



COOPERATIVE DEVELOPMENT AUTHORITY

**CITIZEN'S CHARTER
2022 (1st Edition)**



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I. Mandate

Promote the viability and growth of cooperatives as instruments of equity, social justice and economic development in fulfillment of the mandate in section 15, Article XII of the Constitution.

II. Vision

An effective and efficient regulatory agency working towards the development of viable, sustainable, socially responsive and globally competitive cooperatives.

III. Mission

To ensure the safe and sound operations of cooperatives.

IV. Service Pledge

We, the officials and employees of the Cooperative Development Authority, in the spirit of public service, affirm our sworn duties to serve the citizenry with utmost responsibility, integrity, loyalty, efficiency, act with patriotism and justice and lead modest lives.

Specifically, we pledge to:

1. Serve you promptly, efficiently and effectively with due courtesy, by authorized personnel with proper identification, Mondays to Fridays with no noon breaks;
2. Observe set service standards with written explanation for any delay in the frontline services;
3. Provide comfortable waiting areas and frontline personnel to attend immediately to clients' queries;
4. Provide a feedback system to assess the quality of service rendered and make improvements, if necessary; and
5. Respond to complaints about our services at the soonest possible time.

These, we pledge, with the goal of improving service delivery in the name of transparency, accountability and quality service.



LIST OF SERVICES

LIST OF SERVICES	3
HEAD OFFICE and REGIONAL OFFICES External Services	5
1. Facilitation of CDA-Administered Loans & Grants for Liquidation	6
2. Facilitation of Request for Project Development and Assistance	9
3. Issuance of Certificate of Compliance for Operating Cooperative	12
4. Issuance of Certificate of Registration (COR) and Certificate of Compliance of Newly Registered Primary Cooperatives	15
5. Issuance of Certificate of Registration and Certificate of Compliance of Newly Registered Secondary/Tertiary Federation and Cooperative Union	21
6. Process on the Conduct of Capacity Building for Micro Cooperatives	25
7. Process of Payments of Claims/Disbursements	27
8. Processing of Application for Accreditation of Cooperative External Auditor	29
9. Processing of Application for Accreditation of Cooperative Training Provider	35
10. Processing of Application for Recognition of Cooperative Mediator-Conciliator	40
11. Processing of Claims/Disbursements – for Transactions that Require Complex Processing	43
12. Processing of Claims/Disbursements – for Transactions that Require Highly Technical Processing	47
13. Processing of Claims/Disbursements – for Transactions that Require Simple Processing	51
14. Resolving Incomplete Requirements in the Facilitation of CDA-Administered Loans & Grants for Liquidation	55
15. Submission of Agency Accomplishment Report	58
16. Technical Assistance Services in the Registration of Credit Surety Fund (CSF) Cooperatives	60
HEAD OFFICE and REGIONAL OFFICES Internal Services	64
17. Acceptance, Inspection and Distribution	65
18. Awarding and Voucher Preparation	67
19. Emergency Repair/Service - Preparation of Request for Pre-Repair - Building Facility	68
20. Emergency Repair/Service - Preparation of Request for Pre-Repair – ICT Equipment	69
21. Emergency Repair/Service – Preparation of Request for Pre-Repair – Vehicles	70
22. Emergency Repair/Service - Processing of Job Order and payment – ICT Equipment	71
23. Emergency Repair/Service - Processing of Job Order and payment – ICT Equipment – Continued from Pre-Repair Inspection Form	73
24. Emergency Repair/Service - Processing of Job Order and payment – Vehicle	74
25. Emergency Repair/Services - Processing of Job Order and payment – Building Facility	76
26. Individual Performance Management – Performance Planning and Commitment	78
27. Individual Performance Management – Performance Review and Evaluation	79
28. Issuance of Personnel-Related Documents	80
29. Leave Administration	81
30. Outside Purchase - Acceptance, Inspection and Distribution (Above P 50,000.00 but not to exceed P 1,000,000.00)	82
31. Outside Purchase - Canvassing and Posting (below P 50,000.00)	84

32. Outside Purchase - Preparation of Request for Quotation for Regular Procurement (Above P 50,000.00 but not to exceed P 1,000,000.00)	85
33. Outside Purchase - Preparation of Request for Quotation for Regular Procurement (below P 50,000.00)	87
34. Preparation of Request for Pre-Repair – ICT Equipment	89
35. Procurement from Procurement Service (PS)	90
36. Procurement from Procurement Service (PS) - Inspection and Issuance of Supplies and Materials	92
37. Recruitment, Selection and Placement – Assumption to Duty of Candidate	94
38. Recruitment, Selection and Placement – conduct of HRMPSB Deliberation	95
39. Recruitment, Selection and Placement – Notification to Candidate for Appointment	96
40. Recruitment, Selection and Placement - Processing of Personnel Requisition Form	97
41. Recruitment, Selection and Placement – Publication and Preliminary Evaluation of Applicants	99
HEAD OFFICE External Services	100
42. Issuance of Certificate of Compliance of a CSF Cooperative - Original Issuance of Certificate of Compliance (for newly registered CSF Cooperatives)	101
43. Issuance of Certificate of Compliance of a CSF Cooperative - Renewal of Certificate of Compliance (COC)	103
44. Provision of Cooperative Statistics and Other Cooperative Information	107
45. Review of legislative proposals or bills for comments and opinion	109
46. Review of Memorandum of Agreements, Memorandum of Understanding or any other contract in which the Authority is a party	110
47. Written Legal Opinion / Advice for External Clients	111
HEAD OFFICE Internal Services	112
48. Conduct of ICT Preventive Maintenance for Identified Hardware Parts that Need to be Replaced and/or Software Licenses Procured through GSS	113
49. Conduct of ICT Preventive Maintenance for Identified Software Issue	114
50. Conduct of ICT Preventive Maintenance for Slight Hardware Issue	115
51. Conduct of ICT Website Maintenance – Posting of Long Unformatted Articles	116
52. Conduct of ICT Website Maintenance – Posting of Short Articles	117
53. E-File/Virtual Files Backup and Restoration with Identified Issues	118
54. E-File/Virtual Files Backup and Restoration with no Identified Issues	119
55. Written Legal Opinion / Advice for Internal Clients	120
REGIONAL OFFICES External Services	121
56. Conduct of Pre-Registration Seminar (PRS)	122
57. Processing of Request for the Conduct of Pre-Registration Seminar (PRS)	123
FEEDBACK AND COMPLAINTS MECHANISM	125
LIST OF OFFICES	126
Head Office	126
Regional Offices	127



HEAD OFFICE and REGIONAL OFFICES External Services

1. Facilitation of CDA-Administered Loans & Grants for Liquidation

The Liquidation Report is submitted to CDA-Finance (for COA submission) once the cooperative's liquidation report, and its existing accounts due from NGO/POs, if any, is reviewed by the Cooperative Development Authority (CDA). It may be used for any of the following purposes:

1. To clear/reconcile/settle the said cooperative of its current financial and contractual obligation with CDA per COA Circular No. 2009-006;
2. To comply with the documentary requirements as a CDA-cooperative beneficiary that was granted all available forms of assistance and privileges from PPAs/funding coursed through the CDA for facilitation and administration per COA, DBM and other governing rules and regulation; and
3. Such other legitimate purposes it may serve.

Office or Division:	CDA-Cooperative Project Development and Assistance Division (CDA-CPDAD)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Cooperative requesting financial assistance for proposed project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Covering letter for liquidation addressed to CDA (2 copies – original and photocopy) 2. Liquidation Report, as updated (3 copies – original, certified true copy and photocopy) 3. Final Fund Utilization Report, indicating the summary of expenses and the status report of accomplishment, certified correct by the Accountant or equivalent official and approved by the Chairperson of the coop-beneficiary, and verified correct by the Accountant or equivalent official of CDA HO (3 copies – 2 original and 1 certified true copy) 4. Proof of verification by the CDA-CO official attesting the validity of documents submitted by the coop-beneficiary (3 copies – original certified true copy and photocopy) 5. Pictures of implemented projects (2 copies – original and photocopy) 6. Certificate of Project Completion issued by the concerned coop-beneficiary (3 copies – original, certified true copy and photocopy) 7. Inspection Report and Certificate of Acceptance issued by the CDA-HO, as may be required 3 copies – original, certified true copy and photocopy) 8. List of equipment/vehicles procured by the coop-beneficiary out of the project funds indicating its brief description, date acquired, acquisition cost and final 	<p>CPDAD/Finance Division/CPDAS, CDA – Head Office/Regional Offices and Other competent authority/office/institution/organization</p> <p>CPDAD/Finance Division/CPDAS, CDA – Head Office/Regional Office and Other competent authority/office/institution/organization</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>disposition (3 copies – original, certified true copy and photocopy)</p> <p>9. List of individual member-beneficiaries with their signatures signifying their acceptance/acknowledgement of the project/funds/goods/services received (3 copies – original, certified true copy and photocopy)</p> <p>If found to be necessary, may require additional documents such as, but not limited to, the following:</p> <p>10. Signed Physical/Technical and Financial Planning (3 copies – original, certified true copy and photocopy)</p> <p>11. In case of staggered release of fund to coop-beneficiary, duly approved Schedule of Fund Release to coop-beneficiary (3 copies – original, certified true copy and photocopy)</p> <p>12. In case of dissolution of the recipient cooperative in addition to the OR acknowledging return of the unutilized amount, copy of the voucher paid by the coop-beneficiary (3 copies – original, certified true copy and photocopy)</p> <p>13. Documents as minimum requirements for a building such as in National Building Code of the Philippines (PD 1096), Fire Code of the Philippines (RA 9514), Accessibility Law (BP 344) and other laws that assures safety (3 copies – original, certified true copy and photocopy)</p> <p>14. As the case may require, other relating documents as minimum requirement/s applicable to the type of assistance /objects/items as stated in the project proposal (e.g., Official Receipt/Certificate of Registration/Warranty of procured equipment/vehicle) - (3 copies – original, certified true copy and photocopy)</p> <p>15. As the case may require, other relating documents as minimum requirement/s applicable to industry classification /field/funding source/sponsor entity under which the intended coop operations based on the project proposal may fall, issued by competent (3 copies – original, certified true copy and photocopy) authority /office/institution/organization (e.g., Endorsement Letter from LGU Office, SEC/DTI/Barangay Certification) ((3 copies</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>– original, certified true copy and photocopy)</p> <p>16. Other similar objects/documents as may be determined by CDA and COA/DBM/Senate/HoR/sponsor/funding entity ((3 copies – original, certified true copy and photocopy)</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit report to CDA CO/EO	1.1 Receive the letter for liquidation reporting	None	5 minutes	Document Controller/ Admin Aide/Clerk
1.2 No action required from client	1.2 Forward to the Division Chief for instructions to concerned staff	None	5 minutes	Document Controller/ Admin Aide/Clerk
1.3 No action required from client	1.3 Forward to concerned staff who will do the evaluation	None	5 minutes	Division Chief / CDS II and or Sr. CDS
2.1 No action required from client	2.1 Evaluate submitted liquidation report	None	1 day	CDS II and/or Sr. CDS
2.2 No action required from client	2.2. Prepare Disbursement Form	None	5 minutes	CDS/and or Sr. CDS/Supervising CDS/ Division Chief
2.3 No action required from client	2.3 Forward Liquidation Report with Disbursement Form to Finance Division to be recorded in the logbook	None	5 minutes	Document Controller/ Admin Aide
TOTAL:		None	1 day and 25 minutes	

2. Facilitation of Request for Project Development and Assistance

The endorsement letter for project assistance is issued once an application for cooperative's assistance is reviewed and developed by the Cooperative Development Authority (CDA). It may be used for any of the following purposes:

1. To develop and enhance cooperative operations;
2. To comply with the documentary requirements as a CDA-registered cooperative, of other government agencies and entities granting all forms of assistance for cooperatives; and
3. Such other legitimate purposes it may serve.

