1 DARMO Staff/Officer of the Day receives and records the letter request/ARBO resolution.	None	5 minutes	MARPO DARMO/ STOD
	2.2 DARMO Technical Staff evaluates the letter request/ARBO resolution and prepares endorsement memorandum to be signed by MARPO to the DARPO.	None	20 minutes	MARPO DARMO/ STOD
	2.3 DARMO Technical Staff sends out the scanned copy of the endorsement memorandum with ARBO's request letter/resolution to DARPO via email/any electronic application.	None	10 minutes	MARPO DARMO/ STOD



	2.4 Receiving Staff, DARPO receives the hard copy of the documents from email/any electronic application, records through Official Document Tracking System (ODTS), and routes to the PARPO.	None	10 minutes	<i>Head of Records Section</i> DARMO/ STOD
	2.5 Receiving Staff receives documents, updates ODTS, and routes to PBD Division CARPO.	None	10 minutes	<i>PARPO</i> DARMO/ STOD
	2.6 CARPO reviews and recommends appropriate action and endorses the documents to the concerned point person.	None	10 minutes	<i>CARPO-PBDD</i> DARMO/ STOD
	2.7 Point person determines appropriate action to immediately respond to the request.	None	2 hours	<i>PBDD Point Person</i> DARMO/ STOD
	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 budget 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 persons (Go to Step 2.11).			



	2.8 CARPO-PBDD reviews, finalizes, and endorses the proposal to the PARPO for approval.	None	2 hours	CARPO-PBDD DARMO/ STOD
	2.9 PARPO approves/disapproves activity proposal.	None	1 hour	PARPO DARMO
	2.10 PBDD completes the procurement documents for the required meals and supplies.	None	1 day	PBDD Point Person DARMO/ STOD
	2.11 PBDD Staff Prepares letter to the requesting ARBO on the action to be taken, and sends to the MARPO through email.	None	1 day	PBDD Staff DARMO/ STOD
	2.11.1 DARMO Staff prints the documents received through email and sends out to the concerned ARBO.			MARPO DARMO/ STOD
3. Client provides a list of participants to the MARPO.	3. MARPO staff provides the list of participants to the DARPO for the issuance of the Special Order.	None	1 day	MARPO DARMO/ STOD
	Client fills-out the Client Satisfaction Measurement (CSM) Form and DAR Personnel records the Client's feedback.			
	TOTAL:	None	Option 1 – with proposal and procurement – 4 days 10 minutes	



			Option 2 – without proposal and procurement (ARBO- led with DARPO providing resource persons) – 1 day 1 hour 10 minutes	
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**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:	Government to Government (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	PROCES SING TIME	PERSON RESPONSIBLE
1. Client fills-out Provision of ICT Services Form for Troubleshooting/ Repair of Device or other ICT-related devices.	1.1 Computer Programmer II receives and records in the logbook or Online Form all information from the Provision of ICT Services Form.	None	5 minutes	CAO STOD
	1.2 Computer Programmer II conducts troubleshooting activities.	None	10 minutes	CAO STOD
	1.3 Computer Programmer II conducts resolution/ maintenance activities.	None	Easy: 10 minutes Moderate : 1 hour Difficult: 1 day Preventiv e Maintena	CAO STOD



			nce: 4 Hours	
	1.3.1 If resolved, Computer Programmer II returns the device to the Client, or updates the Client of the resolution with the accomplished Provision of ICT Services Form.		10 minutes	CAO STOD
	1.3.2 If the hardware component is beyond repair and under warranty, Computer Programmer II 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		CAO STOD
	1.3.3 If the hardware component is beyond repair and not under warranty, Computer Programmer II 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		CAO STOD
	1.3.4 If the issue is about application or software in which the problem is beyond	None		CAO STOD



	resolution, Computer Programmer II endorses/elevates the issue to the concerned Office.			
1. 2. Fills-out Client Satisfaction Measurement (CSM) Form.		None	2 minutes	<i>Client</i>
TOTAL:		None	For resolved ICT Services : Easy: 35 minutes Moderate: 1 hour 25 minutes Difficult: 1 day 25 minutes For preventive maintenance: 4 hours and 15 minutes	



2. 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:	STOD-DARPO			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DARPO Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Personnel Division/ STOD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the filled-up Request Form.	1.1 Administrative Aide IV/ VI receives the submitted filled-up Request Form.	None	2 minutes	CAO Personnel Division/ STOD
	1.2 Administrative Aide IV/ VI evaluates request and forwards to concerned section.	None	3 minutes	CAO Personnel Division/ STOD
	1.3 Administrative Officer II verifies, and reviews employee records and prepares requested document.	None	10 minutes	CAO Personnel Division/ STOD
	1.4 Chief Administrative Officer reviews and signs by authorized officer.	None	10 minutes	CAO Personnel Division/ STOD
2. Client receives copy of the requested record.	2. Administrative Assistant III releases approved record to the concerned personnel and records in the logbook.	None	5 minutes	CAO Personnel Division/ STOD
	Client answers the Client Satisfaction Measurement (CSM) Form and DAR			



	Personnel records the Client's feedback.			
TOTAL:		None	30 minutes	



3. 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 of DAR. 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:	STOD-DARPO
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DAR Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Application for leave of absence two (2) original copies: Types of Leave: 1.a. <i>Sick Leave of absence:</i> - Medical Certificate for more than 5 days - Office Clearance for 30 days or more 1.b. <i>Vacation/Mandatory Leave</i> - Office Clearance for 30 days or more 1.b.1 - <i>Additional requirements for travel abroad:</i> - Letter request at least 15 days prior to the scheduled date of departure - Office Clearance - Certification from the Head of Office that will not in any way affect the work performance of the Office - Written justification if the request did not comply with the aforementioned 15 working days lead time - Photocopy of the round-trip ticket 1.c <i>Solo Parent Leave</i> - Photocopy of the latest Solo Parent ID issued by DSWD 1.d <i>Maternity Leave (105 days)</i> - Medical Certificate - Office Clearance 1.e <i>Paternity Leave</i> - Medical Certificate 1.f <i>Rehabilitation Leave</i> - Police Incident Report - Medical Certificate 1.g <i>VAWC, any of the following</i> - Barangay Protection Order;	Personnel Division for the form/ www.csc.gov.ph Attending Physician Personnel Division for the form/ www.csc.gov.ph Employee concern Personnel Division/ STOD/ www.csc.gov.ph Head of Office Employee Concern Employee Concern Employee Concern Attending Physician Personnel Division/ www/csc.gov.ph Attending Physician Attending Physician Attending Physician



