



PHILIPPINE CARABAO CENTER

CITIZEN'S CHARTER

CITIZENS CHARTER

I. Mandate:

The Philippine Carabao Center, operating as an attached agency of the Department of Agriculture, is mandated to conserve, propagate, and promote the Carabao as a source of milk, meat, draft power and hide to benefit the rural farmers.

II. Vision:

A premiere research and development institution propelling sustainable growth of the livestock industry.

III. Mission:

Improve the general well-being and competitiveness of the livestock industry stakeholders through animal biotechnology and technology development, technology dissemination and knowledge resource management, active private sector participation, livestock-based enterprises, and policy reforms to sustain development of livestock enterprises, thus ensuring socio-economic empowerment for nation building.

IV. Service Pledge:

The Philippine Carabao Center aims to be a premiere research and development institution for the sustainable growth of the livestock industry.

In order to achieve this, we, at PCC, are dedicated to provide quality products and services that address customers' needs consistent with statutory, regulatory and other requirements, and the International Standards; and committed to continuously improve the effectiveness of our integrated management systems, products and services, processes, people, and workplace by ensuring safety of our workers; and protection of the environment.

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Human Resource Management Section
Internal Services

1. Request for Job Order (J.O.) Staff

This process is part of the Recruitment procedure where concerned Supervisors need to submit this request for additional Job Order staff in their respective operating unit

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Heads of all Operating Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order (J.O.) Requisition Form		PCC Databank, HRMS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished Job Order J.O. Requisition Form to the Human Resource Management Section	1. Accept and review completeness of the form	None	5 minutes	HRMS Staff
	2. forward to OED for Approval and signature	None	5 minutes	HRMS Staff
	3. Inform the requesting Head on the action/Result of the request	None	2 minutes	HRMS Staff
	TOTAL	None	12 minutes	

2. Employee Leave Application

The HRMS processes the employee leave application as part of the employee privilege guaranteed by the Civil Service

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees/Contract of Service			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Leave Application Form			PCC Databank, HRMS	
Medical Certificate (leave application of more than 5 days in continuous manner)				
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished Leave Application Form to the Human Resource Management Section	1. Accept and review completeness of the Document	None	15 Minutes	HR Staff
	2. Record and update the employee leave ledger.	None	5 minutes	HRMS Staff
	3. Certify the leave credits by the Head of the Human Resource Management Section	None	3 minutes	HRMS Head

	4. Submit to the Office of the Executive Director for the approval/ disapproval	None	1 minute	HRMS Staff
	5. Inform the concerned employee on the status of the application	None	2 minutes	HRMS Staff
	TOTAL	None	13 minutes	

3. Request to Render Overtime

The request to render overtime is being requested to the HRMS and secure an approval from the management prior to the actual rendition of the overtime.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Render Overtime Service/s Form			PCC Databank, HRMS	
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished Render Overtime Service/s Form to the Human Resource Management Section	1. Accept and review completeness of the Document	None	2 minutes	HRMS Staff
	2. Evaluate and record in the Employee COC/ CTO ledger	None	5 minutes	HRMS Staff
	3. Secure action of the Head of the Human Resource Management Section	None	3 minutes	HRMS Head
	4. Submit to the Office of the Executive Director for the	None	1 minute	HRMS Staff

	approval/ disapproval			
	5. Inform the concerned employee on the status of the request	None	2 minutes	HRMS Staff
	TOTAL	None	13 minutes	

4. Request to Render Offsetting

The request to render offsetting is being requested to the HRMS and secure an approval from the management prior to the actual rendition of the offsetting.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request of Offsetting Form			PCC Databank, HRMS	
Approved Request to Overtime Service/s Form/Travel			Employee's file copy	
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished Request of Offsetting Form to the Human Resource Management Section	1. Accept and review completeness of the Document	None	2 minutes	HRMS Staff
	2. Evaluate and record in the Employee COC/ CTO ledger	None	5 minutes	HRMS Staff
	3. Secure action of the Head of the Human Resource Management Section	None	3 minutes	HRMS Head
	4. Submit to the Office of the Executive Director for the approval/ disapproval	None	1 minute	HRMS Staff

	5. Inform the concerned employee on the status of the request	None	2 minutes	HRMS Staff
	TOTAL	None	13 minutes	

5. Employee Training Request

This process is part of the Learning and Development (L and D) program of the Agency for all employees (permanent and Contract of Service) that allows them to attend a specific training, seminar/conference and other related activities concerning staff development and to address competency gaps.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Training/ Seminar Request Form (PCC-HRIF-15)			HRMS	
2. Training/ conference/ activity invitation			Employee	
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit PCC-HRIF-15 to the HRMS	1. Receive and review the submitted form	None	5 minutes	HRMS Staff
	2. Submit the reviewed training request form to the Head, HRMS for signature and endorsement to OED	None	3 minutes	HRMS Staff/ Head HRMS
	3. Encode the request in the database	None	2 minutes	HRMS Staff

	4. Submit and endorse the request to the OED for approval	None	2 minutes	HRMS Staff
	5. Inform the employee on the status of the request	None	2 minutes	HRMS Staff
	TOTAL	None	14 minutes	

6. Request for Certifications (No Pending Administrative Case, Employment and Service Record)

The HRMS issues various certifications such as No Pending Administrative Case, Employment Certificate and Service Record to be used by PCC permanent staff in different transactions that requires such documents.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		PCC Databank, HRMS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished request Form to the Human Resource Management Section	1. Accept and review completeness of the Document	None	2 minutes	HRMS Staff
	2. Prepare Employment Certification	None	3 minutes	HRMS Staff
	3. Signing of the Certification	None	1 minute	HRMS Head
2. Sign the logbook	1. Record at the Logbook and Release of the OJT Certification	None	2 minutes	HRMS Staff and PCC Permanent Employee
	TOTAL	None	8 minutes	

7. Request for Employment Certifications for Job Order

Employees The HRMS issues employment certifications JO employees that can be used by PCC JO employees' different transactions that requires such documents.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		PCC Databank, HRMS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished request Form to the Human Resource Management Section	1. Accept and review completeness of the Document	None	2 minutes	HRMS Staff
	2. Prepare Employment Certification	None	3 minutes	HRMS Staff
	3. Signing of the Certification	None	1 minute	HRMS Head
2. Sign the logbook	1. Record at the Logbook and release of the Certification	None	2 minutes	HRMS Staff and PCC JO employee
	TOTAL	None	8 minutes	

8. Request for Clearance for Resigning/Returning Staff

The HRMS issues employment certifications to JO employees that can be used by PCC JO employees' for different transactions that require such documents.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Render Overtime Service/s Form		PCC Databank, HRMS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Fill-out Clearance	1. Prepare the requested document (clearance form)	none	1 day	HRMS Staff
	TOTAL	None	1 day	

9. Request for Identification Card (ID)

One of the major services of the HRMS is the release of ID to all employees of PCC.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees/Contract of Service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application Form		PCC Databank, HRMS		
Medical Certificate (leave application of more than 5 days in continuous manner)				
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out Request Form	1. Take ID Picture of Employee/Service Contractor	None	15 Minutes	HRMS Staff
	TOTAL	None	15 minutes	

10. Processing of Application for Terminal Leave Payment

The HRMS facilitates the processing of applications for terminal leave payment of all PCC employees separated from the agency. The separated employees are required to submit necessary documentary requirements and the HRMS will coordinate with the Budget Section for submission to the DA-OSEC and DBM.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent and Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave Form		PCC Databank, HRMS		
2. GSIS Clearance		Employee's file copy		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit Leave Application to HRMS	Received and record the leave application. 1. Forward to the HR for certification of leave credit balance form.	None	10 minutes Note: Longer processing time for incomplete leave record.	HRMS Staff
2. Wait for the Release Payment of Terminal Leave Benefit	Terminal Leave Communication 1.1 Compute/Update and encode the leave credit balance & affix initial in the certification part & the leave form	None	15 minutes Note: 15 days for Regional Centers due to validation & reconciliation of leave credits	HRMS Head
	Certification part & the Leave Form 1.2 Sign the certification for leave credit balances	None	5 minutes	HRMS Head

	1.3 Forward to all concerned signatories for approval	None	10 minutes	
	1.4 Forward to all concerned signatories for approval	None	2 days	Executive Director
	1.5 Upon receipt from approval of ED forward to Budget for obligation	None	15 minutes	Releasing officer
	TOTAL	None	2 Days and 55 mins.	

Human Resource Management Section
External Services

11. Request for Acceptance of Student to undergo On-the-Job Training Program

As part of the Agency program for college students, the Human Resource Management Section is facilitating the acceptance of On-the-Job Trainees who will be assigned to the different operating units of PCC

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	College/ Vocational Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OJT Request Letter		Concerned School/University		
2. Memorandum of Agreement (for non-host SUC institution)		HRMS		
3. Student's Resume		Student		
4. Medical Certificate		Student		
5. Parents' Consent Form		Student		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the OJT Request Letter to The Human Resource Management Section	1. Accept the request letter and log in the OJT Request database system	none	3 minutes	HRMS Staff
	2. Submit to the Office of the Executive Director for approval/ Disapproval	none	2 minutes	HRMS Staff
	3. Inform the requesting student/university on the status of the request	none	3 minutes	HRMS Staff

2. If the request is approved, the requesting party shall prepare the MOA (for non-host SUC Institution)	1. Prepare and email the copy of the MOA	none	20 minutes	HRMS Staff
3. Submit the MOA	1. Receive the MOA and Facilitate the approval/signature of the MOA	None	30 minutes (depending on the availability of Signatories)	HRMS Staff
	2. Inform the receiving Operating Unit where OJT's will be assigned	None	2 minutes	HRMS Staff
	TOTAL	None	60 minutes	
4. Submit the Students Resume, Medical Certificate and Parents' Consent Form (If the request is Approved)	1. Accept and review the Submitted requirements	None	3 minutes (per student)	HRMS Staff
	2. Conduct Orientation to OJT students	None	30 minutes	HRMS Staff
	3. Turn-over the OJT Students to their Supervisor (receiving Operating Unit)	None	5 minutes	HRMS Staff and Concerned Supervisor
	TOTAL	None	38 minutes	