Office or Division:	CDA-Cooperative Project Development and Assistance Division (CDA-CPDAD)
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Cooperative requesting financial assistance for proposed project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Covering letter request addressed to CDA (2 copies – original and certified true copy) 2. Signed Project Proposal, and if necessary, with cooperative's Board Resolution approval – ((3 copies – original, certified true copy and photocopy) 3. Endorsement letter to Government Financial Institution (GFI) for possible funding, copy furnished the concerned cooperative (3 copies – original, certified true copy and photocopy) 4. Other pertinent documents, as the case may, depending on the nature of the service required to be rendered or funding asked (3 copies – original, certified true copy and photocopy) 	CPDAD/Finance Division/CPDAS, CDA – Head Office/Regional Office and Other competent authority/office/institution/organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit letter of request to the CDA HO/ RO	1.1 Receive and record the document to the log book	None	5 minutes	Document Controller/ Admin Aide/ Clerk
1.2 No action required from client	1.2 Forward to the Division Chief for instructions to concerned staff	None	5 minutes	Document Controller/ Admin Aide/Clerk
2. No action required from client	2.1 Evaluate submitted letter request/project	None	1 day	CDS II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2 No action required from client	proposal 2.2 Conduct initial evaluation of the letter request/project proposal for endorsement/approval	None	1 day	CDS II/Senior CDS/Senior CDS
2.3 No action required from client	2.3 Prepare of endorsement letter reply to GFI for possible funding In case of non-qualification for funding, preparation of notification letter to cooperative	None	30 minutes	CDS II/Supervising CDS/Division Chief
2.4 No action required from client	2.4 Forward the endorsement letter to the Administrator, or as the case may found to be sufficient, the Regional Office Director, for signature	None	5 hours	Document Controller/ Admin Aide/Clerk
2.5 No action required from client	2.5 Receive the signed endorsement letter from the Office of the Administrator, or as the case may found to be sufficient, the Regional Office Director	None	2 minutes	Document Controller/ Admin Aide/Clerk
2.6 No action required from client	2.6 If with corrections, finalize the letter	None	5 minutes	CDS II/Supervising CDS/Division Chief
2.7 No action required from client	2.7 Forward the endorsement letter to the Administrator, or as the case may found to be sufficient, the Regional Office Director, for signature	None	5 hours	Document Controller/ Admin Aide/Clerk
2.8 No action required from client	2.8 Receive the signed endorsement letter from the Office of Administrator, or as the case may found to be	None	2 minutes	Document Controller/ Admin Aide/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.9 No action required from client	sufficient, the Regional Office Director 2.9 Forward the endorsement/notification letter to the Records Section for transmittal to cooperative	None	5 minutes	Document / Admin Aide/Clerk
2.10 No action required from client	2.10 Reproduce copy of the Endorsement Letter for file of CPDAD/CPDAS	None	5 minutes	Document Controller/ Admin Aide/Clerk
TOTAL:		None	3 days, 2 hours and 59 minutes	

3. Issuance of Certificate of Compliance for Operating Cooperative

The Certificate of Compliance is issued once a year and can be used for any of the following purposes:

1. To affirm the cooperative's compliance with the Cooperative Annual Progress Report and its attachments as prescribed by RA 9520, its Revised IRR, and other related issuances;
2. To secure a Certificate of Tax Exemption (CTE) and other incentives and privileges set forth in the CDA-BIR Joint Rules and Regulations Implementing Articles 60 and 61 of RA 9520 in relation to RA 8424 (National Internal Revenue Code);
3. To avail of local tax exemption privileges and secure permits and licenses prescribed under the provisions of the RA 7160 (Local Government Code of 1991);
4. To comply with the documentary requirements for accreditation as CDA training provider; and
5. Such other legitimate purposes it may serve.

Office or Division:	Supervision and Examination Division (HO) / Section (RO)	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	Cooperative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Primary Cooperative, Cooperative Banks and Insurance Cooperative:		Supervision and Examination Division (HO), CDA – Head Office
1. One (1) Printed or PDF Copy -CDA online system generated acknowledgement receipt;		
2. One (1) Original or PDF Copy and One (1) Photo Copy - Audited Financial Statement		Client
3. One (1) Original or PDF Copy - List of Officers and Trainings Attended		Client
4. One (1) original or PDF copy of Semi-Annual Report on Semi Mediation and Conciliation		Client
5. Declaration Form (if submitted through email)		Client
Additional Reports for Federations and Unions		Client
6. One (1) original or PDF copy of List of Affiliates and Cooperatives which have remitted their respective CETF		
7. One (1) original or PDF copy of List of Business Consultancy Assistance including the nature, cost and the use of CETF		Client
8. One (1) original or PDF copy of List of Other Training Activities Undertaken specifying therein the nature, participants and cost of each activity.		Client
Additional Report for Electric Cooperatives		Client
9. One (1) original or PDF copy of List of Members issued with Share Capital Certificate indicating the amount subscribed, amount paid-up share capital and no. of issued shares and amount of shares issued		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Encode and submit the Cooperative Annual Progress Report (CAPR) and Other required reports through CDA online system</p> <p>Submit the acknowledgement receipt from the system and hard copy of the Audited Financial Statement and List of Officers and Trainings Attended</p>	1.1 Receive the required documents	None	30 minutes	Receiving clerk (RO)/CDS I (HO)
2.1 Client receives Claim Stub if found complete	2.1 Check completeness and accuracy of the submitted reports through the system, if incomplete, the CDA returns the documents to the client	None	1 hour	CDS II (RO)/CDS I (HO)
If incomplete, client receives the returned documents	<ul style="list-style-type: none"> • If complete and accurate, issues Claim Stub to client indicating the date of release of Certificate of Compliance • If incomplete, return the documents to the client 			
3.1 No action required from client	3.1 Process and evaluate submitted documents	None	4 hours	CDS II (RO)/ Senior CDS (HO)
4.1 No action required from client	<p>4.1 Review the recommendation of the:</p> <ul style="list-style-type: none"> • CDS II – RO • Senior CDS - HO 	None	3 hours and 30 minutes	Senior CDS (RO) / Chief (HO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.1 No action required from client	5.1 If found in order, print COC	None	30 minutes	CDS II (RO) / Senior CDS (HO)
Client receives notice of deficiency	5.2 If found with deficiency, issue Notice of Deficiency to client thru mail or email	None	30 minutes	CDS II (RO) / Senior CDS (HO)
6.1 No action required from client	6.1 Approve/Sign COC	None	5 days	Regional Director (RO) / Chief/Administrator (HO)
7.1 No action required from client	7.1 Prepare statement of account	None	2 hours	CDS II
8.1 Pay the COC fee	8.1 Issue Official Receipt	COC Fee – P 100.00	1 hour	Cashier
9.1 Sign and receive the COC	9.1 Issue COC	None	1 hour	CDS I (HO) / CDS II (RO)
TOTAL:		P 100.00	7 days	

4. Issuance of Certificate of Registration (COR) and Certificate of Compliance of Newly Registered Primary Cooperatives

The Certificate of Registration is issued once an application for registration is approved by the Cooperative Development Authority (CDA). It is a document issued with a purpose of granting juridical personality to a proposed primary cooperative.