<p>- Temporary/Permanent Protection Order obtained 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 indicating that an application for BPO, TPO, or PPO has been filed with their office shall suffice to support the ten-day leave application.</p> <p>1.h - <i>Adoption Leave</i> - Authenticated copies of the Decree of Adoption issued by the proper court</p> <p>1.i Calamity leave (5 days) - Declaration of state of calamity</p> <p>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</p> <p>Note: Study leave and terminal leave Application has a different process</p>		<p>Barangay Captain/Municipal Trial Court in the absence of Brgy. Captain and MTC, Punong Barangay/Kagawad or Prosecutor or Clerk of Court</p> <p>Proper court authorities</p> <p>National/local issuances</p> <p>LGU/IATF order/resolution</p>		
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 and office clearance (for 1 month or more but not to exceed one year)	1.1 Administrative Staff receives and encodes in the Official Document Tracking System (ODTS) and forwards to the Administrative Staff/Officer	None	10 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.2 Administrative Assistant III evaluates the application for leave of absence as to the	None	10 minutes	Chief Administrative Officer Personnel Section/ STOD



	completeness of information			
	1.3 Administrative Officer (AO) II records the type of leave of absence and the number of days applied for in the leave card index or the automated leave carding system and fills up available leave balances in the application for leave form and indicates whether with or without pay and affixes initial	None	10 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.4 CAO evaluates and signs the certificate of available leave balances portion of the application form.	None	3 minutes	PARPO II
	1.6 Administrative Assistant III records in the ODTs and forwards the application for leave absence to the Office of the Director/FMAO for approval/disapproval	None	10 minutes	Chief Administrative Office Personnel Section/ STOD
	1.7 Approves the application for leave of absence	None	4 hours	PARPO II
	1.8 Administrative Staff provides a copy to the concerned personnel of the approved/disapproved application for leave of absence	None	3 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.9 Administrative Staff files approved application for leave of absence in the 202 file of the concerned personnel	None	5 minutes	Chief Administrative Officer Personnel Section/ STOD
	The client fills out Client Satisfaction			



	Measurement (CSM) Form			
	TOTAL:	None	4 hours 58 minutes	



4. 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 Department of Budget and Management.

Office or Division:	STOD-DARPO
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Central Office Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FIRST SALARY	
1. Certified copy of the duly approved appointment by the appointing authority	-Personnel Division/Section -Personnel Division/Section
2. Certified copy of the certificate of assumption to duty	-Personnel Division/Section
3. Certified copy of the oath of office	- www.csc.gov.ph /Personnel Division/Section
4. Attested copy of the Statement of Assets, Liabilities, and Net worth (SALN) as of date of assumption to duty	for the form
5. Duly signed finger scan report/daily time record with attached Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable)	-Personnel Division/Section, Records Division or through Office 365 Account for SOs, Personnel Division/Section for TOs and OBs and CAs from visited office/agency
6. Tax Identification Number	-BIR Office
7. Phil-health Identification Number	-Phil-health Office
8. Pag-IBIG Member's Identification Number	-Pag-IBIG Office
9. LBP Payroll Account Number	-LBP with Endorsement from the Personnel Division/Section
<i>Additional Requirements for transferees and reappointment</i>	-Former office
10. GSIS Business Partner (BP) Number	-Former office
11. Copy of authority to transfer	-Former office
12. Certificate of last salary received from former office certified by the Chief Accountant and verified by the COA Resident Auditor	-Former office -Former office



13. Approved office clearance 14. Updated Service Record 15. Certificate of available leave credits 16. BIR W2 or Income Tax Return (ITR) (as of the last day of service from former office) 17. Certificate of Service Vehicle – for 3 rd level officials of Regional and Provincial Offices 18. Pag-IBIG & P-health forms for updating/consolidation of members' records		-Former office -Former office -GSD/GSS -Personnel Division/Section		
B. LAST SALARY				
1. Duly signed finger scan report/daily time record with attached Special Order (SO), Travel Order (TO), Official Business (OB)/Permission Slip with Certificate of Appearance (CA) (if applicable) 2. Approved office clearance 3. Attested copy of the Statement of Assets, Liabilities, and Net worth (SALN) as of date of last day of duty		-Personnel Division/Section or through Office 365 Account for SOs, Personnel Division for TOs and OBs and CAs from visited office/agency -Personnel Division/Section -Records Division/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FIRST SALARY				
1. Submit to the Personnel Division/Section the complete documentary requirements	1.1 Administrative Aide IV/VI/Personnel Officer receives documents, encodes to the Official Document Tracking System (ODTS), and forwards to the Payroll Officer	None	20 minutes	CAO Personnel Section/ STOD
	1.2 Administrative Officer (AO) IV/Personnel Officer 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	CAO Personnel Section/ STOD



	1.3 AO IV/Personnel Officer prepares the Disbursement Voucher (DV) and Obligation Request and Status (ORS) for claims with complete documentary requirements and affixes initials	None	20 minutes	CAO Personnel Section/ STOD
	1.4 AO IV/Personnel Officer forwards the claim to the CAO for final evaluation and affixes initials	None	5 minutes	CAO Personnel Section/ STOD
	1.5 Reviews the claim for salary and allowances for final approval and initials the DV and ORS.	None	20 minutes	<i>PARPO I</i>
-counter check with GMO No. 3 (signing authority)	1.6 Admin Aide IV/VI/Personnel Officer updates the status of the claim in the ODTS and forwards it to the Office of the Director for ARCDS/ARDA/PCAO for signature/approval of Box A for both DV & ORS	None	20 minutes	CAO Personnel Section/ STOD
END OF TRANSACTION				
TOTAL:		None	2 Hours 55 minutes	
B. LAST SALARY				
1. 1. Submit complete documentary requirements (retirement, resignation, transfer)	1.1 Admin Aide IV/VI/Personnel Officer receives documentary requirements (retirement, resignation, transfer)	None	5 minutes	CAO Personnel Section/ STOD
	1.2 Admin Aide IV/VI/Personnel Officer encodes the documents to the ODTS and	None	15 minutes	CAO Personnel Section/ STOD



	forwards it to the Payroll Officer			
	1.3 Admin Officer IV/ Personnel Officer evaluates the submitted documentary requirements as to completeness and updates the personal information provided through the PDS in the payroll system database	None	1 hour and 30 minutes	CAO Personnel Section/ STOD
	1.4 AO IV/Personnel Officer Prepares the Disbursement Voucher (DV) and Obligation Request and Status (ORS) for claims with complete documentary requirements and affixes initials	None	20 minutes	CAO Personnel Division/ STOD
	1.5 AO IV/Personnel Officer forwards the claim to the CAO for final evaluation and initials	None	5 minutes	CAO Personnel Division/ STOD
	1.6 CAO reviews the claim for salary and allowances for final approval and initials the DV and ORS.		20 minutes	PARPO I
-counter check with GMO No. 3 (signing authority)	1.7 Admin Aide IV/VI/Personnel Officer updates the status of the claim in the ODTS and forwards it to the Office of the Director for ARCDS for signature/ approval of Box A for both DV The client fills out CSM Form		20 minutes	CAO Personnel Division/ STOD
END OF TRANSACTION				



TOTAL:	None	2 Hours 55 minutes	
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5. 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 monetary 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 connection with the Department.