12. Request for OJT Certification

The agency provides certification as proof of the rendered of their training.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	PCC OJT Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record		OJT Student		
2. OJT Exit Interview Form				
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the DTR and the OJT accomplished Exit Interview Form at the Human Resource Management Section	1. Accept and review completeness of the Document	None	2 minutes (per student)	HRMS Staff
	• Prepare OJT Certification	None	3 minutes	HRMS Staff
	• Signing of the Certification	None	1 minute	HRMS Head
	• Record the name of OJT At the OJT Database System	None	2 minutes	HRMS Staff
2. Sign the logbook	1. Record at the Logbook and release of the OJT Certification	None	2 minutes	HRMS Staff and OJT student
	TOTAL	None	11 minutes	

Accounting Section
Internal Services

13. Request for Certificate of No Outstanding Cash Advance

This certificate is requested by the employees as part of the requirement in securing travel authority from the Department of Agriculture

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liquidation Report and/or Refund (if with existing cash advance)		Concerned staff		
2. Subsidiary ledger in eNGAS (if no existing balance)		Accounting Section		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Inform the Accounting Office and give the needed details.	1. Record the details given by the employee.	None	1 minute	Accounting Staff
2. Submit the required documents to the accounting office	2. Receive the required documents and check for completeness.	None	5 minutes	Accounting Staff
3. None	3. Start processing the request.	None	3 minutes	Accounting Staff/ Accountant
4. The employee receives the certificate needed.	4. Issue the Certificate of Outstanding Cash Advance.	None	1 minute	Accounting Staff
	TOTAL	None	10 minutes	

14 . Processing of Claims for Payments/Reimbursements/Cash Advance (Employees)

This service covers the process flow for the accounting disbursement process for grant of cash advance/payment of claims/reimbursement of expenses incurred by employees while on official business and its required documentary attachments as mandated by COA Circular No. 2012-001.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Employees of PCC NHGP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (DV)		PCC NHGP Employees		
Request for Quotation, Abstract of Prices and approved Purchase Request (for reimbursement of supplies, repairs and semi-expendable PPE)		Procurement Office		
Inspection and Acceptance Report, Inventory Custodian Slip (if semi-expendable PPE)		Property Office		
Obligation Request and Status/Budget Utilization Request and Status		Budget Office		
Other supporting documents depending on the nature of transaction, based on COA Circular No. 2012-001 (Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions)		PCC NHGP Employees		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit DV with complete	1. Receive and record the documents for processing.	None	5 minutes	Accounting Staff

supporting documents.				
2. None	2. Review the documents submitted and Input DV no. Check the completion of supporting documents and signatures. Also, check the accuracy of the amount in DV and check the documents in the Index of Payment for double payment.	None	30 minutes	Accounting Staff
3. None	3. Evaluate validity of the claim, accuracy of amount and completeness of supporting documents.	None	30 minutes	Accountant
4. None	4. Certify cash availability, completeness of supporting documents and determine if subject to ADA or Check. Sign Box C of DV.	None	5 minutes	Accountant
5. None	5. Record the DV and other details in the Index of Payment.	None	5 minutes	Accounting Staff
6. None	6. Record to logbook the signed DV. Forward DV and other supporting documents to the Office of the Deputy Executive Director/Office of Executive Director for approval of payment.	None	15 minutes	Accounting Staff
	TOTAL	None	1 hour and 30 minutes	Accounting Office
7. None	7. Receive and record the documents and forward the DV and other supporting documents to the Deputy Executive Director / Executive Director for approval of payment.	None	5 minutes	Administrative Staff

8. None	8. Review and approve payment for the claim and sign Box D of DV.	None	20 minutes	Deputy Executive Director / Executive Director
9. None	8. Record to logbook the approved DV. Forward the approved DV and other supporting documents to the Cash Section for processing of LDDAP-ADA or Check.	None	15 minutes	Deputy Executive Director / Executive Director
	TOTAL	None	40 minutes	Directors' Office
10. None	10. Receive and record the documents.	None	5 minutes	Administrative Staff
11. None	11. Prepare LDDAP-ADA or Check based on signed DVs. Also, prepare Advice of Checks Issued and Cancelled (ACIC) and Financial Data Entry System (FinDES) if GAA fund.	None	20 minutes	Administrative Staff
12. None	12. Forward the ACIC and FinDES to ODED / OED for signature. The <u>LDDAP-ADA</u> will forward first the prepared LDDAP-ADA to the Accounting Office for signature of the accountant.	None	10 minutes	Administrative Staff
13. None	13. Review and sign the LDDAP-ADA.	None	15 minutes	Accounting staff and Accountant
14. None	14. Forward the LDDAP-ADA to the Office of the Deputy Executive Director/Office of Executive Director for signature.	None	5 minutes	Accounting staff
15. None	15. The Deputy Executive Director/Executive Director signs the LDDAP-ADA, ACIC and FinDES.	None	15 minutes	Deputy Executive Director / Executive Director

16. None	16. Forward the signed LDDAP-ADA, ACIC and FinDES to the Cash Office.	None	10 minutes	Administrative Staff
17. None	17. Cashier will review and sign the received LDDAP-ADA, ACIC and FinDES. Signed LDDAP-ADA, ACIC and FinDES will forward it to the bank for processing.	None	1 hour	Cashier
	TOTAL	None	2 hours and 20 minutes	If process through LDDAP-ADA, ACIC and FinDES
	GRAND TOTAL	None	4 hours and 30 minutes	

15. Liquidation of Cash Advances

This service covers the process flow for the liquidation of cash advance of employees and its required documentary attachments as mandated by COA Circular No. 2012-001. Liquidation should be made within 30 days for local travel and 60 days for foreign travel upon return to the official station.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Employees of PCC NHGP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Report		PCC NHGP Employees		
Photocopy of Disbursement Voucher (DV), Obligation Request and Status/Budget Utilization Request and Status and other documents attached in Grant of Cash Advance		PCC NHGP Employees		
Request for Quotation, Abstract of Prices and approved Purchase Request (for reimbursement of supplies, repairs and semi-expendable PPE)		Procurement Office		
Inspection and Acceptance Report, Inventory Custodian Slip (if semi-expendable PPE)		Property Office		
Other supporting documents depending on the nature of transaction, based on COA Circular No. 2012-001 (Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions)		PCC NHGP Employees		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible

1. Submit Liquidation report with complete supporting documents.	1. Receive and record the documents for processing.	None	5 minutes	Accounting Staff
2. None	2. Review the documents submitted and input LR no. Check the completion of supporting documents and signatures. Also, check the accuracy of the amount in LR.	None	30 minutes	Accounting Staff
3. None	3. Evaluate validity of the claim, accuracy of amount and completeness of supporting documents. Sign Box C of LR.	None	30 minutes	Accountant
4. The employee will get a copy of the signed LR.	4. Give a copy of the signed LR to the employee. If there is an amount for refund, go to the Cash Office and give the refund and request for issuance of Official Receipt. However, if there is reimbursement, prepare DV and photocopy of LR and forward it to the Budget Office.	None	5 minutes	Accounting Staff
	TOTAL	None	1 hour and 10 minutes	

Accounting and Cash Section
External Services

16. Request for Issuance of Statement of Account (SOA) and Official Receipt

The Statement of Account is issued to individual/government/businesses as prerequisite in issuance of Official Receipt related to the items to be purchased. The Official Receipt will serve as proof of payment and a requirement before the release of the item being purchased.

Office or Division:	Accounting Section and Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizens (G2C)			
Who may avail:	All walk-in clients of PCC NHGP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (depending on the need of the client except for vermicast and manure - no form is needed):				
1. LN2: Liquid Nitrogen (LN2) Request Form		Animal Breeding and Genomics Section		
2. Laboratory Analysis: Laboratory Service Form		Laboratory Office concerned		
3. Training Hall/Accommodation: Hostel Reservation Form		PCC Hostel reception area		
4. Unserviceable Items: Result of Pricing Evaluation for Sale of Unserviceable Properties		Property & Supply Office		
5. Purchase of Animals: Result of Pricing Evaluation for Live Animals		Property & Supply Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Inform the Accounting Office and give the needed details.	1. Record the details given by the client.	None	1 minute	Accounting Staff

2. Submit the required documents to the Accounting Office. *Make sure to secure the Statement of Account that will be issued.	2. Receive the required documents and check for completeness.	None	2 minutes	Accounting Staff
	3. Prepare the Statement of Account (SOA).	None	5 minutes	Accounting Staff
	4. Signing of the SOA.	None	1 minute	Accounting Head
	5. Release the SOA and direct the client to the Cash Section for payment and issuance of Official Receipt (O.R.)	None	1 minute	Accounting Staff
	TOTAL	None	10 minutes	Accounting Office
3. Pay the required amount at the Cash Section by showing the SOA. *Make sure to secure Official Receipt that will be issued upon payment	1. Accept the payment based on the SOA.	None	2 minutes	Cashier
	2. Prepare the Official Receipt (O.R.)	None	2 minutes	Cashier
	3. Issue the O.R. and direct the client to concerned office to claim the item.	None	1 minute	Cashier
	TOTAL	None	5 minutes	Cash Office
4. Proceed to the concerned office where the purchased item is available and present the Official Receipt (O.R.)	4. Validate the O.R.	None	1 minute	Concerned staff

5. Receive the purchased item	5. Release the item	None	4 minutes	Concerned staff
	TOTAL	None	5 minutes	

17. Request for Issuance of Certificate of Creditable Tax Withheld at Source (BIR Form 2307)

This certificate is requested by the client as basis /proof of tax withheld by the Agency after releasing the payment for the goods/ services they were provided.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	PCC Supplier of PCC NHGP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Check no. or Sales Invoice no.		Cash Section or Supplier records		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Inform the Accounting Office and give the needed details.	1. Record the details given by the client and start processing the request.	None	7 minutes	Accounting Staff/ Accounting Head
2. Receive the BIR form 2307.	2. Issue the Tax Certificate (BIR Form 2307).	None	1 minute	Accounting Staff
	TOTAL	None	8 minutes	