Office or Division:	CDA-Registration Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Cooperative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Common Requirements <ol style="list-style-type: none"> 1. Pre-Registration Seminar Certificate (1 original copy and 2 photo copy) 2. Articles of Cooperation and Bylaws (ACBL) (3 original copy) 3. Economic Survey (ES) (3 original copy) 4. Surety Bonds of Accountable Offices (1 original copy and 2 photo copy) 5. Treasurer's Affidavit (TA) (3 original copy) 	<p>CDA- Cooperative Research Information and Training Division (CRITD)</p> <p>CDA-Generated thru the E-CoopRIS</p> <p>CDA-Generated thru the E-CoopRIS</p> <p>Any Registered Insurance Company/Insurance Cooperative</p> <p>CDA-Generated thru the E-CoopRIS</p>
B. Situational Requirements (As per type of Cooperative) <p><u>B.1 Agrarian Reform Beneficiaries (ARBS)</u> B.1.1 Mother Certificate of Land Ownership in case of plantation based ARBs (1 original copy and 2 photo copy)</p> <p>B.1.2 Written verification from the DAR to the effect that the cooperative organization is needed and desired by the beneficiaries; results of a study that has been conducted, fairly indicate the economic feasibility of organizing the same and that it will be economically viable in its operations; that at least a majority of the members are Agrarian Reform Beneficiaries, and the same may now be organized and registered in accordance with the requirements of the Philippine Cooperative Code of 2008. (1 original copy and 2 photo copy)</p> <p><u>B.2 Housing</u> B.2.1 Copy of Pre-feasibility study of the housing projects undertaking as reviewed by NHA (3 original copy)</p>	<p>Department of Agrarian Reform (DAR) Operation Division</p> <p>National Housing Authority (NHA) Operation Division</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>B.3 Transport</u> B.3.1 Certification of Cooperative Education and Transport Operation Seminar by Office of Transport Cooperatives (1 original copy and 2 photo copy)</p> <p>B.3.2 Favorable endorsement from OTC and other government designated by DOTr. (1 original copy and 2 photo copy)</p> <p><u>B.4. Water Service</u> B.4.1 Authority to access and use the land by the registered owner and proof of ownership or possession of the land. (1 original copy and 2 photo copy)</p> <p><u>B.5.Electric (EC)</u> B.5.1 For NEA registered cooperatives:</p> <p>B.5.1.1. Certified true copy of the board resolution on the result of the referendum approving the registration of the cooperative with the Authority in compliance with laws; (3 copies)</p> <p>B.5.1.2. Certified copy of Articles of Incorporation and By-Laws; (3 copies)</p> <p>B.5.1.3. Duly audited financial statement for the past two (2) immediately preceding years;(3 photo copy)</p> <p>B.5.1.4. List of names of incumbent Board of Directors and their addresses certified by the Board Secretary and attested to by the Chairperson (3 original copy)</p> <p>B.5.1.5. Sworn Statement of the Treasurer of the authorized share capital, the subscribed share capital of the members, and the amount of paid-up share capital of members and the amount of paid-up share capital received by the Treasurer, to be submitted within six (6) months from the registration;(3 original copy</p> <p>B.5.1.6. Surety Bond of Accountable Officers handling funds, properties and sureties (1 original copy and 2 photo copy)</p> <p>B.5.2. For new ECs B.5.2.1. Detailed feasibility study indicating viability of the proposed business activity (3 original copy)</p>	<p>Office of Transport Cooperative (OTC) Operations Division</p> <p>Office of Transport Cooperative (OTC) Operations Division</p> <p>Client</p> <p>Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>B.6.Labor/Workers</u> B.6.1 Tax identification number of all the cooperators (3 original copy)</p> <p><u>B.7.Health Service</u> B.7.1 Tax identification number of all cooperators (3 original copy)</p> <p>B.7.2 Favorable endorsement/written certification from the concerned health related professional regulatory board attesting to the fact that the concerned health related profession is not prohibited from forming a cooperative for the purpose of engaging in the subject undertaking (1 original copy and 2 photo copy)</p> <p>B.7.3. Detailed feasibility study (expressly mentioning whether the undertaking is primary, secondary or tertiary level hospital, diagnostic center, spa & wellness center, home for the aged, lying in, drop-off centers, etc.& specifying the financial, technical-including architectural, plans etc.,) (3 original copy)</p> <p><u>B.8.Small Scale Mining</u> B.8.1 Tax identification number of all cooperators (3 original copy)</p> <p>B.8.2 Certification from Mines Geo-Science Bureau Regional Office that the members are licensed miners if the area of business operation is within the People Small Scale Mining Area (1 original copy and 2 photo copy)</p> <p><u>B.9.Cooperative Bank</u> B.9.1 Certificate of Authority issued by Bangko Sentral ng Pilipinas. (1 original copy and 2 photo copy)</p> <p><u>B.10 Insurance</u> B.10.1 Endorsement from the Insurance Commission. (1 original copy and 2 photo copy)</p>	<p>Bureau of Internal Revenue (BIR) (RDO)</p> <p>Bureau of Internal Revenue (BIR) (RDO)</p> <p>Department of Health Bureau of National Health Cooperation</p> <p>Client</p> <p>Bureau of Internal Revenue (BIR) (RDO)</p> <p>DENR Mines and Geo-Sciences Bureau (MGB) Regional Office</p> <p>Bangko Sentral ng Pilipinas (BSP) Financial Supervision Department VII</p> <p>Insurance Commission (IC) Operation Division</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Client creates on Account</p> <p>Visit the CDA website (www.cda.gov.ph) and click "Cooperative Systems", "E-CoopRIS" and "Create an Account". Fill up the necessary information. An email shall be sent to verify the created account</p>	1.1 Provide necessary assistance to the client in creating an account	None	Not Applicable	Registration Division/Section
<p>2.1 Submits online registration:</p> <p>Log-in, click "New registration" and fill-up the necessary information following the steps provided in the system, upload documents required</p>	2.1 Assign validator	None	1 day	Sr. CDS
2.2 No action required from client	2.2. Conduct validation and submit recommendations	None	2 days	CDS II
3.1 No action required from client	3.1 Evaluate submitted registration application on line.	None	1 day	SR. CDS
3.2 No action required from client	<p>3.2. Evaluate and approve the application</p> <p>If found not viable for registration, a notice of denial will be issued thru the email address provided by the applicant within five (5) working days.</p> <p>In case of deferment due to insufficient compliance to existing policies/guidelines or findings in the validation and/or evaluation processes, an email will be sent to the client within five (5) working days.</p>	None	1 day	RO Director/Chief CDS HO at the Head Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For non-compliance to the findings within thirty (30) working days, the application for registration will be automatically deleted in the system.			
<p>4.1 Prints the Articles of Cooperation, By-laws, Economic Survey & Treasurer's Affidavit.</p> <p>Sign the documents as necessary by the Cooperators, Members, Officers, have them notarized and submit them to CDA together with other essential documents in three (3) original copies.</p>	4.1 Checks and/or evaluates the completeness and consistency of the submitted documents.	None	1 day	SR. CDS
5.1 Pays registration fees in any of the following mode: Online payment using the Landbank biz portal. Client will inform CDA that payment is done	5.2 No action from agency	<p>1.Registration Fee which is 1/10 of 1% of the Total Paid up share capital but not less than five hundred (500) pesos.</p> <p>2. Name Reservation Fee which is One hundred (100) pesos.</p> <p>3. Legal Research Fee which is 1% of Total Fees but not lower than ten (10) pesos</p>	Not applicable	Online payment facility will issue a confirmation receipt that payment has been made.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.2 Over the counter at any CDA office	5.2 Issues official receipt	4.Certificate of Compliance (100.00) pesos None	2 HOURS	Cashier
5.3 Receive Certificate of Registration (COR) and Certificate of Compliance (COC)	5.3 Print and issue COR and COC	None	2 HOURS	SR. CDS/Chief CDS HO/ RO Director/ Administrator
TOTAL:		1. Registration Fee which is 1/10 of 1% of the Total Paid up share capital but not less than five hundred (500) pesos. 2. Name Reservation Fee which is One hundred (100) pesos. 3. Legal Research Fee which is 1% of Total Fees but not lower than ten (10) pesos 4.Certificate of Compliance (P 100.00) one hundred pesos	6 Days & 4 Hrs.	

5. Issuance of Certificate of Registration and Certificate of Compliance of Newly Registered Secondary/Tertiary Federation and Cooperative Union

The Certificate of Registration is issued once an application for registration is approved by the Cooperative Development Authority (CDA). It may be used for the purpose of granting juridical personality to secondary/tertiary cooperative.

Office or Division:	CDA-Registration Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Cooperative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Assembly Resolution (3 original copy)	Client
2. BOD Resolution on Authorized Representative (3 original copy)	Client
3. Certification of Chairperson of member primaries stating the following; (3 original copy)	Client
3.1 Line of business activity engage in; 3.2 Compliance/Adherence to the accounting and auditing standards as prescribed by the Authority	
4. Articles of Cooperation and Bylaws (ACBL) (3 original copy)	CDA-Generated thru the E-CoopRIS
5. Feasibility Study (3 original copy) (1 original copy and 2 photo copy)	Client
6. Surety Bonds of Accountable officers	Any Registered Insurance Company/Insurance Cooperative
7. Treasurer's Affidavit (TA) (3 original copy)	CDA-Generated thru the E-CoopRIS
8. Favorable endorsement from concerned government agency if applicable (1 original copy and 2 photo copy)	Concerned Agency/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client creates on Account Visit the CDA website (www.cda.gov.ph) and click "Cooperative Systems", "E-CoopRIS" and "Create an Account". Fill up the necessary information. An email shall be sent to verify the created account	1.1 Provide necessary assistance to the client in creating an account	None	Not applicable	Registration Division/Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Submits online application for registration Log-in, click “new registration” and fill-up the necessary information following the steps provided in the system, upload documents required and submit.	2.1 Assign validator	None	1 day	SR. CDS
2.2 No action required from client	2.2 Conduct validation and submit recommendations	None	2 days	CDS II
3.1. No action required from client	3.1 Evaluate submitted registration application and validation report	None	1 day	Sr. CDS
3.2 No action required from client	3.2 Evaluate and approve the application If found not viable for registration, a notice of denial will be issued thru the email address provided by the applicant within five (5) working days. In case of deferment due to insufficient compliance to existing policies/guidelines or findings in the validation and/or evaluation processes, an email will be sent to the client within five (5) working days. For non-compliance to the findings within thirty (30) working days, the application for registration will be automatically deleted in the system.	None	1day	RO Director/Chief CDS at the Head Office
4.1 Prints the Articles of Cooperation, By-laws, Economic	4.1 Check completeness of the submitted documents	None	1 day	SR. CDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Survey & Treasurer's Affidavit.</p> <p>Sign the documents as necessary by the Cooperators, Members, Officers, have them notarized and submit them to CDA together with other essential documents in three (3) original copies.</p>				
<p>5.1 Pay registration fees in any of the following mode:</p> <p>Online payment using the Landbank biz portal. Client will inform CDA that payment is done</p>	5.1 Processes Payment	<p>Registration Fee which is 1/10 of 1% Total Paid up share capital but not less than Php Two thousand (2,000) pesos for Secondary Coops and Php Five thousand (5,000) pesos for Tertiary Coops.</p> <p>For Cooperative Union National- P 3,000.00 Inter-regional and regional - P 2,000.00 Provincial, city/municipal- P 1,000.00</p> <p>3.2 Name Reservation Fee which is One hundred (100) pesos.</p> <p>LRF: 1% of Total Fees but not lower than Php ten (10) pesos</p>	Not applicable	Online payment facility will issue a confirmation receipt that payment has been made

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.2 Over the counter	5.2 Issue an Official Receipt		2 hours	Cashier
5.3 Receive Certificate of Registration (COR)	5.3 Print and issue COR		2 hours	SR. CDS/Chief CDS/RO Director/Administrator
TOTAL:		<p>Registration Fee which is 1/10 of 1% Total Paid up share capital but not less than Php Two thousand (2,000) pesos for Secondary Coops and Php Five thousand (5,000) pesos for Tertiary Coops.</p> <p>For Cooperative Union National- P 3,000.00 Inter-regional and regional - P 2,000.00 Provincial, city/municipal- P 1,000.00</p> <p>3.2 Name Reservation Fee which is One hundred (100) pesos.</p> <p>LRF: 1% of Total Fees but not lower than Php ten (10) pesos</p>	6 Days & 4 Hrs.	