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	
Approved application for leave Statement of Leave of Absence Certified copy of leave cards Certified copy of appointment Certified copy of NOSA or NOSI Complete service record Attested copy of the Statement of Assets, Liabilities & Net worth (SALN) as of date of retirement/separation Approved Office clearance/s LBP Bank Account Ombudsman Clearance * Additional requirements in case of death of the employee-retiree • If Married Death Certificate of the employee Marriage Certificate Birth Certificates of all surviving legal heirs Notarized Affidavit of Next of Kin of the spouse with corroboration of two disinterested persons Notarized Waiver of rights of children 18 years old and above (if applicable)	Personnel Division/Section for the form Personnel Division/Section Personnel Division/Section Personnel Division/Section Personnel Division/Section Personnel Division/Section Personnel Division/Section Personnel Division/Section www.csc.gov.ph for the form Personnel Division/Section for the form Employee-Retiree Office of the Ombudsman Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority Personnel Division/Section for the form Law Office for the notarization Personnel Division/Section for the form Law Office for the notarization	



<p>• If Single Marriage Certificate of parents</p> <p>Notarized Affidavit of Next of Kin of parents with corroboration of two disinterested persons</p> <p>If both parents are dead – Notarized Affidavit of Next of Kin of the siblings</p> <p>Birth Certificate of all siblings Notarized Waiver of Rights of other siblings (if applicable)</p>		<p>Philippine Statistics Authority</p> <p>Personnel Division/Section for the form Law Office for the notarization</p> <p>Personnel Division/Section for the form Law Office for the notarization Philippine Statistics Authority Personnel Division/Section for the form Law Office for the notarization</p>		
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 DARRO employees), and the attested copy of the SALN as of date of retirement	1.1 Admin Staff receives application for terminal leave claim, records in the logbook/ encodes in the ODTs and forwards to the Administrative Staff/Officer	None	10 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.2 Admin Staff prepares the DARRO office clearance and facilitates the signing /approval by authorized signatories		5 days	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.3 Admin Staff prepares documentary requirements for retirement such as: Leave Card, SOLA, Service Records, NOSI, NOSA Appointments,	None	1 hour 30 minutes	<i>Chief Administrative Officer Personnel Section/ STOD</i>
	1.4 AO V reviews thoroughly the approved application for terminal	None	20 minutes	<i>Chief Administrative Officer</i>



	leave claim together with the supporting documentary requirements as to completeness and correctness			Personnel Section/ STOD
	1.5 AO V prepares indorsement of all documentary requirements to DARCO-HRMO for Terminal leave Benefits claim.	None	20 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.6 Review and approve endorsement letter to DARCO	None	30 minutes	RD Personnel Section/ STOD
	1.7 AO V records to the logbook / encodes in the ODTs and submit the same to the Records for mailing thru courier for submission to DARCO	None	20 minutes	Chief Administrative Officer Personnel Section/ STOD
	1.8 Personnel officer files duplicate copies of the terminal leave documents in the employee's 201 Client fills out the Client Satisfaction Measurement (CSM) Form	None	10 minutes	Chief Administrative Officer Personnel Section/ STOD
END OF TRANSACTION				
TOTAL:		None	5 days 3 hours & 20 minutes	



6. 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, and evaluation of bids, post-qualification, and award of contract. 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.

This method covers procurement having an Approved Budget for the Contract of above P1 Million.

Office or Division:	STOD - DARPO
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 Purchase 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/Study to at least 3 known/eligible suppliers as basis for the Approved Budget for the Contract	Requesting Party (End-User)
6. Pre-Inspection Report for Repair and Maintenance or Office Improvements	Inspectorate Team



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved Purchase Request (PR) to Procurement Division or BAC Secretariat together with the required documents.	1.1 BAC Secretariat validates if the PR is in the approved PPMP and approved Annual Procurement Plan (APP) and reviews submitted required documents. <i>*Incomplete supporting documents shall be returned to the End-User for compliance</i>	None	30 minutes	CAO STOD Head of 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;	None	15 minutes	CAO STOD Head of Bids and Awards Committee (BAC) Secretariat
	1.3 Approves the Accomplished Purchase Request (PR) with complete required documents for procurement	None	30 minutes	CAO STOD Head of Bids and Awards Committee (BAC) Secretariat
	1.4 BAC Secretariat prepares the Bidding documents	None	1 day	<i>BAC Secretariat and BAC</i>
	1.5 BAC Members approve the Bidding Documents during the Pre-Procurement Conference	None	1 day	<i>BAC Chairperson</i>
	1.6 Conduct of Posting of Invitation to Bid 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	<i>End-User, BAC, BAC-TWG, BAC Secretariat, Budget, Accounting and Head of the Procuring Entity</i>



			IRR of RA 9184	
	1.7 Submission of contract and other documents to COA, copy furnished the End-User, Accounting Division, and Records Division	None	Within 5 days upon perfection of the Contract	<i>Head of BAC Secretariat</i>
2. End-User coordinates with the Supplier and General Services Division/Unit on the delivery date	2.1 Supply Officer together with End-User receives and checks for the completeness of the goods delivered	None	10 minutes	CAO General Services Unit / STOD
	2.2 Supply Officer prepares Request for Inspection	None	5 minutes	CAO General Services Unit / STOD
	2.3 Admin Staff encodes the RFI to the Official Document Tracking System (ODTS) and endorses it to the Management Division/ Inspection Committee	None	5 minutes	CAO General Services Unit / STOD
	2.4 Receiving clerk/staff receives the RFI and encodes/updates the ODTS and/or records in the logbook	None	10 minutes	CAO STOD
	2.5 Receiving clerk forwards the documents to the CAO and assigns an inspector to conduct the inspection and issues a Notice to Inspect to the Observer/s <i>(representative of the End-User or USEC-FMAO)</i>	None	5 minutes	CAO STOD