18. Processing of Claims for Payments (Suppliers)

This service covers the process flow for the accounting disbursement process for payment of claims from duly recognized suppliers and its required documentary attachments as mandated by RA 9184 and COA Circular No. 2012-001.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Private Entity (suppliers of PCC NHGP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order, Notice of Award, Notice to Proceed, BAC Resolution, and other Supporting Documents, depending on the nature of transaction, based on RA 9184 and COA Circular 2012-001		Procurement Office		
Disbursement Voucher (DV), Inspection and Acceptance Report, Property Acknowledgement Receipt and/or Inventory Custodian Slip		Property Office		
Sales Invoice/Statement of Account/Billing Statement, Delivery Receipt and other documents as needed (e.g. certificate of analysis, calibration and training)		Supplier		
Attendance Sheet (if payment for meals/catering), Distribution List (if token/training kit), Certificate on when the sample for analysis were given (if analysis for sample), Certificate of approved final layout (if printing and publication)		PCC End-user		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible

1. None	1. Receive and record the documents for processing.	None	5 minutes	Accounting Staff
2. None	2. Review the documents submitted and Input DV no. Check the completion of supporting documents and signatures. Also, check the accuracy of the amount in DV and check the documents in the Index of Payment for double payment. Prepare tax certificates.	None	30 minutes	Accounting Staff
3. None	3. Evaluate validity of the claim, accuracy of amount and completeness of supporting documents.	None	30 minutes	Accountant
4. None	4. Certify cash availability, completeness of supporting documents and determine if subject to ADA or Check. Sign Box C of DV.	None	5 minutes	Accountant
5. None	5. Record the DV and other details in the Index of Payment.	None	5 minutes	Accounting Staff
6. None	6. Record to logbook the signed DV. Forward DV and other supporting documents to the Office of the Deputy Executive Director (ODED) /Office of Executive Director (OED) for approval of payment.	None	15 minutes	Accounting Staff
	TOTAL	None	1 hour and 30 minutes	Accounting Office
7. None	7. Receive and record the documents and forward the DV and other supporting	None	5 minutes	Administrative Staff

	documents to the Deputy Executive Director / Executive Director for approval of payment.			
8. None	8. Review and approve payment for the claim and sign Box D of DV.	None	20 minutes	Deputy Executive Director / Executive Director
9. None	8. Record to logbook the approved DV. Forward the approved DV and other supporting documents to the Cash Section for processing of LDDAP-ADA or Check.	None	15 minutes	Deputy Executive Director / Executive Director
	TOTAL	None	40 minutes	Directors' Office
10. None	10. Receive and record the document.	None	5 minutes	Administrative Staff
11. None	11. Prepare LDDAP-ADA or Check based on signed DVs. Also, prepare Advice of Checks Issued and Cancelled (ACIC) and Financial Data Entry System (FinDES) if GAA fund.	None	20 minutes	Administrative Staff
12. None	12. Forward the ACIC and FinDES to ODED / OED for signature. The <u>LDDAP-ADA</u> will forward first the prepared LDDAP-ADA to the Accounting Office for signature of the accountant.	None	10 minutes	Administrative Staff
13. None	13. Review and sign the LDDAP-ADA.	None	15 minutes	Accounting staff and Accountant
14. None	14. Forward the LDDAP-ADA to the Office of the Deputy Executive Director/Office of Executive Director for signature.	None	5 minutes	Accounting staff

15. None	15. The Deputy Executive Director/Executive Director signs the LDDAP-ADA, ACIC and FinDES.	None	15 minutes	Deputy Executive Director / Executive Director
16. None	16. Forward the signed LDDAP-ADA, ACIC and FinDES to the Cash Office.	None	10 minutes	Administrative Staff
17. None	17. Cashier will sign the received LDDAP-ADA, ACIC and FinDES. Signed LDDAP-ADA, ACIC and FinDES will forward it to the bank for processing.	None	1 hour	Cashier
	TOTAL	None	2 hours and 20 minutes	if process through LDDAP-ADA, ACIC and FinDES
	GRAND TOTAL		4 hours and 30 minutes	

19. Re-issuance of Stale Checks

This service covers the process flow for the request of the re-issuance of stale checks. The depository bank considers a check stale if it has been outstanding for over six months from the date of issuance if the check is from a Local Currency Current Account and three months if this is MDS check (GAA fund).

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B)			
Who may avail:	Supplier of PCC NHGP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for replacement of check and check that was stale, voided or spoiled. The letter should be addressed to the accountant.		Procurement Office		
Disbursement Voucher (DV) and Certified copy of the previously paid DVs		Accounting Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit Request letter for replacement of check and surrender the check that was stale, voided or spoiled.	1. Receive and record the documents for processing.	None	5 minutes	Accounting Staff
2. None	2. Review the documents submitted. Prepare DV to process the re-issuance of stale checks and attach certified copy of the previously paid DVs. Prepare JEV to take up the cancellation of the previously paid DV.	None	1 hour	Accounting Staff

3. None	3. Evaluate validity of the claim, accuracy of amount and completeness of supporting documents. Certify cash availability, completeness of supporting documents and determine if subject to ADA or Check. Sign Box C of DV.	None	30 minutes	Accountant
4. None	4. Record the DV and other details in the Index of Payment.	None	5 minutes	Accounting Staff
5. None	5. Record to logbook the signed DV. Forward DV and other supporting documents to the Office of the Deputy Executive Director (ODED) /Office of Executive Director (OED) for signing of Box A and D of DV.	None	15 minutes	Accounting Staff
	TOTAL	None	1 hour and 55 minutes	Accounting Office
6. None	6. Receive and record the documents and forward the DV and other supporting documents to the Deputy Executive Director / Executive Director for approval of payment.	None	5 minutes	Administrative Staff
7. None	7. Review and approve payment and sign Box D of DV.	None	20 minutes	Deputy Executive Director / Executive Director
8. None	8. Record to logbook the approved DV. Forward the approved DV and other supporting documents to the Cash Section for processing of LDDAP-ADA or Check.	None	15 minutes	Deputy Executive Director / Executive Director

	TOTAL	None	40 minutes	Directors' Office
9. None	9. Receive and record the document.	None	5 minutes	Administrative Staff
10. None	10. Prepare Check based on signed DVs. (Note: If GAA fund, prepare Advice of Checks Issued and Cancelled (ACIC)).	None	20 minutes	Administrative Staff
11. None	11. The check will forward to OED/ODED for signature.	None	10 minutes	Administrative Staff
12. None	12. The Deputy Executive Director/Executive Director signs the check.	None	15 minutes	Deputy Executive Director / Executive Director
13. None	13. Forward the signed DV to the Cash Office.	None	10 minutes	Administrative Staff
14. None	14. Cashier will review the document and sign the check. Commercial check is ready for release once completely signed. (Note: If MDS check, the ACIC will forward first to the bank for processing and the check will be ready for release after a 24 hour bank clearing process.)	None	30 minutes	Cashier
	TOTAL	None	1 hour and 30 minutes	if process through LDDAP-ADA, ACIC and FinDES
	GRAND TOTAL		4 hours and 5 minutes	

Cashier Section
External Service

23. Processing of Claims for Payments (Suppliers); Source of Fund are from MDS – GAA Fund Account

This service covers the process flow for the Cashier disbursement process for payment of claims from duly recognized suppliers and its required documentary attachments as mandated by RA 9184 and COA Circular No. 2012-001.

Office or Division:	Cashier Section	
Classification:	Simple	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Private Entity (suppliers of PCC NHGP)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Purchase Order, Notice of Award, Notice to Proceed, BAC Resolution, and other Supporting Documents, depending on the nature of transaction, based on RA 9184 and COA Circular 2012-001	Procurement Office	
Disbursement Voucher (DV), Inspection and Acceptance Report, Property Acknowledgement Receipt and/or Inventory Custodian Slip	Property Office	
Sales Invoice/Statement of Account/Billing Statement, Delivery Receipt and other documents as needed (e.g. certificate of analysis, calibration and training)	Supplier	

Attendance Sheet (if payment for meals/catering), Distribution List (if token/training kit), Certificate on when the sample for analysis were given (if analysis for sample), Certificate of approved final layout (if printing and publication)

PCC End-user

Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. None	1. Receive DV and other supporting documents from Office of Executive Director.	None	2 minutes	Cashier Staff
2. None	2. Verify completeness of necessary supporting documents, the signatories, and the correctness of the DV and supporting documents.	None	5 minutes	Cashier Staff
3. None	3. If incomplete or incorrect documents, return it to the accounting section for completion or correction.	None	3 minutes	Cashier Staff

4. None	4. If documents are complete and correct, prepare the check(s), and record it to the Warrant Register.	None	10 minutes	Cashier Staff
5. None	5. Review and sign the check(s).	None	10 minutes	Cashier / Authorized Signatory
6. None	6. Prepare the Advice for Check Issued and Cancelled (ACIC)	None	5 minutes	Cashier Staff
7. None	7. Review and verify the ACIC and approve by signing the desired portion.	None	2 minutes	Cashier / Authorized Signatory
8. None	8. Entry for e-NGAS	None	15 minutes	Accounting Staff
9. None	9. Forward the Check, and DV and other supporting documents including the ACIC to the Office of the Deputy Executive Director (ODED) /Office of Executive Director (OED) for signature.	None	5 minutes	Deputy Executive Director / Executive Director

10. None	10. Receive the signed check and ACIC. Prepare and arrange the required copies and proceed to depository bank for uploading of advice	None	25 minutes	Cashier
11. None	11. Once the advice submitted to depository bank, and the depository bank processed the uploading in 1 to 2 working days, the check has been ready for release. Inform the claimant about the availability of check via SMS, call, e-mail, and/or similar communication medium.	None	5 minutes	Cashier Staff
12. None	12. Release the check to claimant and secure the Official Receipt / Sales Invoice issued by the claimant pertaining to the released check.	None	5 minutes	Cashier Staff
	TOTAL	None	1 hour and 32 minutes	Cashier Office

23. Processing of Claims for Payments (Suppliers); Source of Fund are from Trust Fund / Revolving Fund (Non MDS – GAA Fund Account)

This service covers the process flow for the Cashier disbursement process for payment of claims from duly recognized suppliers and its required documentary attachments as mandated by RA 9184 and COA Circular No. 2012-001.