6. Process on the Conduct of Capacity Building for Micro Cooperatives

Capacity Building for Micro Cooperatives is a program of the Authority to capacitate and empower cooperatives. The program aims to achieve the following:

1. To capacitate cooperative officers to efficiently and effectively manage the operation of cooperatives; and
2. To provide training to micro cooperatives to comply with the mandatory training requirements for cooperative officers.

Office or Division:	CDA-Cooperative Research, Information and Training Division/Section
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Micro Cooperatives
CHECKLIST OF REQUIREMENTS	
None	None
WHERE TO SECURE	
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. No action required from client	1.1. Plan for the conduct of mandatory trainings for micro cooperatives	None	2 hours	Regional Office SR. CDS, CRITS
1.2.No action required from client	1.2. Identify/ create schedules	None	1 hour	SR. CDS, CRITS; CDS, CRITS; Field Personnel
2.1 No action required from client	2.1. Submits the schedule to the Regional Director for consideration	None	10 minutes	SR. CDS/CDS, CRITS
2.2. No action required from client	2.2. Approves the schedule and assign Training Team	None	1 hour	Regional Director
2.3. No action required from client	2.3 Post the schedule of the trainings to the CDA Regional Office official webpage, social media account and in the field offices	None	5 minutes	CDS II/ MIS personnel
3.1 No action required from client	3.1. Sends invitations to micro cooperatives	None	5 minutes per invitee	CDS II/Sr. CDS, CRITS
4.1 Attend to the scheduled trainings	4.1 Conduct scheduled mandatory training	None	8 hours	CDS II; Sr. CDS, CRITS; Training Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.1 No action required from client	5.1 Print Certificate of Attendance/ Participation to training	None	3-5 minutes per certificates	CDS II; Sr. CDS, CRITS; Field Personnel
6.1 No action required from client	6.1 Signs certificates	None	1 hour	Sr. CDS, CRITS; Director
7.1 Acknowledge receipt of the Certificates	7.1 Sends the Certificates through email	None	5 minutes per certificate	CDS II/SR. CDS, CRITS
TOTAL:		None	1 day, 5 hours, 50 minutes	

7. Process of Payments of Claims/Disbursements

DBM Circular Letter No. 2013-16 dated December 23, 2013, wherein the National Government uses Two (2) schemes for payment of Claims/Disbursements 1) the Common Fund Scheme where payment is made through issuance of MDS Checks and 2) the Direct Payment scheme (LDDAP) via Bank Deposit System through issuance of Advice to Debit Account (ADA). Cash Section is mandated to facilitate payment of Goods and Services through LDAP or Check.

Office or Division:	CDA-Administrative Division/Cashier
Classification:	Simple
Type of Transaction:	G2G, G2C
Who may avail:	All individuals with claim/disbursements authorized per Finance Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012 – Annex “A” (3 original copies) 2. Voucher Prepared by Finance	Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Receive voucher from Finance	None	10 minutes	Clerk/Cashier II/Cashier III
1.2 No action required from client	1.2 Prepare LDDAP check	None	10 minutes	Clerk/Cashier II
1.3 No action required from client	1.3 Prepare Advice/LBP System (whichever below is applicable) a. Biller Data Entry System (BIDES) b. Financial Data Entry System (FINDES) c. Advice of Check Issued and Cancelled Data Entry System (ACICDES)	None	10 minutes	Clerk/Cashier II
1.4 No action required from client	1.4 Review and sign the voucher and forward the same to Finance	None	30 minutes	Cashier III
		None	20 minutes	Cashier III
2. No action required from client	2.1 Review and sign the voucher and forward the same to the Administrator	None	30 minutes	Supervising Administrative Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No action required from client	3.1 Sign the voucher and return to Cashier for sorting	None	1 day	Administrator
4. No action required from client	4.1 Sort document and submit to LBP	None	10 minutes (before 15:00)	Cashier III
TOTAL:			1 day, 2 hours	

8. Processing of Application for Accreditation of Cooperative External Auditor

Accreditation of Cooperative External Auditor is a program of the Authority where individual CPA and Audit firm are given the authority to conduct audit to cooperatives. The program aims to achieve the following:

1. To institutionalized the high standards and professional conduct of audit to all cooperatives registered with the CDA pursuant to the provisions of RA 9520;
2. Compliance of the cooperatives in the submission of Annual Financial Reports to the Authority.

Office or Division:	CDA-Supervision and Examination Division (HO) / Section (RO)
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Certified Public Accountants, Auditing Firm/Partnership

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Initial Application <ul style="list-style-type: none"> For Individual: <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Letter Application; 2. Profile of the Applicant with attached 2x2 colored ID picture; 3. Valid Professional Regulation Commission Identification Card (PRC-ID); 4. Valid Certificate of Accreditation with the Professional Regulation Commission-Board of Accountancy (PRC-BOA); 5. Current Professional Tax Receipt (PTR) issued by the local government; 6. Valid Certificate of Membership in Good Standing with the Philippine Institute of Certified Public Accountants (PICPA); or Certification of Life Sustaining Membership issued by the PICPA; 7. Certificate of Attendance to training equivalent to a minimum of 24 hours of required training as provided in Sec. 4 of MC 2019-10; and 	<p>Client</p> <p>Client</p> <p>PRC</p> <p>PRC BOA</p> <p>Local Government Unit</p> <p>PICPA</p> <p>PICPA and CDA</p>
<ul style="list-style-type: none"> For Auditing Firm: <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Application Letter; 2. Profile of the Firm/Partnership; 	<p>Client</p> <p>Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 3. Profile of the signing partners with 2x2 colored ID picture; 4. SEC Registration Certificate of Partnership; 5. Articles of Partnership and/or its amendment; 6. Partnership's Valid Certificate of Accreditation with the PRC BOA; 7. PTR of individual signing partner/s; 8. Valid Certificate of Membership in Good Standing with PICPA of the signing partners; 9. Certificate of Attendance to training of signing partner/s equivalent to a minimum of 24 hours of required training as provided in Sec. 4 of MC 2019-10; 	<p>Client</p> <p>SEC</p> <p>Client</p> <p>PRC BOA</p> <p>Local Government Unit</p> <p>PICPA</p> <p>PICPA</p>
<p>Renewal Application</p> <ul style="list-style-type: none"> • For Individual: <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Letter Application; 2. Profile of the Applicant with attached 2x2 colored ID picture; 3. Valid Professional Regulation Commission Identification Card (PRC-ID); 4. Valid Certificate of Accreditation with the Professional Regulation Commission-Board of Accountancy (PRC-BOA); 5. Current Professional Tax Receipt (PTR) issued by the local government; 6. Valid Certificate of Membership in Good Standing with the Philippine Institute of Certified Public Accountants (PICPA); or Certification of Life Sustaining Membership issued by the PICPA; 7. Certificate of Attendance to training equivalent to a minimum of 24 hours of required training as provided in Sec. 4 of MC 2019-10; 8. Previous Certificate of Accreditation issued by the CDA; 	<p>Client</p> <p>Client</p> <p>PRC</p> <p>PRC BOA</p> <p>Local Government Unit</p> <p>PICPA</p> <p>PICPA</p> <p>CDA – SEC</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>9. List of cooperative-clients and years audited;</p> <p>10. Sworn statement by the Cooperative External Auditor that she/he has engaged in cooperative external audit or preparation of financial statement to at least one (1) micro cooperative that is free of charge as part of his/her social responsibility, duly supported with Certification from cooperatives that received such services; and</p> <p>11. Sworn statement by the Cooperative External Auditor that she/he has observed the conditions prescribed under Sec. 9 of MC 2019-10;</p>	<p>Client</p> <p>Client; Micro Cooperative Audited</p> <p>Client</p>
<p>• For Auditing Firm:</p> <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Application Letter; 2. Updated profile of the Firm/Partnership; 3. Updated profile of the signing partners with 2x2 colored ID picture; 4. SEC Registration Certificate of Partnership; 5. Articles of Partnership and/or its amendment; 6. Partnership's Valid Certificate of Accreditation with the PRC BOA; 7. Current PTR of individual signing partner/s; 8. Valid Certificate of Membership in Good Standing with PICPA of the signing partners; 9. Certificate of Training of signing partners equivalent to 24 hours of required training for renewal as provided in Section 4 of the revised guidelines; 10. Latest Certificate of Accreditation issued by the CDA; 11. List of cooperative-client and years audited; and 12. Sworn statement by the Cooperative External Auditor that she/he has engaged in cooperative external audit or preparation of financial statement to at least one (1) micro 	<p>Client</p> <p>Client</p> <p>Client</p> <p>SEC</p> <p>Client</p> <p>PRC BOA</p> <p>Local Government Unit</p> <p>PICPA</p> <p>PICPA</p> <p>CDA-CRITS</p> <p>Client</p> <p>Client, Micro Cooperatives Audited</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>cooperative that is free of charge as part of his/her social responsibility, duly supported with Certification from cooperatives that received such services;</p> <p>13. Sworn statement by the Cooperative External Auditor that she/he has observed the conditions prescribed under Sec. 9 of MC 2019-10;</p>	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit application and documentary requirements to CDA Regional Office	1.1 Conduct initial evaluation of the application and submitted documents If with deficiency, prepare deficiency letter and send to cooperative*	None	1 hour	Regional Office CDS II; SR. CDS, SEC SR. CDS, SES
1.2. No action required from client	1.2 Prepare Statement of Accounts (SOA)	None	10 minutes	CDS II
1.3 No action required from client	1.3 Issue Order of Payments (OP)	None	5 minutes	Accountant I
2.1 Pay corresponding fee to the cashier	2.1 Issue official receipt	Filing fee For Individual: ●Initial = P 2,000 ●Renewal = P 1,000 Filing fee For Auditing Firm: ●Initial = P 5,000 ●Renewal = P 2,000	5 minutes	Cashier
3.1 Submit duplicate copy of OP and OR to CRITS	3.1 Prepare letter of recommendation for application and transmits to CDA Head Office	None	30 Minutes	Sr. CDS, SEC
4.1 No action required from client	4.1 Receive, records and forwards application to CRITD	None	10 Minutes	Head Office Records Officer; Receiving Clerk, SED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2 No action required from client	4.2 Evaluate application documents If with deficiency, prepare letter of deficiency and send to the cooperative cc Extension Office** if no deficiency, continue to Step 4.3	None	2 hours	CDS II Sr. CDS
4.3 No action required from client	4.3 Recommend application to the Board of Administrators for Consideration	None	30 minutes	Chief of SED, RSES Director, Administrator
4.4. No action required from the client	4.4. Include in the Board Meeting Agenda	None	30 minutes	Board Secretary
5.1 No action required from client	5.1 Approve application	None	15 days *Board meeting is held once a month	CDA Board of Administrators
6.1 No action required from client	6.1 Print and sign certificates	None	2 hours	CDS I/II, SED; CDA Chairperson Clerical Staff, SED; Records Officer
6.2 No action required from client	6.2 Forward signed certificate to CDA Regional Office	None	10 mins	
7.1 Take oat and signs pledge of commitment	7.1 Administer Oath	None	10 minutes	Regional Office Chairperson
7.2 No action required from client	7.2 Releases Certificate of Accreditation to Client	None	15 Minutes	Director; SR. CDS, CRITS
8. Receive Certificate of Accreditation	8.1 Logs/Records release of Certificate	None	15 minutes	CDS II, SED
TOTAL:		Filling fee For Individual: ●Initial = P 2,000 ●Renewal =	15 days, 7 hours, 50 minutes	