	2.6 Assigned Inspector together with the Observer/s conducts the Inspection of delivered goods adhering to the approved specifications and quantity as stated in the approved Purchase Order, delivery receipt, or Bid Documents	None	Within 1 hour	CAO STOD
	2.7 Assigned Inspector prepares and signs the Inspection and Acceptance Report to be accepted and signed by the End-User	None	1 hour	CAO STOD
3. The End-User receives and signs the Inspection and Acceptance Report and submits it to the assigned Inspector	3.1 Assigned Inspector forwards the IAR together with the supporting documents to the CAO for signature	None	15 minutes	CAO STOD
	3.2 CAO signs the IAR (as "Noted") and the releasing clerk updates ODTs/records in the logbook and forwards the signed IAR together with the supporting documents to GSD/GSU	None	5 minutes	CAO STOD
	3.3 Receiving clerk receives the IAR together with the supporting documents, CAO signs the "Acceptance" portion of the IAR, reproduces the IAR together with the supporting documents, and updates ODTs/records in the logbook	None	10 minutes	CAO STOD
	3.4 Submits the Approved IAR and all	None	5 minutes	CAO STOD



	pertinent documents to COA			
	<p>3.5 Property Custodian prepares the following:</p> <p>For equipment, Property Acknowledgement Receipt (PAR) and conducts property tagging</p> <p>For services and supplies, Requisition and Issue Slip (RIS)</p>	None	5 minutes	CAO STOD
	3.6 Administrative Support Staff prepares Disbursement Voucher (DV) and forwards it to the end-user	None	3 minutes	CAO STOD
4. End-user receives and signs the PAR/RIS and DV and forwards	4.1 Property Custodian releases items/equipment/ supplies to end-user	None	3 minutes	CAO STOD
<p>For PAR/RIS: GSD/GSU</p> <p>For DV: Accounting Division/Section</p>	<p>4.2 Administrative Staff</p> <p>For PAR: files original copy and updates accountability folder of the employee who signs the PAR</p> <p>For RIS: Prepares Report of Supplies and Materials Issued (RSMI) and ensures signature of CAO</p>	None	5 minutes	CAO STOD
	<p>4.3 Administrative Staff prepares endorsement letter with attached RIS, PAR, and RSMI the submits to the Accounting Division/ Section for reconciliation</p> <p>The client fills out Client Satisfaction Measurement (CSM) Form</p>	None	5 minutes	CAO STOD



	TOTAL:	None	33 days, 4 hours 46 minutes (Minimum)/143 days, 4 hours 46 Minutes (Maximum)	
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***Procurement Process timeline is covered by special law under RA 9184



7. Procurement of Goods and Services – Small Value Procurement/ Negotiated 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 in case 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 with complete attachment		Requesting Party (End-user)		
2. Approved Project Procurement and Management Plan (PPMP)				
3. Technical Specifications indicating the following, such as but not limited to: <ul style="list-style-type: none"> • 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		Inspectorate Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (PR) to the Procurement Division or BAC Secretariat together with the required documents.	1.1 Validates if the PR is in the Approved Annual Procurement Plan and reviews submitted required documents <i>*Incomplete supporting documents shall be returned to the End User for compliance</i>	None	15 minutes	CAO STOD Bids and Awards Committee (BAC) Secretariat



	1.2 If the PR is properly accomplished and the documents are complete, inputs the item details in the Registry of PRs; otherwise return the PR to the End-user for compliance	None	5 minutes	CAO BAC Secretariat
	1.3 Approves the accomplished PR with complete required documents for procurement	None	30 minutes	CAO STOD BAC Secretariat Head
	1.4 Assigns PR number and records in the logbook	None	15 minutes	CAO STOD
	1.5 Prepares and approves the Request for Quotation (RFQ)	None	2 hours	<i>BAC Secretariat</i>
	1.6 Posts RFQ at PhilGEPS Website/ sends the RFQ to known Bidders	None	5 calendar days (3 calendar days active in PhilGEPS Website)	<i>BAC Secretariat</i>
	1.7 Bid Opening	None	1 hour	<i>End-User, BAC, BAC Secretariat</i>
	1.8 Preparation and approval of: 1. Abstract of Quotations 2. BAC Resolution	None	7 working days	<i>BAC Secretariat, BAC Members BAC Members HOPE</i>
	1.9 Preparation and approval of Purchase Order/Contract and ORS	None	7 working days	<i>BAC Secretariat, HOPE, End-User, Budget, Division / STOD</i>
	1.10 Issuance of Approved PO/Contract	None	3 working days	<i>BAC Secretariat</i>



	to the Winning Bidder			
2. End-User coordinates with the Supplier and General Services Division/Unit on the delivery date	2.1 Supply Officer together with End-User receives and checks for the completeness of the goods delivered	None	10 minutes	CAO STOD
	2.2 Supply Officer prepares Request for Inspection	None	5 minutes	CAO STOD
	2.3 Administrative Staff encodes the RFI to the Online Document Tracking System and endorses it to the Management Division/ Inspection Committee	None	5 minutes	CAO STOD
	2.4 Receiving clerk/staff receives the RFI and encodes/updates the ODTS and/or records in the logbook	None	10 minutes	CAO STOD
	2.5 Receiving clerk forwards the documents to the CAO and assigns an inspector to conduct the inspection and issues a Notice to Inspect to the Observer/s <i>(representative of the End-User or USEC-FMAO)</i>	None	5 minutes	CAO STOD
	2.6 Assigned Inspector together with the Observer/s conducts the Inspection of delivered goods adhering to the approved specifications and quantity as stated in the approved PO, delivery receipt, or Bid Documents	None	Within 1 hour	CAO STOD
	2.7 Assigned Inspector prepares and signs the Inspection and Acceptance Report to	None	1 hour	CAO STOD



	be accepted and signed by the End-User			
3. End-User receives and signs the Inspection and Acceptance report and submits it to the assigned Inspector	3.1 Assigned Inspector forwards the IAR together with the supporting documents to the CAO for signature	None	15 minutes	CAO STOD
	3.2 CAO signs the IAR (as "Noted") and the releasing clerk updates ODTs/records in the logbook and forwards the signed IAR together with the supporting documents to GSD	None	5 minutes	CAO STOD
	3.3 Receiving clerk receives the IAR together with the supporting documents, CAO signs the "Acceptance" portion of the IAR and reproduces the IAR together with the supporting documents, and updates ODTs/records in the logbook	None	10 minutes	CAO STOD
	3.4 Submits the Approved IAR and all pertinent documents to COA	None	5 minutes	CAO STOD
	3.5 Property Custodian prepares the following: For equipment, Property Acknowledgement Receipt (PAR) and conducts property tagging For services and supplies, Requisition and Issue Slip (RIS)	None	5 minutes	CAO STOD