Office or Division:	Cashier Section	
Classification:	Simple	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Private Entity (suppliers of PCC NHGP)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Purchase Order, Notice of Award, Notice to Proceed, BAC Resolution, and other Supporting Documents, depending on the nature of transaction, based on RA 9184 and COA Circular 2012-001	Procurement Office	
Disbursement Voucher (DV), Inspection and Acceptance Report, Property Acknowledgement Receipt and/or Inventory Custodian Slip	Property Office	
Sales Invoice/Statement of Account/Billing Statement, Delivery Receipt and other documents as needed (e.g. certificate of analysis, calibration and training)	Supplier	

Attendance Sheet (if payment for meals/catering), Distribution List (if token/training kit), Certificate on when the sample for analysis were given (if analysis for sample), Certificate of approved final layout (if printing and publication)		PCC End-user		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. None	1 Receive DV and other supporting documents from Office of Executive Director.	None	2 minutes	Cashier Staff
2. None	2 Verify completeness of necessary supporting documents, the signatories, and the correctness of the DV and supporting documents.	None	5 minutes	Cashier Staff
3. None	3 If incomplete or incorrect documents, return it to the accounting section for completion or correction.	None	3 minutes	Cashier Staff
4. None	4 If documents are complete and correct, prepare the check(s), and record it to the Warrant Register.	None	10 minutes	Cashier Staff

5. None	5 Review and sign the check(s).	None	10 minutes	Cashier / Authorized Signatory
6. None	6. Entry for e-NGAS	None	15 minutes	Accounting Staff
7. None	7. Forward the Check, and DV and other supporting documents to the Office of the Deputy Executive Director (ODED) /Office of Executive Director (OED) for signature of check payment.	None	5 minutes	Deputy Executive Director / Executive Director
4. None	9. Receive the signed check for release. Inform the claimant about the availability of check via SMS, call, e-mail, and/or similar communication medium.	None	5 minutes	Cashier Staff
4. None	10. Release the check to claimant and secure the Official Receipt / Sales Invoice issued by the claimant pertaining to the released check.	None	5 minutes	Cashier Staff
	TOTAL	None	1 hour and 0 minutes	Cashier Office

Budget Section
Internal Service

23. Processing of Requests for Obligation

The process provides financial support services through proper allocation of funds for an efficient implementation of Carabao Development Program

Office or Division:	BUDGET SECTION			
Classification:	Simple			
Type of Transaction:	GOVERNMENT TO GOVERNMENT			
Who may avail:	PCC EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents with attached PO/Contracts		PROCUREMENT SECTION		
Documents with Disbursement Voucher and other supporting paper		CONCERNED SECTION/PERSONNEL		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to Budget Section for obligation	1. Receive copies of DV, PO, contract with complete supporting documents (SDs) from office/personnel concerned	None	2 minutes	Budget Staff
	2. Record/encode in excel file for incoming documents	None	5 minutes	Budget Staff
	3. Review/check as to the completeness and correctness of the submitted documents	None	20 minutes	Budget Staff
	4. Verify availability of allotment per fund source	None	40 minutes	Budget Staff
	4.1 For General Fund: If allotment is available, encode in eBudget System and print the ORS with assigned number provided by System	None		

	4.2 For Trust Fund: If allotment is available, assign number on BURS based on the Control			
	Logbook maintained for the purpose			
	5. Counter check the ORS/BURS and SDs as to its completeness and accuracy	None	20 minutes	Budget Officer
	5.1 If in order, sign the certification in Box B of ORS/BURS			
	5.2 Forward the ORS/BURS and SDs to Budget Staff	None		
	6. Record the ORS/BURS in the Outgoing Logbook and forwards to the Executive Director/ Deputy Executive Director/Division Chiefs/Project Leaders (based on signing authority) for signature of Box A		3 minutes	Budget Staff
	TOTAL	None	1 HOUR AND 30 MINUTES	

General Services Section
Internal Services

22. Request for Repair & Maintenance of Vehicle & Machinery (Simple Repair)

Office or Division:	General Services Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for repair and maintenance form		GSS Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the request for repair and maintenance form to GSS Staff	1. Evaluate the vehicles/machinery/ equipment to be repaired	None	15-30 min	GSS Staff
	2. Verify the magnitude of the repair or services to be done	None	1-2hrs	GSS Staff

	3. Prepare Purchase Request for the needed services, parts, and materials for the repair	None	15min	GSS Staff/ Service provider
	4. Procurement of the needed parts and materials	None	1-5 days depending on the availability of the parts needed	GSS Maintenance and Repair Team Procurement team
	5. Perform actual repair / maintenance work or outsource personnel to do the repair	None	1 – 3 days	GSS Maintenance Team/ Service provider
	6. Issue Service Report	None	1 day	GSS Head/ GSS Office
	TOTAL	None	3 days 30 min. - 12 days, 45min	

23. Request for Repair & Maintenance of Vehicle & Machinery (Complex Repair)

Office or Division:	General Services Section			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request/request for repai			GSS Office	
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the request letter form to GSS Staff/Head	1. Evaluate the vehicles/machinery/equipment to be repaired	none	15-30 min	GSS Staff
	2. Verify the magnitude of the repair or services to be done	none	1-2hrs	GSS Staff

	3. Prepare Purchase Request for the needed parts and materials for the repair	none	15min	GSS Staff
	4. Procurement of the needed services, parts and materials	none	7-45 days depending on the availability of the parts needed	GSS Maintenance and Repair Team Procurement team
	5. Perform actual repair / maintenance work or outsource personnel.	none	7-14 days depending on the complexity of the work needed to be done	GSS Maintenance and Repair Team Service Center / Winning Service Provider
	6. Issue Service Report	none	1 day	GSS Head GSS Office
	TOTAL	none	15 days, 1 hour, 30 min. – 60 days, 2hrs, 45min	

24. Request for Building Maintenance (Simple Repairs)

Office or Division:	General Services Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
request for repair		GSS Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the request for repair form to GSS Staff/Head	1. Evaluate and validate submitted request	None	15-30 min	GSS Head/Engineers
	2. Verify the magnitude of the repair or services to be done	None	1-2hrs	GSS Head/Engineers

	3. Prepare Purchase	None	15min	GSS Staff/Head / Procurement
	4. Prepare plans and Program of works as needed	None	2-7 days	GSS Head / Engineers
	5. Approval of the plans and program of works	None	1-7 days	Agency head
	6. Procurement of the needed services, supplies and materials	None	1-7days depending on the availability of the goods needed	GSS Maintenance and Repair Team Procurement team
	7. Perform actual repair / maintenance work or outsource personnel	None	1-7days depending on the nature of the repair	GSS Maintenance and Repair
	8. Issue Service Report	None	1 day	GSS Head/ GSS Office

	TOTAL	None	6 days, 1 hour, 30 min. - 29 days, 2hrs & 45min	
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25. Request for Building Maintenance (Complex Repairs)

Office or Division:	General Services Section			
Classification:	Complex / Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request/request for repair		GSS Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
2. Submit the request letter form to GSS Staff/Head	1. Evaluate and validate submitted request	none	15-30 min	GSS Head/Engineers
	3. Verify the magnitude of the repair or services to be done	None	1-2hrs	GSS Head/Engineers

	4. Prepare plans and Program of works	none	1-7 days	GSS Head / Engineers
	5. Approval of the plans and program of works	none	1-7 days	Agency head
	6. Prepare Purchase request and refer to the procurement process	none	15 – 45 days depending on the complexity of the repair and maintenance	GSS Head / Engineers, Procurement / BAC
	7. Perform actual repair / maintenance work / outsource personnel	none	30 -90 days depending on the complexity of the repair and maintenance	GSS Maintenance and Repair Team/ Winning bidder
	8. Issue Service Report	none	1 day	GSS Head GSS Office
	TOTAL	none	48 days, 1 hour, 30 min. - 149 days, 2hrs & 45min	

Procurement Section

Internal Services

26. Processing of Purchase Request

This process covers the receipt of purchase request from the end-user.

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC Employees (End-Users)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR)		Procurement Section		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. End User/Section prepares and submit Purchase Request (PR)	1. Receive the Purchase Request	none	2 minutes	Procurement Staff
	2. Check availability in Annual Procurement Plan (APP) and completeness of required attachments: Technical Specifications/ Terms of Reference, Justification for Emergency/ Direct Contracting/ Negotiated Procurement thru Scientific & Scholarly	none	10 minutes	Procurement Staff

	Works & Pre-inspection report for repair.			
	3. Stamp Received document with date, assign control number and affix validator signature/name	none	2 minutes	Procurement Staff
	4. Log to Outgoing Document Log for approval of Office of the Executive Director	none	2 minutes	Procurement Staff
	TOTAL	none	16 minutes	TOTAL

2. Approved Purchase Request from Office of the Executive Director	4. Stamp approval date	none	2 minutes	Procurement Staff
	5. Issuance of Approved Purchase Request file copy/ processing copy to end-user	none	5 minutes	Procurement Staff
	TOTAL	none	7 minutes	TOTAL

Procurement Section

External Services

27. Issuance of Bidding Documents

This process covers the issuance of Bidding Document to Suppliers

Office or Division:	Procurement Section / BAC Secretariat Office			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt from Cashier		Procurement Section / BAC Secretariat Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Present Official Receipt	1. Receive the Official Receipt	None	2 minutes	Procurement Section / BAC Secretariat Office
	2. Issuance of Bidding Documents	None	3 minutes	Procurement Section / BAC Secretariat Office
	TOTAL	None	5 minutes	TOTAL

Property & Supply Section
Internal Services

28. Issuance of Supplies, Materials, and Equipment

This process covers the receipt of request from the end-user up to the issuance of supplies, materials, and/or equipment