	P 1,000 For Auditing Firm: ●Initial = P 5,000 ●Renewal = P 2,000		
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*for compliance of deficiency, applicant re-submit documents to SES

**for compliance of deficiency, applicant re-submit documents to SED

9. Processing of Application for Accreditation of Cooperative Training Provider

The Accreditation of Cooperative Training Provider is a program of the CDA giving authority to qualified institutions to conduct mandatory training to cooperative officers as required by law. It also aims to institutionalize the conduct of well-coordinated, rationalized and standardized education and training for cooperatives and its officers and members pursuant to the provisions of RA 9520, MC 2015-09 and MC 2015-10.

Office or Division:	CDA-Cooperative Research, Information and Training Division/Section
Classification:	Complex
Type of Transaction:	G2C, G2G
Who may avail:	<p>Advocacy Cooperatives, Federations, Unions, National Government Agencies (NGAs), Local Government Unit – Cooperative Development Offices (LGU-CDOs), State Universities and Colleges (SUCs), Training Institutions, Academe, Non-Government Organizations (NGOs) possessing the following the qualifications:</p> <ul style="list-style-type: none"> • Must have juridical personality; For training institutions, NGOs and academe, they must be in existence for at least two (2) years; • Must have cooperative development program/s; • Must have a pool at least five (5) competent cooperative trainers who possess the following minimum qualifications: <ul style="list-style-type: none"> - Of legal age; - Filipino residing in the Philippines; - Holder of at least a Bachelor's degree; - Attended and Completed Training of Trainers; and - With at least two (2) years experience as resource person on cooperatives, supported by a Certificate of Recognition/Appreciation as Resource Person issued by cooperative/institution where he/she acted as resource person and must be knowledgeable on basic philosophy of cooperatives.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Initial (New): Documentary Requirements:</p> <ul style="list-style-type: none"> • For Advocacy Cooperatives, Federations and Unions: <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Certified true copy of valid Certificate of Compliance (COC) 2. Organizational Profile: <ol style="list-style-type: none"> a. Basic Information (Name/address/contact details); b. List of programs and services; c. Historical profile of cooperative training conducted d. Affiliations, if any; e. List of Key Officers and Staff; and f. List of Trainers with their individual profile/bio-data and certificate of TOT 	<p>CDA Supervision and Examination Section</p> <p>Client</p> <p>Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Cooperative Annual Performance Report (CAPR) and Audited Financial Statements of the immediately preceding year</p> <p>4. Letter/ Certificate of Undertaking to adopt CDA prescribed training curriculum for cooperative officers and to utilize the services of its pool of trainers in the conduct of trainings</p>	<p>Client</p>
<ul style="list-style-type: none"> For Training Institutions/NGOs/Academe: <p>Two (2) copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> Certificate of Registration from the concerned Philippine Government Agency; Articles of Incorporation and Bylaws where cooperative development is one of its objectives and purposes or cooperative development is one of its identified program thrusts; Business Permit; Organizational Profile Annual Reports and Audited Financial Statements for the last two (2) years Letter/ Certificate of Undertaking to adopt CDA prescribed training curriculum for cooperative officers and to utilize the services of its pool of trainers in the conduct of trainings 	<p>SEC, DTI</p> <p>Client</p> <p>Local Government Unit</p> <p>Client</p> <p>Client</p> <p>Client</p>
<ul style="list-style-type: none"> For NGAs/CDOs/SUCs: <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> Certification from head of the agency that such office/unit has cooperative development program, in lieu of the Certificate of Registration; or appropriate local issuance/s creating the office (in the case of CDOs); Organizational Profile Letter/ Certificate of Undertaking to adopt CDA prescribed training curriculum for cooperative officers & to utilize the services of its pool of trainers in the conduct of trainings 	<p>Client, Local Government Unit</p> <p>Client</p> <p>Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> For Renewal: <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> Letter-application for renewal; Updated List of Trainers; Reports of training conducted using Training Report 1 List of participants per training conducted using Training Report 3 Modules of Cooperative Training Conducted; (2) year Cooperative Training Plan. <p>In addition, the following documents must be submitted by:</p> <ol style="list-style-type: none"> Cooperatives, federations and unions <p>Two (2) certified true copies each of the following documentary requirements:</p> <ul style="list-style-type: none"> Cooperative Annual Progress Report (CAPR) duly received by CDA Latest Audited Financial Statements Certified true copy of valid Certificate of Compliance (COC) Training Institutions, Non-Government Organizations and private academe <p>Two (2) certified true copies of the following documentary requirements:</p> <ul style="list-style-type: none"> Copy of Annual Report of the institution covering all its activities, programs and undertakings Latest Audited Financial Statement New Business Permit 	<p>Client</p> <p>Client</p> <p>CDA website</p> <p>CDA website</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>CDA Supervision and Examination Section</p> <p>Client</p> <p>Client</p> <p>Local Government Unit Concerned</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit application and	1.1 Conduct initial evaluation of the application and	None	2 hours	Regional Office CDS II; SR. CDS, CRITS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documentary requirements to CDA Regional Office	submitted documents			
1.2 No action required from client	1.2 Prepare Statement of Accounts (SOA)	None	10 minutes	CDS II
1.3 No action required from client	1.3 Issue Order of Payments (OP)	None	5 minutes	Accountant I
2. Pay corresponding fee to the cashier	2.1 Issue official receipt	Filing fee For Advocacy Cooperatives, Federations, Unions, Training Institutions, Academe, and NGOs: Initial = P 3,000 Renewal = P 5,000 Filing/accfee For NGA's/ CDO's/ SUC's the following accreditation fee shall apply: Initial = P 1,500 Renewal = P 2,500	5 minutes	Cashier
3. Submit duplicate copy of OP and OR to CRITS	3.1 Prepares letter of recommendation for application and transmits to CDA Head Office	None	30 Minutes	Sr. CDS, CRITS
4.1 No action required from client	4.1 Receives, records and forwards application to CRITD	None	10 Minutes	Head Office Records Officer; Receiving Clerk, CRITD
4.2 No action required from client	4.2 Evaluates application documents	None	2 hours	CDS II
4.3 No action required from client	4.3 Recommends application to the Board of	None	30 minutes	Chief of CRITD, IDD Director,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Administrators for Consideration			Administrator
4.4. No action required from the client	4.4. Include in the Board Meeting Agenda	None	30 minutes	Board Secretary
5.1 No action required from client	5.1 Approves application ¹	None	3 days	CDA Board
6.1 No action required from client	6.1 Prints and signs certificates	None	1hour	CDS I/II, CRITD; CDA Chairperson Clerical Staff,
6.2 No action required from client	6.2 Forwards signed certificate to CDA RO	None	10mins	CRITD; Records Officer
7.1 Take oat and signs pledge of commitment	7.1 Administer Oath	None	10 minutes	Regional Office Director
7.2 No action required from client	7.2 Releases Certificate of Accreditation to Client	None	15 Minutes	Director; SR. CDS, CITS
8. Receive Certificate of Accreditation	8.1 Logs/Records release of Certificate	None	15 minutes	CDS II, CRITS
TOTAL:		Filling fee For Advocacy Cooperatives, Federations, Unions, Training Institutions, Academe, and NGOs: Initial = P 3,000 Renewal = P 5,000 For NGA's/ CDO's/ SUC's the following accreditation fee shall apply: Initial = P 1,500 Renewal = P 2,500	3 days, 7hours, 50minutes	

¹ For denied or deferred applications, the same will be returned to CRITD for appropriate action.

10. Processing of Application for Recognition of Cooperative Mediator-Conciliator

The Recognition of Cooperative Mediator-Conciliator and ADR Trainer is a program of the CDA to create a pool of Recognized Mediators and Conciliators and ADR Trainers pursuant to MC 2007-09.