	3.6 Administrative Support Staff prepares Disbursement Voucher (DV) and forwards it to the end-user	None	3 minutes	CAO STOD
4. End-user receives and signs the PAR/RIS and DV and forwards For PAR/RIS: GSD For DV: Accounting Division	4.1 Property Custodian releases items/ equipment/supplies to the end-user	None	3 minutes	CAO STOD
	4.2 Administrative Staff For PAR: files original copy and updates accountability folder of the employee who signs the PAR For RIS: Prepares Report of supplies and materials issued (RSMI) and ensures signature of CAO	None	5 minutes	CAO STOD
	4.3 Administrative Staff prepares endorsement letter with attached RIS, PAR, and RSMI then submits to the Accounting Division for reconciliation The client fills out Client Satisfaction Measurement (CSM) Form	None	5 minutes	CAO STOD
	TOTAL:	None	22 days, 7 hours & 36 minutes	

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



8. Cancellation of Property Accountability

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

Office or Division:	STOD-DARPO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DARCO/ DARRO/ DARPO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Return of Equipment Form (ROEF) Equipment itself to be returned Copy of Property Accountability Report (PAR), Inventory Custodian Slip (ICS), Acknowledgement Receipt of Equipment (ARE) 		GSU - Property Section/ STOD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client returns Property, Plant and Equipment (PPE).	1.1 Administrative Aide VI/ Administrative Officer IV checks the surrendered equipment as stated in the received copy of the Return of Equipment Form (ROEF).	None	5 Minutes	Chief Admin Officer STOD
	1.2. Administrative Assistant / Administrative Officer IV takes pictures of returned PPE, determines the serviceability of PPE, and encodes the surrendered PPE in the Inventory of Returned Property, Plant and Equipment (IRUP).	None	5 minutes	Chief Admin Officer STOD
	1.3 Administrative Officer IV cancels the accountability and furnishes copy of duly cancelled PAR/ARE/ICS to the requesting party (original copy of signed	None	3 minutes	Chief Admin Officer GSD/ STOD



	PAR/ICS shall be returned to end user).			
	1.4 Administrative Aide VI / Administrative Officer IV determines/tags /safekeeps/ensures the safe storage of all returned PPE.	None	30 minutes	Chief Admin Officer STOD
	1.5 Administrative Aide VI / Administrative Officer IV reconciles copy of inventory report in the property database, Files the signed documents. Client fills-out the Client Satisfaction Measurement (CSM) Form.	None	5 minutes	Chief Admin Officer STOD
2. Client receives copy of cancelled property accountability.		None	1 minute	Requesting party
TOTAL:		None	49 minutes	



9. Provision of Office Inventory Items and Equipment

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

Office or Division:	STOD-DARPO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various offices within DARCO/ DARRO/ DARPO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS) (3 copies, original) Inventory Custodian Slip (3 copies original)		GSU Supply Unit/ STOD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly filled up RIS Form.	1.1 Administrative Assistant receives and checks the availability of the inventory items listed in the RIS.	None	5 minutes	Chief Admin Officer STOD
	1.2 Administrative Assistant checks the column "Yes" if the stocks are available and "No", if the stocks are not available.	None	2 minutes	Chief Admin Officer STOD
	1.3 Administrative Aide VI prepares ICS for semi expendable inventory items and equipment (3 original copies).	None	5 minutes	Chief Admin Officer STOD
	1.4. Chief Administrative Officer signs the approved column of the RIS form.	None	1 minute	Chief Admin Officer STOD
	1.5 Administrative Aide VI prepares/ packs the requested inventory items.	None	10 minutes	Chief Admin Officer STOD
2. Client accepts supplies, materials, and equipment and signs documents.	2. DAR Personnel issues inventory items and equipment. Client fills out Client Satisfaction	None	5 minutes	End user



	Measurement (CSM) Form.			
TOTAL:		None	28 minutes	



10. 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:	STOD-DARPO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DARCO/ DARRO/ DARPO Employees/all applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request Letter 2. Program of Works 3. Design and Layout 4. Project Proposal 5. Bill of Materials 6. Request for Pre and Post Repair Inspection 7. RRDPS – Request for Replacement of Defective Parts and Services 8. RSPS – Request for Spare Parts and Services 9. RMIS – Request for Materials and Infrastructure Services 10. Purchase Request 		STOD - DARPO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client reports the defective PPEs and other civil works request.	1.1 Administrative Assistant receives and records the report/request and forwards to the concern personnel, for checking and verification and checks/assess the nature of defects/request.	None	3 minutes	CAO STOD
	1.2 Administrative Officer III, Engr. II, and Administrative Aide VI prepares the following:	None	2 days	CAO STOD



	<p>1.2.1 Program of Works, design and lay out for civil works:</p> <p>*Project Proposal for the new repair request</p> <p>*RRDPS -request for Replacement of Defective Parts and Services</p> <p>*RSPS – Request for Spare Parts and Services</p> <p>1.1 *RMIS – Request for Materials and Infrastructure Services</p>			
	1.3 Administrative Officer III, Engr. II, and Admin Aide VI prepares Request for Inspection with complete attachment for approval.	None	3 minutes	CAO STOD
	1.4 Chief Administrative Officer reviews and signs the attached documents.	None	5 minutes	CAO STOD
	1.4 Administrative Aide VI records and forwards the request to the Management Division for the pre repair inspection.	None	5 minutes	CAO STOD
	<p>1.5 DAR Personnel gives feedback to client.</p> <p>Client fills out the Client Satisfaction Measurement (CSM) Form.</p>		5 minutes	
	TOTAL:	None	2 Days and 21 Minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 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: contact_us@dar.gov.ph 3. Access information on our DAR policies, activities, and services at the DAR website: http://www.dar.gov.ph <p>Public Assistance and Information Center (PAIC) Contact Info: (02) 8426-7737 0961-568-0080</p>
How feedbacks are processed	<p>Collected Client Satisfaction Form are reviewed daily for issues/concerns that needs immediate action and endorsed to office concerned for appropriate action. Office concerned should give feedback to CRS regarding the action taken.</p> <p>Client Satisfaction Surveys are consolidated monthly, and the result are disseminated to offices concerned.</p> <p>For follow-up or queries, please contact PAIC at: (02) 8426-7737 0961-568-0080</p>
How to file a complaint	<p>Complaints may be filed through written or verbal to the Officer of the Day (OD) at the PAIC.</p> <p>Send all complaints to contact_us@dar.gov.ph or contact PAIC at: (02) 8426-7737 0961-568-0080</p>



<p>How complaints are processed</p>	<p>The Officer of the Day may respond 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.</p> <p>For follow-up or queries, please contact PAIC at: (02) 8426-7737 0961-568-0080</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 1-6565 0908-881-6565</p>