Office or Division:	Property and Supply Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC Employees (End-Users)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issuance Slip (RIS)		Property and Supply Section		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the Requisition and Issuance Slip (RIS)	1. Receive the RIS	none	5 minutes	Property Staff
	2. Check the availability of the requested supplies	none	10 minutes	Property Staff
	3. Prepare the requested supplies	none	20 minutes	Property Staff
4. Receive the requested supplies Sign in the RECEIVED BY portion of the RIS	4. Release the requested supplies 4.1 Instruct the end-user to sign in the RECEIVED BY portion of the RIS	none	10 minutes	Property Staff
	5. Record the requested supplies in the Stock Card	none	5 minutes	Property Staff

	TOTAL	none	50 minutes	
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Property & Supply Section
External Services

29. Acceptance of Supplies, Materials, and Equipment

This process covers the receipt of delivery of supplies, materials, and equipment up to the storage of goods to stockroom

Office or Division:	Property and Supply Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order (PO)/ Contract		Property and Supply Section		
Sales Invoice (SI)/ Delivery Receipt (DR)		Supplier		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the Delivery Receipt or Sales Invoice	1. Receive the SI or DR	none	2 minutes	Property Staff
2. Deliver materials, supplies or equipment	2. Check the deliveries versus approved PO and DR/ SI	none	5 minutes	Property Staff
	3. Ask the Inspection Committee, the Resident COA, and End-User to inspect materials, supplies, or equipment	none	5 minutes	Property Staff
	3.1 Inspect materials, supplies, or equipment	none	50 minutes	Property Staff/ Inspection Committee/ COA

				Resident Auditor/ End-user
	4. Distribution of delivered goods to end-users	none	10 minutes	Property Staff
	5. Note the PO and SI or DR with remarks	none	5 minutes	Inspection Committee
	5.1 Sign the receiving portion of the DR/ SI	none	5 minutes	Property Staff/ End-User
6. Receive the duplicate copy of SI/ DR	6. Return the duplicate copy of the SI/ DR to the supplier	none	2 minutes	Property Staff
	7. Store the received supplies, materials, and equipment if necessary	none	1 hour	Property Staff
	TOTAL	none	2 hours & 24 minutes	

30. Request for Refund of Warranty and Performance Security

This service covers the request for refund of warranty security or performance security

Office or Division:	Property and Supply Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter requesting the release of the security		Supplier		
Original copy of Official Receipt (OR) for Payment of Performance Security/ Copy of the Official Receipt (OR) for Payment received for a particular transaction		Supplier		
Certification for the release of the security		Property and Supply Section		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the request letter and official receipt copy	1. Receive the letter and OR copy	none	2 minutes	Property Staff
	2. Check and review the correctness/ completeness of the documents	none	5 minutes	Property Officer
	3. Prepares Disbursement Voucher (DV) for payment of refund	none	5 minutes	Property Staff
	4. Forward DV with supporting documents to Division Chief for signature of Box A	none	2 minutes	Property Staff

	*succeeding process, please refer to payment/ claims processing			
	TOTAL	none	12 minutes	

**Information and Communication Technology Section
Internal Services**

35. Request for IT Equipment Repair & Maintenance

Office or Division:	Information and Communication Technology Section
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Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent and Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Call/inform the ICTS	<p>1. ICTS conducts preventive maintenance, assistance and troubleshooting of IT hardware and software and other ICT concerns</p> <p>Assistance to ICT equipment, supplies and peripherals upon availability From the approved Agency ISSP</p>	none	<p>Simple 5 mins (min) 1 hour (max)</p> <p>Intermediate 1 hour (min) 4 hours (max)</p> <p>Advanced 4 hours (min) 1 day (max)</p>	ICTS Staff
2. Internal Clients signs log book on the ICT concerns that was resolved	1. Signs Logbook form (PCC-ISQF-03)	none	1 minute	Internal Clients
	TOTAL	none		

Production Systems and Nutrition Section
Internal and External Services

35. Request for Laboratory Analysis

The Nutrition Laboratory supports the R&D activities of the whole PCC Network and provides technical services and information of students, researchers and farmers in assessing the nutritive value of feedstuffs and other related samples to address nutritional problems and nutrient deficiencies of ruminants and other livestock species.

At present, the laboratory performs proximate analysis such as dry matter /moisture content (DM/ MC), ash contents, crude protein (CP), crude fat (CFat) and crude fiber (CF) using the standard method of the Association of Official Analytical Chemists (1995). The different fiber fractions are determined following the methods for Neutral Detergent Fiber (NDF), Acid Detergent Fiber (ADF) and Acid Detergent Lignin (ADL) developed by Goering and Van Soest (1970). Analysis for Non- Protein Nitrogen (NPN) is also conducted using Kjeldahl method and pH reading using a glass-electrode.

Office or Division:	Production Systems and Nutrition Section				
Classification:	Highly Technical				
Type of Transaction:	Government to Government (G2G); Government to Citizen (G2C)				
Who may avail:	PCC Centers, Cooperatives, students with collaboration, researchers, and farmers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request Form (PCC-PNSQF-01) for laboratory analysis			PSNS or https://goo.gl/8hMAbe		
Client Steps	Agency Actions	Fees To Be Paid (Regular client)	Fees To Be Paid (Student/ Government Institution)	Processing Time	Person Responsible

1. Submit sample and filled up request form for analysis at the Nutrition Laboratory	1. Conduct Analysis:				
	a. Proximate				
	1. Moisture/Dry Matter	None	None	1-5 days	Laboratory Staff
	2. Ash/Organic Matter	None	None	1-2 days	
	3. Crude Protein	None	None	1-2 days	
	4. Crude Fiber	None	None	1-3 days	
	5. Crude Fat	None	None	1-3 days	
	b. Detergent:				
	1. Neutral Detergent Fiber	None	None	1-2 days	
	2. Acid Detergent Fiber	None	None	1-2 days ¹⁻	
3. Acid Detergent Lignin	None	None	2 days		
c. Other analysis:					
1. pH Reading	None	None	1 day		
2. Non-Protein Nitrogen	None	None	1-2 days		
	1.2. Release result			1 day	
	TOTAL	None	None	**	

** Depends on the requested type of analysis to be conducted

**Product Development and Innovation Section
Internal Services**

35. Request for Milk or Milk Product Analysis

Request of PCC Regional Centers to Product Development and Innovation Section (PDIS) laboratory for analysis of milk or milk product samples for quality quality using organoleptic test, sediment test, alcohol precipitation test, clot on boiling test, acidity test, lactometer test, and antibiotic test. Milk products physico-chemical characteristics are measured through pH, titratable acidity, total soluble solids, and total solids. Microbiological tests include Aerobic Plate Count, *Eschericia coli*/ Coliform Count, and Yeast and Mold Count.

Office or Division:	Product Development and Innovation Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Regional Centers' Processing and Marketing Offices (PMO's)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Form In good condition, properly labeled and sufficient amount of sample 		PDIS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
Submit analysis request to PDIS	1. Receive the Request of Analysis	none	As it comes	PDIS Staff
	2. Approve request	none	Within one day	PDIS Staff and Section Head
	3. Inform Requesting Party of Schedule of submission of samples	none	Up to 1 day after approval of the request	PDIS Staff
	4. Receipt of Samples	none	As it comes	PDIS Staff

	5. Conduct of Analysis	none	Depending on the Analysis <ul style="list-style-type: none"> ● Physico-chem: 1 day ● Micro: <ul style="list-style-type: none"> ○ APC – 2 days ○ <i>E. coli</i>/coliform – 2 days ○ YMC – 5 days 	PDIS Staff
	6. Evaluate the Results	none	0.5 day	PDIS Staff
	7. Prepare and Approve Certificate of Analysis	none	0.5 day	PDIS Staff and Section Head
	8. Releasing of Results	none	0.5 day	PDIS Staff
	TOTAL	none	**	

** Depends on the requested type of analysis to be conducted

Operations Section
Internal Services

34. Procedures for Fund Transfer Request of Regional Centers

Formal letter of request for fund transfer by PCC regional centers was submitted to Operations email. This request of fund transfer aimed to augment the fund being released to them for their additional requirement in the implementation of different PCC programs and projects. This will be approved by the Executive Director and Deputy Executive Director and will be processed for transfer to the requesting center within the week.

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC Regional Centers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Formal Request Letter			Requesting Center	
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the formal request letter	a. Coordination		30m	Requesting Center
	1. Receive and forward the letter to the OED for comments/ approval	none		Operations, OED's Secretary, Executive Director (ED)
	If with comments, feedback to concern/ requesting center	none		ED/OED Secretary
	If approved, go to a.2	none		OED Secretary

	2. Sent back to Operations for preparation of all needed requirements/ documents	none		OED's Secretary Operations
	b. Completion of Requirements	none	4 days	Operations Staff
	1. Preparation of Disbursement Voucher/ attached documents	none		Operations Staff
	2. Preparation and processing of Obligation Request	none		Budget Section, Operations Staff
	3. Review and process the documents for fund allocation/charging	none		Budget/ Accounting Section
	4. Processed documents forwarded to Cash Unit for signature/s	none		Cashier and DED (signatories)
	5. Preparation and processing of Cheque/s for fund transfer to requesting center	none		Cashier
	6. Preparation of LDDAP documents if the fund transfer is charge to GAA	none		Cashier

	7. Completed and processed LDDAP for signatures	none		Cashier, ED/DED (signatories)
	8. Writing and sending Transmittal Letter	None		Budget Section/ Accounting Section
	TOTAL	none	4 days and 30 mins	

35. Procedures for Artificial Insemination (AI) Supplies Request of Regional Centers (RCs)

PCC Regional Centers request for Artificial Insemination (AI) supplies is mainly due to centralize procurement of AI supplies being done at PCC National Headquarters. The needed AI supplies being requested were based on the proposed AI target program activities for the current year. This will be in support to the achievement of target number of calf production from AI program.