Office or Division:	CDA-Cooperative Research, Information and Training Division/Section
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Any individual member/ employee of a registered cooperative or person employed, affiliated or connected with duly registered Non-Government Organization (NGO) or Private Institution (PI) who have undergone the training on mediation-conciliation and ADR as trainer conducted by CDA recognized ADR service provider.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Initial (New):</p> <p>Two (2) certified true copies each of the following Documentary Requirements:</p> <ol style="list-style-type: none"> 1. Application Letter for Recognition 2. Personal Data Sheet with 2x2 picture 3. Recommendation letter from Chairperson of Cooperative or NGO/PI where He/She is affiliated 4. Certification of Proficiency on Cooperative Laws and CDA Policies and Procedures and Certification of Mature Disposition and Good Moral Character from the Chairperson of the Cooperative/NGO/PI or any Head of a Religious Sect or Congregation where He/She is affiliated 5. Certificate of Completion of Training Program for MED-CON conducted by CDA or Recognized Service Provider 6. Certificate of Completion of Written and Practical Assessment administered by CDA or Recognized Service Provider 7. Pledge of Commitment to serve and practice as Conciliator/ Mediator to cooperatives administered by CDA Regional Director or the Administrator if at the National Level 	<p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Recognized Service Provider</p> <p>Client</p> <p>CDA</p>
<p>For Renewal:</p> <p>Two (2) certified true copies each of the following documentary requirements:</p> <ol style="list-style-type: none"> 1. Letter of application for renewal 	<p>Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Shall have attended a refresher course on ADR and updates on CDA policies and programs	Client
3. Certification from the Chairman that the Conciliator-Mediator is still a coop member or connected with the recognized NGO/PI	Client
4. Recommendation Letter address to the CDA by the Chairman recommending the renewal of the applicant	Client
5. Report of Conciliation-Mediation conducted duly certified by the concerned Chairman of the Cooperative or recognized NGO/PI or by the CDA	Client
6. Copies of the Evaluation Reports duly signed by parties that have been conciliated-mediated by the applicant	Client
7. If for two (2) years have not mediated any cooperative conflict, submit himself/herself for practical and written examination to be conducted by CDA or its duly authorized Service Provider	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit application and documentary requirements to CDA Regional Office	1.1 Conduct initial evaluation of the application and submitted documents	None	30 minutes	Regional Office CDS II; SR. CDS, CRITS
1.2 No action required from client	1.2 Prepare Statement of Accounts (SOA)	None	10 minutes	CDS II
1.3 No action required from client	1.3 Issue Order of Payments (OP)	None	5 minutes	Accountant I
2. Pay corresponding fee to the cashier	2.1 Issue official receipt	Recognition Fee: ●Initial = 1,000 ●Renewal = P 500	5 minutes	Cashier
3. Submit duplicate copy of OP and OR to CRITS	3.1 Prepare letter of recommendation for application and transmits to CDA Head Office	None	30 Minutes	Sr. CDS, CRITS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1 No action required from client	4.1 Receive, records and forwards application to CRITD	None	10 Minutes	Head Office Records Officer; Receiving Clerk, CRITD
4.2 No action required from client	4.2 Evaluate application documents	None	2 hours	CDS II
4.3 No action required from client	4.3 Recommend application to the Board of Administrators for Consideration	None	30 minutes	Chief of CRITD, IDD Director, Administrator
4.4. No action required from the client	4.4. Include in the Board Meeting Agenda	None	30 minutes	Board Secretary
5. No action required from client	5.1 Approve application ²	None	3 days	CDA Board of Administrators
6.1 No action required from client	6.1 Print and sign certificates	None	1 hour	CDS I/II, CRITD; CDA Chairperson Clerical Staff, CRITD; Records Officer
6.2 No action required from client	6.2 Forward signed certificate to CDA Regional Office	None	10mins	
7. No action required from client	7.1 Releases Certificate of Accreditation to Client	None	15 Minutes	Regional Office Director; SR. CDS, CITS
8. Receive Certificate of Accreditation	8.1 Logs/Records release of Certificate	None	15 minutes	CDS II, CRITS
TOTAL:		Recognition Fee: ●Initial = 1,000 ●Renewal = P 500	3 days, 6 hours, 10 minutes	

² For denied or deferred applications, the same will be returned to CRITD for appropriate action.

11. Processing of Claims/Disbursements – for Transactions that Require Complex Processing

The Finance Division shall ascertain that the claims or disbursements in the implementation of the plans, programs, and activities are processed through sufficient and timely release of funds.

The general guidelines and specific requirements for each type of disbursement must be strictly observed as stipulated in PD 1445 and various Commission on Audit (COA) Circulars. The general requirements for all types of disbursement are as follows:

1. Certificate of Availability of Funds
2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials
3. Legality of transactions and conformity with laws, rules or regulations
4. Approval of expenditure by Head of Office or his authorized representative
5. Sufficient and relevant documents to establish validity of claims

Office or Division:	CDA-Finance Division				
Classification:	Complex				
Type of Transaction:	G2C, G2G, G2B				
Who may avail:	<p>Individuals/Requesting Units' claim on the following:</p> <ol style="list-style-type: none"> a. Salaries, wages, Maternity Leave claims, MY and YEB, CNAI, Loyalty, PEI, PBB, Uniform Allowance and other similar expenses b. Remittances to NGAs c. Utilities (Electricity/Water/Telephone Landline/Mobile) d. Training Expenses (Conferences, Meals and Lodging Expenses, ICT Trainings) e. Courier Services f. Gasoline/Fuel, Oil and Lubricants g. General Services (Security, Janitorial, Maintenance of Property) h. Procurement of Supplies, Materials, Equipment, and ICT Equipment through Shopping, Repeat Order, Procurement Service - DBM i. Small Value Procurement of Supplies, Materials, and Equipment j. Advertising Expense k. Repairs and Maintenance – Equipment and Motor Vehicles l. Reimbursement/Liquidation of Local and Foreign Travels 				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. (see Annex A). Each of the documents must be prepared in 3 original copies.</td><td>Finance Division</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. (see Annex A). Each of the documents must be prepared in 3 original copies.	Finance Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. (see Annex A). Each of the documents must be prepared in 3 original copies.	Finance Division				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the approved claims documents for obligation and processing to the Receiving Unit of the Division.	1.1 Receive the Disbursement Voucher (DV) from the requesting unit. Checks the completeness of documents attached based on the checklist.	None	30 minutes	Document Controller/ Admin Aide/Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 No action required from client	1.2 If incomplete, return the documents to the requesting unit for compliance.	None	10 minutes	Document Controller/ Admin Aide/Clerk
1.3 No action required from client	1.3 If complete, stamps "Received" the copy of the RU or signs the logbook of RU. Attached Routing Slip and assign Control Number. Logs (Log Book and On-line System) and forwards the claims to Budget Section.	None	20 minutes	Document Controller/Division Chief
2.1 No action required from client	2.1 Receive the documents and log in. Attached Obligation Request Status (ORS) and assign control number.	None	10 minutes	Budget Aide
2.2 No action required from client	2.2 Evaluate the validity of the claims' documents. Verify availability of allotment and check if authorized in the approved Work and Financial Plan (WFP) and if not it should be approved by the BOA.	None	30 minutes	Budget Officer II
2.3 No action required from client	2.3 If there is available balance of allotment to cover the obligations and is authorized, initials the ORS.	None	10 minutes	Budget Officer II
2.4 No action required from client	2.4 Record the transaction in the Registry (RAOPS, RAOMO or RAOCO) by P/A/P. RAOPS – Registry of Allotment and obligation – Personnel Services RAOMO – Registry of Allotment and Obligation – Maintenance and other Expenses	None	30 minutes	Budget Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	RAOCO - Registry of Allotment and Obligation – Capital Outlay			
3. No action required from client	3.1 Evaluate the validity of the claims' documents and certifies that allotment is available by signing Box B of the ORS and obligated for the purpose requested therein.	None	40 minutes	Budget Officer III
4.1 No action required from client	4.1 Assign DV No. Records in the logbook the DV No., date, payee, particular and amount. with corrections, finalize the letter	None	15 minutes	Bookkeeper/Administrative Assistant
4.2 No action required from client	4.2 Review DV for completeness and propriety of documents.	None	3 days	Bookkeeper/Administrative Assistant
4.3 No action required from client	4.3 Check Index of Payment (IP) from the file and determine whether there was prior payment of the same claim. If claims was already paid, returns the DV and documents to the Receiving/Releasing Clerk to be returned to the claimant.	None	30 minutes	Bookkeeper/Administrative Assistant
4.4 No action required from client	4.4 If not yet paid, records the following in the IP: name and address of creditor, DV date and number, particulars and amount.	None	30 minutes	Bookkeeper/Administrative Assistant
4.5 No action required from client	4.5 If there is withholding tax, prepares Certificate of Withholding Tax	None	45 minutes	Accounting Clerk/ Admin Assistant
5.1 No action required from client	5.1 Review the processed documents and initials on Box C of DV and prepares JEV in three copies.	None	2 days	Accountant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Records the JEV in the CKDJ. Prepare subsidiary ledgers. Forward copies to the Accountant III</p> <p>CKDJ – Check Disbursement Journal JEV – Journal Entry Voucher</p>			
6.1 No action required from client	6.1 Review DV and documents and correctness of entries on the JEV and the Certificate of Withholding Tax. Signs DV and JEV	None	7 hours	Accountant III/Supervising Administrative Officer/Chief Finance Division
6.2 No action required from client	6.2 Verify if cash is available. Endorses to Cash	None	1 hour	Accountant III/Supervising Administrative Officer
7.1 No action required from client	7.1 Forward DV and documents to Cash	None	1 hour	Document Controller/ Admin Aide/Clerk
TOTAL:		None	6 days and 6 hours	

12. Processing of Claims/Disbursements – for Transactions that Require Highly Technical Processing

The Finance Division shall ascertain that the claims or disbursements in the implementation of the plans, programs, and activities are processed through sufficient and timely release of funds.

The general guidelines and specific requirements for each type of disbursement must be strictly observed as stipulated in PD 1445 and various Commission on Audit (COA) Circulars. The general requirements for all types of disbursement are as follows:

1. Certificate of Availability of Funds
2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials
3. Legality of transactions and conformity with laws, rules or regulations
4. Approval of expenditure by Head of Office or his authorized representative
5. Sufficient and relevant documents to establish validity of claims