VII. LIST OF OFFICES

Office	Address	Contact Information
Office of the Secretary (OSEC)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8920-0380 conradoestrellaiiii@dar.gov.ph
Office of the Head Executive Assistant (HEA)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8920-0380 hea@dar.gov.ph
Office of the Undersecretary - Legal Affairs Office (LAO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8928-6429 usec.lao@dar.gov.ph
Office of the Undersecretary – Support Services Office (SSO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8925-4125 usec.sso@dar.gov.ph
Office of the Undersecretary – Finance, Management and Administration Office (FMAO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8426-7486 usec.fmao@dar.gov.ph
Office of the Undersecretary – Field Operations Office (FOO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8426-7484 usec.foo@dar.gov.ph usecfoo.secretariat@dar.gov.ph
Office of the Undersecretary – Foreign Assisted and Special Project Office (FASPO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	usec.fapso@dar.gov.ph
Office of the Undersecretary – Policy Planning & Research Office (PPRO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8928-6325 usec.ppro@dar.gov.ph usecpro.secretariat@dar.gov.ph
Office of the Undersecretary – Special Concerns Office (SCO) and External Affairs and Communications	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8426-7467 usec.specialconcern@dar.gov.ph



Office	Address	Contact Information
Operations Office (EACOO)		
Office of the Assistant Secretary - Legal Affairs Office	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8929-3460 asec.lao@dar.gov.ph aseclao.secretariat@dar.gov.ph aseclao.aarc@dar.gov.ph
Office of the Assistant Secretary – Support Services Office	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8928-6586 asec.sso@dar.gov.ph asecsso.secretariat@dar.gov.ph
Office of the Assistant Secretary – Field Operations Office	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landlines: (02) 8920-2486 (02) 8426-7484 asec.foo@dar.gov.ph
Office of the Assistant Secretary – Finance, Management and Administration Office	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landlines: (02) 8426-7486 (02) 8922-8975 asec.fmao@dar.gov.ph asec.hro.fmao@dar.gov.ph
Office of the Assistant Secretary – Foreign Assisted and Special Projects Office (FASPO)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8920-4287 asecfaspo@dar.gov.ph asec.rec007@dar.gov.ph
Office of the Assistant Secretary – Policy, Planning and Research Office	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8426-9288 asec.ppro@dar.gov.ph asecpro.secretariat@dar.gov.ph
Department of Agrarian Reform Adjudication Board Board Member 1	DAR Central Office, Elliptical Road, Diliman, Quezon City	darab_bm1@dar.gov.ph darabbm1.secretariat@dar.gov.ph
Department of Agrarian Reform Adjudication Board Board Member 2	DAR Central Office, Elliptical Road, Diliman, Quezon City	darab_bm2@dar.gov.ph jgc.darab@gmail.com



Office	Address	Contact Information
Department of Agrarian Reform Adjudication Board Board Member 3	DAR Central Office, Elliptical Road, Diliman, Quezon City	darabbm3@gmail.com
Department of Agrarian Reform Adjudication Secretariat	DAR Central Office, Elliptical Road, Diliman, Quezon City	edir.darabsec@dar.gov.ph darabsecretariat2022@gmail.com
Presidential Agrarian Reform Council Secretariat (PARC Sec)	DAR Central Office, Elliptical Road, Diliman, Quezon City	director.parcsec@dar.gov.ph
Public Assistance and Media Relations Service (PAMRS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	director.pamrs@dar.gov.ph pamrsod.secretariat@dar.gov.ph
<i>Director - Bureau of Agrarian Legal Assistance (BALA)</i>	DAR Central Office, Elliptical Road, Diliman, Quezon City	director.bala@dar.gov.ph balaod.secretariat@dar.gov.ph
Director – Legal Service	DAR Central Office, Elliptical Road, Diliman, Quezon City	director.legal@dar.gov.ph legal.secretariat@dar.gov.ph darcolegalservice2020@gmail.com
Director – Bureau of Agrarian Reform Beneficiaries Development (BARBD)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landlines: (02) 8926-1890 director.barbd@dar.gov.ph adir.barbd@dar.gov.ph
Director – Project Management Service (PMS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8426-7451 director.pms@dar.gov.ph pmsod.secretariat@dar.gov.ph
Director – Bureau of Land Tenure Improvement (BLTI)	DAR Central Office, Elliptical Road, Diliman, Quezon City	director.blti@dar.gov.ph bltiod.secretariat@dar.gov.ph adirblti@dar.gov.ph bltiadir.secretariat@dar.gov.ph
Director – Policy and Research Service (PRS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8926-8961 director.prs@dar.gov.ph prs.director@yahoo.com
Director – Planning Service (PS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: 0955 722 0079 director.pps@dar.gov.ph planningod.secretariat@dar.gov.ph lasting82@yahoo.com
Director – Management and Information	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8426-7496 miss@dar.gov.ph director4.miss@dar.gov.ph



Office	Address	Contact Information
System Service (MISS)		adir.miss@dar.gov.ph
Director – Finance and Management Service (FMS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	director.fmao@dar.gov.ph
Director – Agrarian Reform Capacity Development Service (ARCDS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Telefax: (02) 8922-8975 director.arcds@dar.gov.ph arcdsod.secretariat@dar.gov.ph
Director – Administrative Service (AdServ)	DAR Central Office, Elliptical Road, Diliman, Quezon City	director.adserv@dar.gov.ph
Director – Legislative Liaison and External Affairs Service (LLEAS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	director.lleas@dar.gov.ph dar.ears.2021@gmail.com
Director – Clientele Relations Service (CRS)	DAR Central Office, Elliptical Road, Diliman, Quezon City	Landline: (02) 8928-6821 director.crs@dar.gov.ph crs@dar.gov.ph crs.secretariat@dar.gov.ph
DAR Regional Office CAR	#55, Bokawkan Road Cor. Easter Rd., Baguio City	(074) 445-4497 (074) 422 5873 Fax: (074)422 5873 rd.car@dar.gov.ph; records.car@dar.gov.ph
Abra Provincial Office	3rd Floor, Rosario Diocesan Complex, Gomez Street, 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	Telephone Number: (072) 700-5770 Telefax Number: (072) 700-5771 (GLOBE) 0927-1138147 (SMART) 0920-4999917 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 Fax: (077) 770-5702 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 parpo2.ilocossur@dar.gov.ph dar_launion@yahoo.com.ph
DAR Provincial Office La Union	RSRK Building, Sitio 5, Barangay Biday, San Fernando City, La Union 2500	Landline: (072) 242-4436 (072) 888-4437 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 0917-844 6373 parpo2.pangasinan@dar.gov.ph darpang0107_records@yahoo.com
DAR Regional Office II	Dalan na Pavvurulun, Regional Government Center, Carig Sur 3500 Tuguegarao City	Landline: 078-396-0620 Fax: 078-396-9710 rd.02@dar.gov.ph records.02@dar.gov.ph
DAR Provincial Office Cagayan	Dalan na Pavvurulun, Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	Landline: (078) 396-2501 parpo2.cagayan@dar.gov.ph
DAR Provincial Office Isabela I	Isabela San Fermin, Cauayan City, Isabela	0915-908-4062 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) 392 2123 parpo2.nuevavizcaya@dar.gov.ph