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC Regional Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Request Letter		Requesting Center		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the formal request letter		none	30 minutes	Requesting Center
	1. Receive & forward the letter to the OED for comments/approval	none		Operations, OED's Secretary, Executive Director (ED)
	If with comments, feedback to concern/ requesting center	none		ED/OED Secretary
	If approved, go to 1.2	none		OED Secretary

	2. Sent back to Operations for checking of availability of supplies requested	none		OED's Secretary/ Operations Staff
	3. If not available, communicate to concern center through letter or telephone call/text message/e-mail.	none		Operations Staff
	4. If available, release the AI supplies to:	none		Operations Staff
	1. Center's representative traveled to/or within OED	none	1 hour	Operations Staff
	2. If no Center Representatives, coordinate with the General Services Section to transport requested AI Supplies from OED to Regional Centers or PCC Manila Liaison Office. (For shipping to Regional Centers of Visayas and Mindanao)	none	1 day (shipping time to Center not included)	Operations Staff, Manila Liaison Office

	5. Preparation and issuance of the Acknowledgement Receipt Form for the issued AI supplies: <i>(Form No.: PCC-OPQF-23 Revision No.:00 Effectivity Date: May 11, 2018)</i>	none	15 minutes	Operations Staff, Requesting Center
	6. Record, file & maintain the documents for references.	none		Operations Staff
	TOTAL	none	1 day,1 hour and 45 minutes	

**Biosafety and Environment Section
Internal Services**

36. Monitoring on the Implementation of PCC Animal Health Program

The monitoring on the implementation of PCC Animal Health Program (AHP) is performed once a year to evaluate the compliance of the farm veterinarian/ farm manager to the set of the AHP to be implemented in their respective farms to the control and prevention of diseases.

Office or Division:	BES			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC Regional Center, PCC National Gene Pool			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Animal Health Program			Regional Centers, Gene Pool	
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Present AHP of the center and show evidence of compliance to the BES monitoring team.	1. Receive and review the units Animal Health Program	none	0.5 day	BES staff
	2. Walking through the animal farm and offices (review records of implementation of PCC Animal Health Program and compliance to the good animal management practices through observation and validation. Assist in the surveillance (collection of laboratory samples, tracing, treatment, control, and prevention) of the animal disease if requested and arranged schedule.	none	2-5 days	BES staff

	3. Record the issues observed and provide feedback, comments, and recommendation during the closing meeting.	none	0.5 day	BES staff
	4. Prepare monitoring report and submit to concerned units	none	4 days	BES staff
	TOTAL		10 days	

37. Preparation of Animal Health Certificate for Animal Movement

The Animal Health Certificate is a required document by the Animal Quarantine Officer whenever animal/ s are transferred from one place to another (e.g. one province/ region to another) to ensure that the animals transferred are free from any infectious/ communicable diseases.

Office or Division:	PCC National Gene Pool, LBRAF and PCC Regional Centers			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC National Gene Pool, LBRAF and PCC Regional Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Certificate (AHC)		PCC National Gene Pool, LBRAF and PCC Regional Centers		
2. Results of Laboratory Tests		BES/RADDL		
3. Negative test result for surra, brucellosis, tuberculosis; vaccination certificate against hemorrhagic septicemia within the previous 6 months		Farm Veterinarian		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
	1. Review the request for completeness of requirements from authorized staff/veterinarian	none	30 minutes	Vet In-charge
	2. Conduct and send Official Laboratory Test Results	none	2-7 days	BES/RADDL
	3. Collation of required documents in preparation of certification	none	10 minutes	Office In-charge

	4. Submission of Health Certificate with attached pertinent documents	None	20 minutes	Office In-charge
	TOTAL	none	3-8 days	

SERVICE GUIDE

Core Services

38. Procedure for Artificial Insemination Request

Artificial Insemination (AI) is a reproductive tool used to produce animals with better productivity for milk and meat, without disregard for draft power through harnessing superior genetic materials of the dairy buffalo breed.

Service Standard

Provides AI services in the community with a fee. It also has an existing price acceptable in the locality; it ranges from Php300.00 to Php1,000.00. Take note that artificial insemination is conducted only on a case-to-case basis and is not a regular activity of the center.

Table 1.1 LGU Request

Office or Division:	Regional Center			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	LGUs and Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request, Response Letter, or other means of communication		Local Government Unit		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Receive request for AI.	Requires letter of request	None	As it comes	Center AI Coordinators/ Extension
2. Approved request	Response letter	None	1 day	Center Director
3. Schedule the AI activity	Submit a letter or other means of communication.	None	1 day	Center AI Coordinators/ Extension

4. Inform/remind the LGU about the AI schedule	Letter or other means of communication	None	1 day via phone call 2 days if personal coordination 5 days if through email.	Center AI Coordinators/ Extension
	TOTAL	None	3-7 days	

Table 1.2 On-call AI

Office or Division:	Regional Center			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Farmer Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Breeding Records (if available) The nature of this service is based upon the parameters of animal in estrus		Not applicable		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Receive request for AI	Phone call or actual visit to PCC	None	15-30 minutes	Center AI Coordinator/ Extension
2. Analyze estrus status by conducting interview with the owner	Response letter	None	15-30 minutes	AI Technician
	Total	None	30 minutes	

39. Bull Entrustment Program

Purebred dairy-type bulls are entrusted to qualified farmers for natural mating with purebred dairy-type buffaloes, crossbreds and native carabaos in areas where AI services are limited and not readily available. This service is an integral part of the genetic improvement program aimed at producing animals with improved productivity for milk and meat, without disregard to draft power.

Service Standard

If the bull is available and if all the requirements are met, coordination and evaluation activities, including the processing of related documents from the day of request to release.

Office or Division:	Regional Centers			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C), Government to Government (LGU)			
Who may avail:	Farmer Clients, LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Endorsement letter of LGU Provided that the following criteria are met: 1. Considerable Population of Female Buffaloes in the vicinity 2. No Available Village-Based AI Technician Assigned in the area				
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Request for bull loan	Formal letter or communication	None	As it comes	Requesting Party
2. Inform concerned center and check animal availability		None	0.5 day	National Bull Loan Coordinator

3. Orient the LGUs, PVO, Requesting Party (RP) in the area on the bull loan program		None	1 day	Regional Center's Bull Loan Coordinators
4. Evaluate the Requesting Party		None	1 day	Regional Center's Bull Loan Coordinator
5. Follow-up result of evaluation, prepare and send response letter to the Requesting Party	Formal letter	None	1 day	National Bull Loan Coordinator/Regional Center's Bull Loan Coordinators
6. Coordinate all pertinent documents needed to effect the release of bull	MOA /Loan Contract/ Property Acknowledgement Receipt, Animal Health Certificate, Shipping Permit, approval of GIP coordinator	None	5 days	National Bull Loan Coordinator in coordination with the Bull Loan Coordinator of regional center, BAI, PVO, and GIP Coordinator
7. Attend Bull Loan Recipients' Training	Presence of the recipient to the training	None	2 days	Concerned PC Center
8. Authorize release of the bull	Authority to Release	None	0.5 day	Executive Director as signatory
9. Release the bull	Document issued/signed in steps 5 & 6	None	0.5 day	Center's Bull Loan Coordinator
	TOTAL	None	11.5 days	

40. Request for Frozen Buffalo Semen Distribution

These laboratory procedures process frozen semen from genetically superior sires or bulls to be used for upgrading the native carabaos through artificial insemination. The Frozen semen are kept in liquid nitrogen tanks and are stored in Semen Bank at PCC National Headquarters and Gene Pool for distribution.

Procedure

Office or Division:	ABGS, Regional Center			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Client (G2C)			
Who may avail:	Regional Center, LGU, VBAIT, PVO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request and Disposal Form (PCC-GIQF-09) Report of Ending Inventory of Semen Straws				
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1 File request to PCC	Request and Disposal Form (PCC-GIQF-09)		15 minutes	Requesting party
2. Approve Request	Request and Disposal Form (PCC-GIQF-09)		5 minutes	Semen Bank Staff
3. Inspect Tank <i>before filling</i>	Request and Disposal Form (PCC-GIQF-09)		5 minutes	Semen Bank Staff
4. Fill tank with frozen semen	Request and Disposal Form (PCC-GIQF-09)		20 minutes	Semen Bank Staff

5. Inspect tank <i>after filling</i>	Request and Disposal Form (PCC-GIQF-09)		5 minutes	Semen Bank Staff
6. Fill up disposal form			5 minutes	Requesting party/Semen Bank Staff
	TOTAL		55 minutes	

41. Process Flow from Request to Release of Superior Breeding Animals

Due to the very limited number of breeding animals, this service is provided only on a case-to-case basis on a “first come, first serve” basis subject to availability of animals. Priority is given to interested, financially capable to purchase, and can provide the requirements of maintaining the breeding animals.

Table 1.1 *Process Flow of Request of Breeding Animals*

Office or Division:	Genepool, Regional Centers			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Farmer Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Request for breeding animal/s	Formal request (letter or resolution) addressed to the Executive Director	None	As it comes	Requesting/Interested party
2. Reply to formal request	Requesting party's mailing address and contact numbers	None	1.5 days	Office of the Executive Director
3. Assess request and requesting party	Instruction from the National GIP Coordinator	None	1 day	Executive Director Coordinator, Animal Movement Coordinator, GIP Concerned Coordinators (CBED, NIZ)

4. Check animal availability and its performance	Appropriate reports from GIP	None	0.5 day	Coordinator, Animal Movement
5. Determine price of animals	Guidelines for pricing disposal, sale and procurement of water buffaloes	None	0.5	Committee, Animal Pricing/Appraisal
6. Inform requesting party through about the price of the animal	Appraisal report on the animal	None	0.5 day	Coordinator, Animal Movement
7. Letter or phone call from requesting party indication interest to buy		None	As it comes	Requesting party
8. Follow through the approval of request		None	0.5 day	Coordinator, Animal Movement
9. Facilitate accomplishment of pertinent documents needed to effect selling/release of animal/s	Statement of account (SOA)	None	5 days	Accounting
	Office receipt	None		PCC Cashier
	Animal Health Certificate; Shipping permit; vaccination certificate	None		OED Veterinarians Operations staff
10. Authorize release of the animal	Duly signed Authority to Release	None	0.5 day	Executive Director
11. Release/sell the animal	Documents issued/signed in steps 9 & 10	None	0.5 day	Coordinator, Animal Movement
	TOTAL	None	10.5 days	