Office or Division:	CDA-Finance Division				
Classification:	Highly Technical				
Type of Transaction:	G2C, G2G, G2B				
Who may avail:	<p>Individuals/Requesting Units claim on the following:</p> <ol style="list-style-type: none"> a. Release of Fund NGO/PO b. Procurement of Supplies, Materials, Equipment, ICT Equipment and Motor Vehicles, General Services, Consultancy through Public Bidding, Direct Contracting c. Procurement of Infrastructure 				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: left;">CHECKLIST OF REQUIREMENTS</th> <th style="width: 50%; text-align: left;">WHERE TO SECURE</th> </tr> </thead> <tbody> <tr> <td>Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. See attached. Each of the documents must be prepared in 3 original copies.</td> <td style="text-align: center;">Finance Division</td> </tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. See attached. Each of the documents must be prepared in 3 original copies.	Finance Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. See attached. Each of the documents must be prepared in 3 original copies.	Finance Division				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the approved claims and documents for obligation and processing to the Receiving Unit of the Division.	1.1 Receive the Disbursement Voucher (DV) from the requesting unit. Checks the completeness of documents attached based on the checklist.	None	1 hour	Document Controller/ Admin Aide/Clerk
1.2 No action required from client	1.2 If incomplete, return the documents to the requesting unit for compliance.	None	20 minutes	Document Controller/ Admin Aide/Clerk
1.3 No action required from client	1.3 If complete, stamps "Received" the copy of the RU or signs the logbook of RU. Attached Routing	None	40 minutes	Document Controller/Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Slip and assign Control Number. Logs (Log Book and On-line System) and forwards the claims to Budget Section.			
2.1 No action required from client	2.1 Receive the documents and log in Attached Obligation Request Status (ORS) and assign control number.	None	10 minutes	Budget Aide
2.2 No action required from client	2.2 Evaluate the validity of the claims' documents. Verify availability of allotment and check if authorized in the approved Work and Financial Plan (WFP) and if not it should be approved by the BOA.	None	1 hour	Budget Officer II
2.3 No action required from client	2.3 If there is available balance of allotment to cover the obligations and is authorized, initials the ORS.	None	20 minutes	Budget Officer II
2.4 No action required from client	2.4 Record the transaction in the Registry (RAOPS, RAOMO or RAOCO) by P/A/P. RAOPS – Registry of Allotment and obligation – Personnel Services RAOMO – Registry of Allotment and Obligation – Maintenance and other Expenses RAOCO - Registry of Allotment and Obligation – Capital Outlay	None	30 minutes	Budget Aide
3.1 No action required from client	3.1 Evaluate the validity of the claims' documents and certifies that allotment	None	3 hours	Budget Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	is available by signing Box B of the ORS and obligated for the purpose requested therein.			
4.1 No action required from client	4.1 Assign DV No. Records in the logbook the DV No., date, payee, particular and amount. with corrections, finalize the letter	None	1 hour	Bookkeeper/Administrative Assistant
4.2 No action required from client	4.2 Review DV for completeness and propriety of documents.	None	7 days	Bookkeeper/Administrative Assistant
4.3 No action required from client	4.3 Check Index of Payment (IP) from the file and determine whether there was prior payment of the same claim. If claims was already paid, returns the DV and documents to the Receiving/Releasing Clerk to be returned to the claimant.	None	1 hour	Bookkeeper/Administrative Assistant
4.4 No action required from client	4.4 If not yet paid, records the following in the IP: name and address of creditor, DV date and number, particulars and amount.	None	1 hour	Bookkeeper/Administrative Assistant
4.5 No action required from client	4.5 If there is withholding tax, prepares Certificate of Withholding Tax	None	1 hour	Accounting Clerk/ Admin Assistant
5. No action required from client	<p>5.1 Review the processed documents and initials on Box C of DV and prepares JEV in three copies. Records the JEV in the CKDJ. Prepare subsidiary ledgers. Forward copies to the Accountant III</p> <p>CKDJ – Check Disbursement Journal JEV – Journal Entry Voucher</p>	None	4 days	Accountant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.1 No action required from client	6.1 Review DV and documents and correctness of entries on the JEV and the Certificate of Withholding Tax. Signs DV and JEV	None	2 days and 7 hours	Accountant III/Supervising Administrative Officer/Chief Finance Division
6.2 No action required from client	6.2 Verify if cash is available. Endorses to Cash	None	1 hour	Accountant III/Supervising Administrative Officer
7.1 No action required from client	7.1 Forward DV and documents to Cash	None	2 hours	Document Controller/ Admin Aide/Clerk
TOTAL:		None	15 days and 5 hours	

13. Processing of Claims/Disbursements – for Transactions that Require Simple Processing

The Finance Division shall ascertain that the claims or disbursements in the implementation of the plans, programs, and activities are processed through sufficient and timely release of funds.

The general guidelines and specific requirements for each type of disbursement must be strictly observed as stipulated in PD 1445 and various Commission on Audit (COA) Circulars. The general requirements for all types of disbursement are as follows:\

1. Certificate of Availability of Funds
2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials
3. Legality of transactions and conformity with laws, rules or regulations
4. Approval of expenditure by Head of Office or his authorized representative
5. Sufficient and relevant documents to establish validity of claims

Office or Division:	CDA-Finance Division				
Classification:	Simple				
Type of Transaction:	G2C, G2G, G2B				
Who may avail:	<p>Individuals/Requesting Units claim on the following:</p> <ol style="list-style-type: none"> a. Petty Cash Fund b. Extraordinary and Miscellaneous c. Retirement and Terminal Leave Benefits d. Cash Advances for Local and Foreign Travels e. Rent f. Representation and Transportation Allowance (RATA), PERA, Honoraria and other Allowances 				
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Refer to different checklists of the requirements of various claims above as prescribed under COA Circular 2012-01 dated June 14, 2012. See attached. Each of the documents must be prepared in 3 original copies.	Finance Division				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the approved claims documents for obligation and processing at the Receiving Unit of the Division.	1.1 Receive the Disbursement Voucher (DV) from the requesting unit. Checks the completeness of documents attached based on the checklist.	None	30 minutes	Document Controller/ Admin Aide/Clerk
1.2 No action required from client	1.2 If incomplete, return the documents to the requesting unit for compliance.	None	10 minutes	Document Controller/ Admin Aide/Clerk
1.3 No action required from client	1.3 If complete, stamps "Received" the copy of	None	20 minutes	Document Controller/Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the RU or signs the logbook of RU. Attached Routing Slip and assign Control Number. Logs (Log Book and On-line System) and forwards the claims to Budget Section.			
2. No action required from client	2.1 Receive the documents and log in. Attached Obligation Request Status (ORS) and assign control number.	None	10 minutes	Budget Aide
2.2 No action required from client	2.2 Evaluate the validity of the claims' documents. Verify availability of allotment and check if authorized in the approved Work and Financial Plan (WFP) and if not it should be approved by the BOA.	None	30 minutes	Budget Officer II
2.3 No action required from client	2.3 If there is available balance of allotment to cover the obligations and is authorized, initials the ORS.	None	10 minutes	Budget Officer II
2.4 No action required from client	2.4 Record the transaction in the Registry (RAOPS, RAOMO or RAOCO) by P/A/P. RAOPS – Registry of Allotment and obligation – Personnel Services RAOMO – Registry of Allotment and Obligation – Maintenance and other Expenses RAOCO - Registry of Allotment and Obligation – Capital Outlay	None	30 minutes	Budget Aide
3.1 No action required from client	3.1 Evaluate the validity of the claims' documents	None	40 minutes	Budget Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and certifies that allotment is available by signing Box B of the ORS and obligated for the purpose requested therein.			
4.1 No action required from client	4.1 Assign DV No. Records in the logbook the DV No., date, payee, particular and amount. with corrections, finalize the letter	None	15 minutes	Bookkeeper/Administrative Assistant
4.2 No action required from client	4.2 Review DV for completeness and propriety of documents.	None	1 day	Bookkeeper/Administrative Assistant
4.3 No action required from client	4.3 Check Index of Payment (IP) from the file and determine whether there was prior payment of the same claim. If claims was already paid, returns the DV and documents to the Receiving/Releasing Clerk to be returned to the claimant.	None	30 minutes	Bookkeeper/Administrative Assistant
4.4 No action required from client	4.4 If not yet paid, records the following in the IP: name and address of creditor, DV date and number, particulars and amount.	None	30 minutes	Bookkeeper/Administrative Assistant
4.5 No action required from client	4.5 If there is withholding tax, prepares Certificate of Withholding Tax	None	45 minutes	Accounting Clerk/ Admin Assistant
5. No action required from client	5.1 Review the processed documents and initials on Box C of DV and prepares JEV in three copies. Records the JEV in the CKDJ. Prepare subsidiary ledgers. Forward copies to the Accountant III	None	1 day	Accountant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CKDJ – Check Disbursement Journal JEV – Journal Entry Voucher			
6. No action required from client	6.1 Review DV and documents and correctness of entries on the JEV and the Certificate of Withholding Tax. Signs DV and JEV	None	1 hour and 30 minutes	Accountant III/Supervising Administrative Officer/Chief Finance Division
6.2 No action required from client	6.2 Verify if cash is available. Endorses to Cash	None	30 minutes	Accountant III/Supervising Administrative Officer
7. No action required from client	7.1 Forward DV and documents to Cash	None	1 hour	Document Controller/ Admin Aide/Clerk
TOTAL:		None	3 days	

14. Resolving Incomplete Requirements in the Facilitation of CDA-Administered Loans & Grants for Liquidation

The Liquidation Report is submitted to CDA-Finance (for COA submission) once the cooperative's liquidation report, and its existing accounts due from NGO/POs, if any, is reviewed by the Cooperative Development Authority (CDA). It may be used for any of the following purposes:

1. To clear/reconcile/settle the said cooperative of its current financial and contractual obligation with CDA per COA Circular No. 2009-006;
2. To comply with the documentary requirements as a CDA-cooperative beneficiary that was granted all available forms of assistance and privileges from PPAs/funding coursed through the CDA for facilitation and administration per COA, DBM and other governing rules and regulation; and
3. Such other legitimate purposes it may serve.

This service specification is intended for instances of incomplete documentary submission.