Office	Address	Contact Information
DAR Provincial Office Quirino	Capitol Hills, Cabarroguis, Quirino	Landline: 078-384-6484 parpo2.quirino@dar.gov.ph
DAR Regional Office III	B&S Technology Center Building, Sta. Lucia, City of San Fernando, Pampanga	rd.03@dar.gov.ph
DAR Provincial Office Aurora	Baler, Aurora	0928-550-2021 parpo2.aurora@dar.gov.ph
DAR Provincial Office Bataan	Barangay San Ramon, Dinalupihan, Bataan	0933-509-0567 parpo2.bataan@dar.gov.ph
DAR Provincial Office Bulacan	B.S. Aquino Avenue, Baliwag, Bulacan	(044) 766-3286 parpo2.bulacan@dar.gov.ph recordsdarbul@yahoo.com
DAR Provincial Office Nueva Ecija	Mabini Extension, Cabanatuan City Nueva Ecija	(044) 463-5577; (044) 940-4011; (044) 464-3614; (044) 940-3238 0917-510-0533 parpo2.nuevaecija@dar.gov.ph
DAR Provincial Office Pampanga	R & E Building, McArthur Highway, Del Pilar, City of San Fernando, Pampanga	(045) 963 1168 0932-384-9771 parpo2.pampanga@dar.gov.ph
DAR Provincial Office Tarlac	Matatalaib, 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) 8426-9315 rd.04a@dar.gov.ph
DAR Provincial Office Batangas	PMS Building, A. Tanco Road, Marawoy, Lipa City, Batangas 4217	(043) 404-7283 (043) 981-0855 parpo2batangas@dar.gov.ph
DAR Provincial Office Cavite	2nd Floor, Government Center Building, Provincial Capitol Compound, Trece Martirez City, Cavite 4109	(046) 419-1914 (046) 482-0600 parpo2.cavite@dar.gov.ph
DAR Provincial Office Laguna	J.B. Lo Building, Barangay Pagsawitan, Sta. Cruz, Laguna 4009	(049) 501-0275; (049) 523-1226 parpo2.laguna@dar.gov.ph
DAR Provincial Office Quezon I	Barangay Talipan, Pagbilao, Quezon 4302	(042) 710-3998 (042) 719-2143 parpo2.quezon1@dar.gov.ph



Office	Address	Contact Information
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	DAR Central Compound, Elliptical Road Diliman, Quezon City, 1101	(02) 8254-9596 rd.04b@dar.gov.ph
DAR Provincial Office Marinduque	Tanza, Boac, Marinduque	(042) 332-1549 parpo2.marinduque@dar.gov.ph
DAR Provincial Office Occidental Mindoro	2nd Floor Andros Patrick Building, Bagong Silang, San Jose, Occidental Mindoro	0998-541-8036 parpo2.occidentalmindoro@dar.gov.ph
DAR Provincial Office Oriental Mindoro	Sixteen Enterprises Building, Masipit, Calapan City, Oriental Mindoro	(043) 288-2162 parpo2.orientalmindoro@dar.gov.ph
DAR Provincial Office Palawan	Ednel's bldg, #62 Manalo st. Brgy Masipag, Puerto Princesa City, Palawan	(048) 434-1165 parpo2.palawan@dar.gov.ph
DAR Provincial Office Romblon	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 rd.05@dar.gov.ph
DAR Provincial Office Albay	3rd Floor, Embarcadero de Legaspi, Legaspi Port Area, Legaspi City, Albay 4500	(052) 482-0456 parpo2.albay@dar.gov.ph
DAR Provincial Office Camarines Norte	Barcelona Building, Magallanes Iraya St., Daet, Camarines Norte	(054) 442-1042 parpo2.camarinesnorte@dar.gov.ph delmontecamilo@yahoo.com



Office	Address	Contact Information
DAR Provincial Office Camarines Sur I	2nd Floor, Orient Diwu Building, Corner Almeda Highway and Roxas Avenue, Naga City, Camarines Sur	(054) 871-5331 gaylabad@gmail.com parpo2.camarinessur1@dar.gov.ph
DAR Provincial Office Camarines Sur II	3rd Floor, Doña Dolores Building, Roxas Avenue, Naga City, Camarines Sur	(054) 472-7042 parpo2.camarinessur2@dar.gov.ph gigi_s17@yahoo.com
DAR Provincial Office Catanduanes	Constantino, Virac, Catanduanes	pcao.catanduanes@dar.gov.ph neriz_aldea@yahoo.com
DAR Provincial Office Masbate	Barangay Nursery, Masbate City, Masbate	(056) 333-4199 parpo2.masbate@dar.gov.ph heraldpogi65@yahoo.com
DAR Provincial Office Sorsogon	Alegre Street, Balogo, Sorsogon City, Sorsogon 4700	(056) 421-5451 parpo2.sorsogon@dar.gov.ph darsorsogon_records@yahoo.com nidasantiago359@gmail.com
DAR Regional Office VI	3rd Street, Lawaan Village, Balantang, Jaro, Iloilo City Iloilo	Landline: (033) 503-2823 Fax: (033) 503-2823 rd.06@dar.gov.ph records.06@dar.gov.ph
DAR Provincial Office Aklan	2nd Floor, Arcada Prime Building, M. Laserna Street Cor. G. Ramos Street, Kalibo, Aklan	parpo2.aklan@dar.gov.ph
DAR Provincial Office Antique	Binirayan Hills, San Jose, Antique	parpo2.antique@dar.gov.ph; antiquedar@yahoo.com
DAR Provincial Office Capiz	Amado Lim Building, Roxas Avenue, Roxas City, Capiz	(036) 621-4132 parpo2.capiz@dar.gov.ph
DAR Provincial Office Iloilo	St. Clement's Compound, Luna Street, Iloilo City Iloilo	0908-789-7069 parpo2.iloilo@dar.gov.ph darpo.iloilo@gmail.com harriet_loot@yahoo.com
DAR Provincial Office Guimaras	Eridel Building, New Site, San Miguel, Jordan, Guimaras	parpo2.guimaras@dar.gov.ph
DAR Provincial Office Negros Occidental North	Dawis, San Sebastian Bacolod City Negros Occidental	(034) 433-8123 parpo2.negrosoccidental1@dar.gov.ph