Table 1.2 *Process flow for the release of breeding stocks*

Office or Division:	PCC Regional Centers, ABGS			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)			
Who may avail:	PCC Regional Center Institutional Herds			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Request letter for the Breeding stocks	Formal request (letter or resolution) addressed to the Executive Director		As it comes	Operations, GIP, Records
2. Reply to formal request	Requesting party's mailing address and contact numbers		1.5 days	Operations, OED
3. Assess request and requesting party	Instruction from the Executive Director CDA/DOLE Registration Certificate of Good Standing (CDA), Accomplishment reports, List of members, Audited Financial Statement, Current inventory of carabaos, Certified photocopy of certificate of registration of the		1 day	Operations, Regional Centers, GIP

	farm, Business Permit, Barangay Clearance			
4. Check animal availability and its performance	Appropriate reports from GIP		0.5 day	Coordinator, Animal Movement
5. Submit the letter of intent and result of evaluation to the Executive Director	Letter of intent Evaluation report		1 day	NIZ/RIZ/CBED Coordinators
6. Inform requesting party on the status of their request	Formal letter		2 days	Regional Ceners
7. For approved request, the following will be conducted: a. Orientation on dairy buffalo module b. Background investigation on would-be trustees c. Social Preparation Training d. Training on dairy buffalo management	List of would-be trustees Benchmark information survey Carabao inventory Complete attendance of would-be trustees		19 days	Requesting party NIZ/RIZ/CBED coordinators Requesting party PCC Trainers

8. Check on the availability of required farmers-trustees' counterpart	4m x 4m animal shed; Bank certification for Php25,000.00; Guarantee Fund; 1000 sq m planted with napier or any improved grass; Certificates of attendance in step 7c and 7d		1 day	NIZ/RIZ/CBED coordinators
9. Facilitate accomplishment of pertinent documents needed to effect selling/release of animal/s	Authority to Release; Animal Health Certificate Shipping permit; FMD Vaccination Certification/permit (ire required) Loan Contracts		5 days	Animal Movement Coordinator OED Veterinarians Operations NIZ/RIZ/CBED coordinators
10. Authorize release of the animal	Duly signed Authority to Release		0.5 day	Operations, OED
11. Check readiness of unloading area	Unloading mound and corral		1 day	NIZ/RIZ/CBED coordinators
12. Release/ award the dairy buffalo module	Documents issued/ signed in steps 9 & 10		0.5 day	Coordinator, Animal Movement NIZ/RIZ/CBED coordinators
	TOTAL		33 days	

42. Training of Technicians and Farmers

The PCC consistently ensures that farmers and its partner-implementers are capacitated to effectively carry out the agency's various programs through the provision of relevant training. Areas of training include animal reproduction, animal nutrition, animal health, forage production, cooperative development, and dairy production and processing and marketing.

Service Standard

When all requirements are met the applicant, shall receive notice of acceptance to the training course within 7 days from the date of receipt of application.

Procedure on Request for Training

Office or Division:	Knowledge Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)			
Who may avail:	PCC Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Inquire of available trainings letter (CBED Trainings - Based on the Training Calendar)	Disseminate invitations/announcement of available trainings letter (CBED Trainings - Based on the Training Calendar)	None	1-3 days	Training Coordinator
2. Receive applications/endorsement	Inform the schedule	None	As it comes	Center Directors/

3. Screen and select applicants	Accomplished Application Form Endorsement to the appropriate coordinator	None	1 hour	Center Director Technical Staff
4. Submit qualified applicants to the Office of the Center Director (Valid only for AI Training)	List of qualified Trainees or captured in the Minutes of the Meeting (PCC at WVSU) request for AI Request Training Fund if not embedded to the budget allocation (PCC at VSU and USF, MMSU)	None	0.5 hour	Training Coordinator
5. Notify qualified and disqualified applicants	Letter of qualified applicants	None	1-3 days	Training Coordinator
6. Receive confirmation of attendance	Confirmation (written or verbal)	None	1 hour (phone)	Center Director/Training Coordinator
	TOTAL	None	2-7 days	

42.1 Training of Technicians and Farmers (Webinar)

The PCC, through its Learning Events Coordination Section under the Knowledge Management Division, utilizes webinar as a tool for facilitating virtual learning for its external clientele. It allows learners to gain information about a particular topic and at the same time interact with the resource person through Q & A in real time. The webinar allows the resource person to share presentations, videos, or other multimedia content to its audiences from different locations.

The online learning event is a lecture-type discussion that can be aired live or pre-recorded. The session lasts for not more than 1.5 hours and will be conducted via webinar platform or application. Topics include animal reproduction, animal nutrition, animal health, forage production, cooperative development, and dairy production and processing and marketing.

SERVICE STANDARD

When all requirements are met, the applicant shall receive notice of registration to the training course or webinar topic within the day from the date of receipt of email address from the registrant.

PROCEDURE

Office or Division:	Knowledge Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)			
Who may avail:	PCC Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form via Zoom link Pre-Evaluation Survey Form Post Evaluation Survey Form		PCC FB Page : https://www.facebook.com/PhilippineCarabaoCenter		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible

1. Announcement of the line-up/ schedule of webinar activities	Posting on Social Media platform	None	Three days before the scheduled date	Webinar Administrator
2. Receive webinar applications via e-mail	Accomplished Registration Form and PreWebinar survey questionnaires	None	As it comes	Webinar Administrator
3. Webinar proper	The requesting party must have their gadgets/ devices to be used for the webinars and must shoulder his/her communication expenses to be able to participate in the learning events (webinars) of the agency	None	1-1.5 hrs	Webinar Administrator
4. Releasing of e-certificates	Accomplished Post Webinar survey	None	2 days	Head, LECS Chief, KMD
5. Notify qualified and disqualified applicants	Letter of qualified applicants	None	1-3 days	Training Coordinator
	TOTAL	None	3 days	

43. Technical Assistance and Extension

The agency provides technical assistance, free of charge, to its farmer-clientele in the areas of animal reproduction, animal nutrition, animal health, forage production and improved feeding system, cooperative development, and dairy production and processing. Experts on these areas are regularly sent to the village to respond to the farmer' specific needs.

Service Standard

Farmers, private individuals or organizations who need technical assistance from the PCC may visit any of its regional centers. The length of discussion depends on the subject matter or the availability of technical staff. If the service requires an on-site assessment or field visit, a schedule is agreed upon by both parties

Office or Division:	Regional Center			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Receive request for technical assistance	Letter of Request for walk-in inquiries	None	As it comes	NIZ/ Training Officer
2. Interview Requesting Party (for walk-in)		None	15-30 minutes	PCC Technical Staff KMD Training Assistant/ NIZ
3. Analyze Situation		None	15-30 minutes	PCC Technical Staff

4. Recommend or implement immediate action	Formal (written or verbal) communication On-site visit	None	Within one day for written recommendation Variable time for verbal communication and on-site visits recommendation	
	TOTAL	None	Within 1 day	

44. Process on Request for Analysis of Milk Samples

The Dairy Laboratory provides services for analysis of milk components in support of the Genetic Improvement Program of PCC. Service is mainly for daily herds that are participating in milk recording and performance testing including PCC-assisted cooperatives. Milk samples are rapidly analyzed for milk fat percentage, milk protein percentage, lactose, total solids, and somatic cell count (SCC).

Service Standard

Under normal circumstances, the analysis is completed within nine working days from the date of request for submission of milk samples. Raw milk samples can be preserved for up to 7 days at 40c-50c, if bronopol is added. If the milk sample is unpreserved (no added bronopol), place the sample in a container with ice then immediately submit to the laboratory for analysis the soonest time possible (within 2 days). Unpreserved samples may be analyzed up to 72 hours after initial collection of milk samples. Prospective clients should first make arrangements with milk laboratory personnel before submission of samples for orientation/ training on proper milk sampling, handling, and storage scheduling.

Office or Division:	Animal Breeding and Genomics Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	PCC Regional Centers' Processing and Marketing Offices (PMO's), Partner Cooperatives, Multiplier Farms, and Researchers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		ABGS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible

1. Request for milk analysis (<i>for new clients</i>)	Formal letter		As it comes	Requesting Party
2. Approve request (<i>for new clients</i>)			Within one week upon receipt of request	Executive Director and Section Head
3. Submit samples	Request Form for Analysis (PCC-GIQF) (via email/along with the milk samples)		As it comes	Requesting party
4. Analyze milk samples			1 day	Dairy Laboratory Staff/ Molecular Genetics Lab Staff
5. Prepare analysis report			1 day	Dairy Laboratory Staff/Molecular Genetics Lab Staff
6. Release of the report of analysis	Report of Analysis (PCC-GIQF-12) sent via email		0.25 day	Dairy Dairy Laboratory Staff/ Molecular Genetics Lab Staff
7. Provide acknowledgement receipt of laboratory result and submit Customer	Email/Phone call, CSS form (via email/along with the next batch of samples)		0.25 day	Requesting Party

Satisfaction Survey (CSS Form)				
	TOTAL		9 days	
<p>*For research purposes, please ensure that your research is coded/authorized by the RDD. Please have your letter noted by the RDD chief.</p> <p>*Processing time of Analysis depends on the number of samples submitted.</p>				

45. Nutrition Laboratory Services

The Nutrition Laboratory supports the R&D activities of the whole PCC Network and provides technical services and information to students, researchers, and farmers in assessing the nutritive value of feedstuffs and other related samples to address nutritional problems and nutrient deficiencies of ruminants and other livestock species.

The Laboratory performs proximate analysis such as dry matter/ moisture, ash crude protein, crude fat and crude fiber; detergent analysis such as acid detergent fiber, neutral detergent fiber and acid detergent lignin; mineral analysis such as Calcium and phosphorus and other relevant analysis.

Procedure

Office or Division:	Production Systems and Nutrition Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	PCC Regional Centers, Partner Cooperatives, Multiplier Farms, Students and Researchers with approved research proposals.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (PCC-PNSQF-01) Memorandum of Understanding for G2G Clients		Production Systems and Nutrition Section		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submission and receipt of samples	Request form (PCC-PNSQF-01)	None	As it comes	Requesting Party

2. Examination Proper: a. Proximate Analysis -Dry Matter/Moisture -Crude Ash -Crude Protein -Crude Fat -Crude Fiber		None	Within one week upon receipt of request 1-5 days 1 day 1 day 1-3 days 1-2 days	Laboratory Staff/Laboratory In-Charge
3. Record the results	Logbook	None	Right after the examination	Laboratory staff/Laboratory In-charge
4. Prepare and certify laboratory results	Laboratory Result Form (PCC-PNSQF-02)	None	1 day	Laboratory staff/Laboratory In-charge
5. Release of laboratory results	Laboratory (PCC-PNSQF-29)	None	0.5 day	Laboratory Staff
	TOTAL	None	5-9 days	

46. Biosafety and Environment Laboratory

To maintain a disease-free environment and control possible disease outbreaks, PCC established its own Biosafety and Environment Laboratory. This facility caters the National Gene Pool, Livestock Biotechnology Research and Animal Facility, National Dairy Business Hub clientele, and PCC Regional Centers nationwide. It will also provide assistance to researchers and academicians involved in animal health and biological sciences, and conduct collaborative research.

At present, the laboratory performs parasitological testing, hematological testing, serological testing, molecular testing, and conventional microbiological testing.

Service Standard:

An average of 50 samples is used in calculating the approximate processing time of laboratory services. **Release of the results also depends on the number of samples submitted and tests conducted. However, the clients are informed in advance with the unofficial laboratory results.**

Procedure

Office or Division:	BES			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Institutional Herd			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Test request Form			BES receiving office	
Animal laboratory samples			Requisitioner, IH	
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Prepare the animals and collect sample. (For the Intradermal Test for Bovine Tuberculosis, PCC Staff and other Technicians will collect the sample to	1. Receive and screen the sample submitted	none	As it comes	BES staff
	2. Processing and testing of samples as per request in the form	none		BES staff
	a. Parasitological Testing	none	3 days	BES staff

observe phytosanitary procedures)	b. Hematological Testing	none	2 days	BES staff
	c. Serological-based Testing	none	2 days	BES staff
	d. Molecular-based Testing	none	5 days	BES staff
	e. Conventional Microbiology Testing	none	7 days	BES staff
	f. Intradermal Test for Bovine Tuberculosis (Field activity)	none	3 days	BES staff
	g. California Mastitis Testing (Field activity)	none	1 day	BES staff
	3. Inform/communicate the initial result to requesting party	none	Right after the examination	BES staff
4. Record the results	none	Right after the examination	BES staff	
5. Preparation of lab results	none	1 day	BES staff	
6. Certifying the official laboratory results	none	0.5 day	BES staff	
7. Release of official laboratory results (email or hard copy)	none	0.5 day	BES staff	
	TOTAL	none	4-10 days	

47.1 Knowledge Products

The PCC, through its Knowledge Management Division, disseminates relevant knowledge products and information about its program and services using information education, and communication (IEC) materials or knowledge products (KP) complemented with multimedia materials. IECs about PCC, its stakeholders and other beneficiaries of the program are published in various formats to suit the specific needs of its readers.

Service Standard

Depending on the availability of IEC/multimedia materials, interested individuals or organizations may send their letter of request or visit PCC to have copies of the PCC information materials.

Procedure

A. Inquiries/Request for KPs/Multimedia Materials and Other Information*Requests for information on specific subjects/issues about carabao are attended to within 2-3 days. For information which requires search and consolidation, the period may be longer.

A. Inquiries/Request for KPs/Multimedia Materials and Other Information

Office or Division:	Knowledge Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Acknowledgement Receipt form		KMD Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Receive Request	Letter of Request		As it comes	Requesting Party

2. Approve and forward request to concerned staff			0.5 day	Executive Director/Information Officer/Concerned Staff
3. Prepare Information/KPs requested			May vary (will depend on the data/information needed)*	Information Officer/Concerned Staff
4. Send reply to requesting party	Reply letter and attachment		May vary	Information Officer/Concerned staff
	TOTAL		1 day	

Requests for information on specific subjects/issues about carabao are attended to within 2-3 days. For information which requires search and consolidation, the period may be longer.

47.2 e-Knowledge Products (KPs)

Office or Division:	Knowledge Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Registration		K-Portal Site: https://k-portal.pcc.gov.ph		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Receive electronic registration	Email		As it comes	K-Portal Admin

2. Verify registration thru email	Verification code		Real time	K-Portal Admin
3. Approve subscription	N/A		Real time	K-Portal Admin
4. Log-in to K-Portal to begin browsing e-KPs	Stable internet Connection		Under 1 minute	Subscriber
	TOTAL		1 minute	

48. Visitors Assistance

As part of its information dissemination activities, DA-PCC has designated the Knowledge Management Division (KMD), with its assigned Visitors' Assistance Officer (VAO), to take charge of the concerns of the visitors.

The VAO's main function is to receive various sectors that visit the facilities of the agency. Orientation of the programs and services is being done through a 10-minute film showing, followed by a brief tour to the following areas to showcase the dairy buffalo value chain:

GENE POOL (PASTURE AREA) to MILKING PARLOUR to MILK PROCESSING PLANT to MILKA KREM

Meanwhile, the DA-PCC also provides virtual tour services to allow visitors to take a self-guided, room-by-room tour of each area and facility within the DA-PCC compound and its national bull farm located in Carranglan, Nueva Ecija. Through an interactive experience, visitors can learn about the agency's program and services as one navigates around the different areas and facilities featured in the virtual tour system. A feedback form is provided to assess the visitor's experience and how it can be improved.

Service Standard

Information materials about the PCC's programs and services are prepared for the visitors/group of visitors whose visit is pre-arranged. Unexpected/walk-in visitors, however, are also being given appropriate assistance and/or necessary orientation. The whole orientation process, including the tour of facilities, lasts about 30 minutes.

50.1 Assistance to in-person visitors

Office or Division:	Knowledge Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Business (G2B)			
Who may avail:	Farmers, Clients, Students, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Visitor's Profile Form		Not Applicable KMD Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible

1. Coordination to the guard on duty regarding the arrival of visitors, receive the guests for registration (walk-in & scheduled visits)	Approved Formal letter of request address to the OED		5 minutes	Requesting Party
2. Distribution of IEC materials & orientation about programs and services	IEC kits		5 minutes	PCC Visitors' Assistance Officer
3. Giving off appropriate tour for the guests around PCC facilities	Vehicle		20 minutes	PCC Visitors' Assistance Officer
	TOTAL		30 minutes	

48.2 Assistance to virtual tour guests

Office or Division:	Knowledge Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	Farmers, Clients, Students, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Registration		https://vtour.pcc.gov.ph/		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Access the DA-PCC virtual tour link	1. Stable Internet connection 2. Device		2 minutes	Virtual tour guests
2. Navigate the system and explore the features of the virtual tour	1. Stable Internet connection 2. Device		25 minutes	Virtual tour guests
3. Accomplish the Feedback Form	1. Stable Internet connection 2. Device		3 minutes	Virtual tour guests
	TOTAL		30 minutes	

49. Marketing and Enterprise Development Assistance

Service Standard

Clients may inquire for assistance for the following marketing and business aspects:

1. Establishment of a dairy farming business, carabao fattening business, dairy/meat products outlet, silage production business, vermicast production business, and/or small-scale dairy processing business
2. Consultancy for aiding business decision making
3. Brand and logo development
4. Request for business, accounting, finance, and marketing training
5. Inquiry on assessing profitability of specific business decisions e.g. business discount offering, make or buy decision, etc.
6. Request for any data pertinent to PCC's business and marketing-related projects.

Procedure

Office or Division:	PIMD, CBED, SEPRS, BDCU, PMU			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Farmers, Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BDCU Service Request Form: PCC-BDCQF-02		BDCU Office		
Letter of Request		Not Applicable		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. File Request to PCC	Filled-Out Service Request Form from Business Development and Commercialization Unit or Socio-Econ and Policy Research Section or CBED Coordinator	None	3 minutes	Requesting Party

2. Discuss the terms of the request with the appropriate PCC staff	Depending on the nature of the service requested, written supporting documents	None	10 to 30 minutes	Requesting party and the appropriate BDCU, SEPRS, or CBED staff
3. Approval of the request	Approved request form	None	1 minute	BDCU, SEPRS or CBED Staff
4. Secure Service Agreement Terms of Reference		None	15 minutes	BDCU, SEPRS, or CBED Staff
5. Delivery of the service	All approved documents and promised supporting documents coming from client as prerequisite to the request	None	1 to 5 days or longer depending on the nature of the request	Requesting party and the appropriate BDCU, SEPRS, or CBED Staff
	TOTAL	None	1 to 5 days or longer depending on the nature of the request	

FEEDBACK AND COMPLAINTS MECHANISM	
1. How to send feedback form	1. The Operations Staff will send the soft copy of the Customer Satisfaction Survey (CSS): Form No.: PCC-OPIF-22 Revision No.: 01 Effectivity Date: April 8, 2019) template through e-mail to the requesting Center to be accomplished after the render of the service requested.
	1. The requesting Center will e-mailed back the accomplished CSS to the Operations Section: pccoperations2019@gmail.com
2. How feedbacks are processed	1. The Operations Staff will consolidate the accomplished CSS.
3. How to file a complaint	1. Write the complaints to the Office of the Executive Director (Office of the Executive Director, Philippine Carabao Center, Science City of Munoz, Nueva Ecija. Complaints can be sent by email to:(oed@pcc.gov.ph)
4. How complaints are processed	1. The OED will channel the complaints to appropriate Section.
	2. Appropriate Section/Unit will consolidate and analyze the feedback and impose interventions if needed for improvement.
5. Contact Information of CCB, PCC, ARTA	Office of the Executive Director, Philippine Carabao Center, Science City of Munoz, Nueva Ecija. Telephone: +63 44 456 0731 to 32 Email: oed@pcc.gov.ph