Office	Address	Contact Information
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 (032) 253-6498 rd.07@dar.gov.ph
DAR Provincial Office Bohol	Bodare Building, Dao District, Tagbilaran City, Bohol	(038) 501-8891 parpo2.bohol@dar.gov.ph
DAR Provincial Office Cebu	2nd Floor, WDC Building, Osmeña Boulevard, Cebu City Cebu	(032) 255-7138 parpo2.cebup@dar.gov.ph
DAR Provincial Office Negros Oriental	Nicolas Solon Building, Bantayan Road, Dumaguete City, Negros Oriental	(035) 422-0608 parpo2.negrosoriental@dar.gov.ph
DAR Provincial Office Siquijor	attached to DAR Provincial Office Negros Oriental	(035) 480-1987
DAR Regional Office VIII	Sto. Niño Extension, Tacloban City, Leyte	(053) 832-3223 rd.08@dar.gov.ph
DAR Provincial Office Leyte and Biliran	Liceo del Verbo Divino Compound, Avenida Veteranos, Tacloban City, Leyte	(053) 888-1098 parpo2.leyte@dar.gov.ph josefinacorazon@yahoo.com
DAR Provincial Office Southern Leyte	Barangay Zone 5, Sogod, Southern Leyte	(053) 382-2709 parpo2.southernleyte@dar.gov.ph darposouthernleyte@yahoo.com.ph
DAR Provincial Office Eastern Samar	Borongan City, Eastern Samar	lorena.azura@gmail.com 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 jose.balberde@yahoo.com
DAR Provincial Office Western Samar	RS Building, San Francisco Street Corner Rizal Avenue,	(055) 544-3367 parpo2.westernsamar@dar.gov.ph



Office	Address	Contact Information
	Catbalogan City, Samar	
DAR Regional Office IX	Joicel Building, Tumaga, Zamboanga City	(062) 955-0657; (062) 955-0658 rd.09@dar.gov.ph; dar09records@yahoo.com
DAR Provincial Office Zamboanga del Norte	Sta. Isabel, Dipolog City, Zamboanga del Norte	(065) 212-6046 parpo2.zamboanganorte@dar.gov.ph; darzambonorte@yahoo.com
DAR Provincial Office Zamboanga del Sur	F.S. Pajares Avenue, Pagadian City, Zamboanga del Sur	parpo2.zamboangasur@dar.gov.ph
DAR Provincial Office Zamboanga Sibugay	BLISS Site, Ipil Heights, Ipil Zamboanga Sibugay	parpo2.sibugay@dar.gov.ph
DAR Regional Office X	Macanhan, Carmen, Cagayan de Oro City	Landline: (088) 858 1104 Telefax: (088) 858 2674 rd.10@dar.gov.ph
DAR Provincial Office Bukidnon	Airport Village, Casisang, Malaybalay City, Bukidnon	0917-6360-331 parpo2.bukidnon@dar.gov.ph darsouthbuk07@yahoo.com
DAR Provincial Office Lanao del Norte	SOCOR Residences Building, Gregorio Lluch Subdivision, Pala-o, Iligan City	0956-972-7994 parpo2.lanaonorte@dar.gov.ph
DAR Provincial Office Misamis Occidental	Ozamiz City, Misamis Occidental	(088) 521-2275 marie247@gmail.com parpo2.misamisoccidental@dar.gov.ph
DAR Provincial Office Misamis Oriental	GT Realty Building, Max Suniel Street, Yakal St, Cagayan de Oro, 9000 Misamis Oriental	(088) 850-1068 parpo2.misamisoriental@dar.gov.ph fatimaaniqatmacarambon@gmail.com
DAR Regional Office XI	Km. 12, Catalunan Pequeno, Davao City	(082) 293-0336 (082) 323-2135 rd.11@dar.gov.ph rdjosephorilla@gmail.com
DAR Provincial Office Compostela Valley	Prk. 18, Palmera Village, Poblacion Nabunturan, Compostela Valley	(084) 817-0282 parpo2.davaodeoro@dar.gov.ph



Office	Address	Contact Information
DAR Provincial Office Davao City	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
DAR Provincial Office Davao Occidental	Sta. Maria, Davao Occidental	parpo2.davaooccidental@dar.gov.ph
DAR Provincial Office Davao Oriental	Dahican, Mati, Davao Oriental	(087) 388-4141 parpo2.davaooriental@dar.gov.ph
DAR Regional Office XII	Agreville Realty & Dev't. Building Lot 1 Block 2 Dona Lourdes Street corner Gensan Drive Zone 2, Koronadal City 9506	(083) 520-2748 rd12@dar.gov.ph; ordsec.dar12@gmail.com
DAR Provincial Office North Cotabato	APO Sandawa Homes Phase III, Singao Road Kidapawan City 9400	(064) 521-1259 parpo2.northcotabato@dar.gov.ph records.northcotabato@dar.gov.ph
DAR Provincial Office South Cotabato	Romel Building, Ledesma Compound, Jose Abad Santos Street, Koronadal City, South Cotabato 9506	(083) 887-2857 parpo2.southcotabato@dar.gov.ph gie_bueno44@yahoo.com
DAR Provincial Office Sultan Kudarat	National Highway, Impao, Isulan Sultan Kudarat 9085	0920-409-8209 0935-759-0369 parpo2.sultankudarat@dar.gov.ph
DAR Provincial Office Sarangani	Venus Building, National Highway, General Santos City, Sarangani	(083) 552-6876 parpo2.sarangani@dar.gov.ph records.sarangani@dar.gov.ph
DAR Regional Office Caraga	CTP Building, Km.4, JC Aquino Highway, Libertad, Butuan City, Caraga	Landline: (085) 815-6371 Fax: (085) 815-6371 0948-583-8443 rd.caraga@dar.gov.ph
DAR Provincial Office Agusan Del Norte	J. Rosales Avenue, Butuan City, Agusan Del Norte	0999-966-4147 parpo2.agusannorte@dar.gov.ph fad_agusandelnorte@yahoo.com



Office	Address	Contact Information
DAR Provincial Office Agusan Del Sur	Barangay 5, San Francisco, Agusan Del Sur	0905-252-2999 0998-999-9378 parpo2.agusansur@dar.gov.ph jpamatonding0903@gmail.com
DAR Provincial Office Surigao Del Norte	CARRECCO Building, Km.4, Barangay Luna, Surigao City, Surigao Del Norte	(086) 231-7405 parpo2.surigaonorte@dar.gov.ph bethdegz@yahoo.com
DAR Surigao Del Sur	Balilahan, Mabua, Tandag, Surigao Del Sur	(086) 211-3576 parpo2.surigaosur@dar.gov.ph leojrbautista@yahoo.com