Office or Division:	CDA-Cooperative Project Development and Assistance Division (CDA-CPDAD)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Cooperative requesting financial assistance for proposed project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Covering letter for liquidation addressed to CDA (2 copies – original and photocopy) 2. Liquidation Report, as updated (3 copies – original, certified true copy and photocopy) 3. Final Fund Utilization Report, indicating the summary of expenses and the status report of accomplishment, certified correct by the Accountant or equivalent official and approved by the Chairperson of the coop-beneficiary, and verified correct by the Accountant or equivalent official of CDA CO (3 copies – 2 original and 1 certified true copy) 4. Proof of verification by the CDA-CO official attesting the validity of documents submitted by the coop-beneficiary (3 copies – original certified true copy and photocopy) 5. Pictures of implemented projects (2 copies – original and photocopy) 6. Certificate of Project Completion issued by the concerned coop-beneficiary (3 copies – original, certified true copy and photocopy) 7. Inspection Report and Certificate of Acceptance issued by the CDA-CO, as may be required (3 copies – original, certified true copy and photocopy) 8. List of equipment/vehicles procured by the coop-beneficiary out of the project funds indicating its brief description, date acquired, acquisition cost and final disposition (3 copies – original, certified true copy and photocopy) 	<p>CPDAD/Finance Division/CPDAS, CDA – Head Office/ Regional Office and Other competent authority/office/institution/organization</p> <p>CPDAD/Finance Division/CPDAS, CDA – Head Office/ Regional Office and Other competent authority/office/institution/organization</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>9. List of individual member-beneficiaries with their signatures signifying their acceptance/acknowledgement of the project/funds/goods/services received (3 copies – original, certified true copy and photocopy)</p> <p>If found to be necessary, may require additional documents such as, but not limited to, the following:</p> <p>10. Signed Physical/Technical and Financial Planning (3 copies – original, certified true copy and photocopy)</p> <p>11. In case of staggered release of fund to coop-beneficiary, duly approved Schedule of Fund Release to coop-beneficiary (3 copies – original, certified true copy and photocopy)</p> <p>12. In case of dissolution of the recipient cooperative in addition to the OR acknowledging return of the unutilized amount, copy of the voucher paid by the coop-beneficiary (3 copies – original, certified true copy and photocopy)</p> <p>13. Documents as minimum requirements for a building such as in National Building Code of the Philippines (PD 1096), Fire Code of the Philippines (RA 9514), Accessibility Law (BP 344) and other laws that assures safety (3 copies – original, certified true copy and photocopy)</p> <p>14. As the case may require, other relating documents as minimum requirement/s applicable to the type of assistance /objects/items as stated in the project proposal (e.g., Official Receipt/ Certificate of Registration/Warranty of procured equipment /vehicle) - (3 copies – original, certified true copy and photocopy)</p> <p>15. As the case may require, other relating documents as minimum requirement/s applicable to industry classification/ field/funding source/sponsor entity under which the intended coop operations based on the project proposal may fall, issued by competent (3 copies – original, certified true copy and photocopy) authority /office /institution/organization (e.g., Endorsement Letter from LGU Office, SEC/DTI/Barangay Certification) ((3 copies – original, certified true copy and photocopy)</p> <p>16. Other similar objects/documents as may be determined by CDA and COA/ DBM/Senate/HoR/sponsor/funding entity ((3 copies – original, certified true copy and photocopy)</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Prepare notification letter to cooperative requesting to submit needed docs	None	1 hour	CDS II/and or Sr. CDS/Supervising CDS/Division Chief
1.2 No action required from client	1.2 Forward the notification letter to the Administrator, or as the case may found to be sufficient, the Regional Office Director, for signature	None	5 minutes	Document Controller/ Admin Aide/Clerk
2.1 Submits all documentary requirements in compliance to CDA HO/ RO	2.1 Forward to the Division Chief for instructions to concerned staff	None	5 minutes	Document Controller/ Admin Aide/Clerk
2.2 No action required from client	2.1 Forward to concerned staff who will do the evaluation	None	5 minutes	Division Chief / CDS II and or Sr. CDS
3.1 No action required from client	3.1 Evaluate submitted liquidation report	None	1 day	CDS II and/or Sr. CDS
3.2 No action required from client	3.2 Prepare Disbursement Form	None	5 minutes	CDS/and or Sr. CDS/Supervising CDS/ Division Chief
3.3 No action required from client	3.3 Forward Liquidation Report with Disbursement Form to Finance Division to be recorded in the logbook	None	5 minutes	Document Controller/ Admin Aide/Clerk
		None	1 day, 1 hour and 25 minutes	

15. Submission of Agency Accomplishment Report

The Agency Accomplishment report is a quarterly report submitted to the Department of Budget and Management. It is an accountability required to be submitted online in compliance with DBM guidelines on Uniform Reporting System (URS) for government offices used for:

1. Monitoring Agency Performance;
2. Basis in measuring Agency updated Accomplishment;
3. Validation of Agency performance for Performance-Based Bonus; and
4. Such other legitimate purposes it may serve.

Office or Division:	CDA-Planning and Policy Development Division	
Classification:	Complex	
Type of Transaction:	G2G	
Who may avail:	DBM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. NEP Targets 2. Work Plan of Delivery Units (3 original copies) 3. Report of Delivery Units (3 original copies) 4. Consolidated Report by the Head Office of the Agency Physical Accomplishment Report (3 original copies) 5. BAR 1 Form (1 original copy) 		Planning and Policy Development Division/Section, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Record incoming reports and forwards to Planning Officer III	None	10 minutes	Receiving staff
1.2 No action required from client	1.2 Retrieve mailed Reports and maintains files	None	15 minutes	Planning Officer III
2.1 No action required from client	2.1 Consolidation of submitted report of HO /RO as well as checking its completeness and accuracy	None	2 days and 4 hours	Planning Officer III
2.2 No action required from client	2.2 Verify/clarify submitted report with RO/HO concerned, when necessary	None	1 day and 4 hours	Planning Officer III
3.1 No action required from client	3.1 Computation using formula (target vs. Accomplishment)	None	1 day	Planning Officer III
4.1 No action required from client	4.1 Review and initial of the Planning Chief	None	1 hour	Planning Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2 No action required from client	4.2 Review and initial	None	1 hour	GASSD Director
4.3 No action required from client	4.3 Review and Signature	None	1 hour	Administrator
5.1 No action required from client	5.1 Access DBM online URS	None	2 hours	Planning Officer III
5.2 No action required from client	5.2 Encoding of Quarterly Physical Report of Operations	None	2 hours	Planning Officer III
6.1 No action required from client	6.1. Forwarding of approved hard copy to ICTD	None	15 minutes	Planning Admin
6.2 No action required from client	6.2 Posting of Scanned copy in the TS	None	15 minutes	ICTD
TOTAL:		None	5 days, 7 hours and 55 minutes	

16. Technical Assistance Services in the Registration of Credit Surety Fund (CSF) Cooperatives

Objective:

To ensure the systematic, efficient and timely pre-evaluation and processing of applications for registration documents of all proposed CSF Cooperatives prior to their registration.

Coverage/Scope:

This shall cover the step-by-step process of pre-evaluating the applications for registration documents of proposed CSF Cooperatives in all CDA Regional Offices up to the Technical Assistance Division (TAD), Head Office.

Office or Division:	CDA- CSF Technical Assistance Division /Section
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	CSF Cooperatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. Applicant CSF Cooperative Requirements</p> <ol style="list-style-type: none"> 1. COOPERATIVE NAME REGISTRATION NOTICE (CNRN) - 1 original & 3 photocopies 2. Contributors Orientation Seminar (COS) Certificate - 1 original & 3 photocopies 3. Articles of Cooperation and Bylaws - 2 original & 2 photocopies for each and these are downloadable forms from the CDA website www.cda.gov.ph 4. Economic Survey – 2 original & 2 photocopies, this can be downloaded from the CDA website www.cda.gov.ph 5. Surety Bonds of Accountable officers – 1 original & 3 photocopies 6. Sworn Statement of the Treasurer – 4 original copies 7. CSF Memorandum of Agreement (MOA) – 4 certified true copies 8. LGU's Sangguniang Panlalawigan/ Panlungsod Resolution – 4 certified true copies <p>B. Primary Cooperatives/NGOs Minimum Requirements</p> <ol style="list-style-type: none"> 1. Approved General Assembly Resolution – 1 original copy 	<ol style="list-style-type: none"> 1. Technical Assistance Division-Credit Surety Fund Department at the Head Office, and 2. Credit Surety Fund Section/Unit at the Regional Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Latest Audited Financial Statement – 1 certified true copy 3. Certificate of Registration (CoR) with CDA or SEC & BIR – 1 certified true copy 4. List of current Board of Directors, Manager & Credit Officer – 1 certified true copy 5. Accomplished membership form – 1 certified true copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Coordinates with BSP, LGU, CDA & other partners for the conduct of Contributors Orientation Seminar (COS).	1.1 Co-conducts with the BSP the Contributor's Orientation Seminar (COS).	None	4 hours	Senior CDS-Regional Office (RO)
2.1 Visits and coordinates with CSF-RO. Inquires from the CSF- RO the requirements for registration of a proposed CSF Cooperative.	2.1 Discusses the requirements for Registration based on Memorandum Circulars 2018-05 & 2019-05).	None	2 hours & 30 Minutes	Senior CDS & CDS II – Regional Office (RO)
2.2 No action required from client	2.2 Assists client in defining strategies and in setting up schedules of activities to be done in preparing and completing the requirements for registration.	None	1 hour	Senior CDS & CDS II-Regional Office (RO)
3.1 Secures registration forms.	3.1 Assists client secures a Cooperative Name Reservation Notice (CNRN).	None	1 hour	Senior CDS & CDS II – Regional Office (RO)
3.2 No action required from client	3.2 Provides the client with downloadable/editable registration forms and checklist of requirements.	None	30 minutes	Senior CDS & CDS II-Regional Office (RO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.3 No action required from client	3.3 Orients the client in accomplishing the forms and in complying with the requirements.	None	1 hour	Senior CDS & CDS II-Regional Office (RO)
4.1 Conduct Organizational Meeting.	4.1 Attends meeting/s to coordinate with the client on-site.	None	1 hour	Senior CDS & CDS II-Regional Office (RO)
4.2 No action required from client	4.2 Assists in the preparation of ACBL & other documents.	None	2 hours	Senior CDS & CDS II – Regional Office (RO)
4.3 No action required from client	4.3 Makes follow-up visits and/or coordination activities, or renders technical assistance, when requested.	None	1 hour	Senior CDS & CDS II-Regional Office (RO)
5.1 Submits the registration requirements.	5.1 Receives and checks the completeness of documents based on the checklist, records in the logbook and transmits the application for registration documents.	None	1 hour	CDS I – Regional Office (RO)
5.2 No action required from client	5.2 If found incomplete, advises the client to comply with all the requirements.	None	30 minutes	CDS I-Regional Office (RO)
6. No action required from client.	6.1 Reviews and pre-evaluates the documents.	None	2 hours	Senior CDS – Regional Office (RO)
6.2 No action required from client	6.2 Prepares the TASES-RO and endorsement letter to the TAD-CO.	None	1 hour	Senior CDS-Regional Office (RO)
7. No action required from client.	7.1 Reviews/discusses the findings, if necessary, and signs the endorsement letter.	None	1 hour	Regional Director
8.1 No action required from client.	8.1 Transmits the documents to the Technical Assistance Division- Head Office.	None	10 minutes	CDS I – Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9.1 No action required from client.	9.1 Receives and checks the completeness of documents based on the list of requirements.	None	30 minutes	CDS I – Head Office (HO)
9.2 No action required from client.	9.2 Enters into the logbook.	None	15 minutes	CDS I- Head Office
9.3 No action required from client.	9.3 Transmits the documents.	None	15 minutes	CDS I- Head Office
10.1 No action required from client.	10.1 Validates/reviews findings and re-evaluates the documents, when necessary	None	3 hours	Senior CDS – Head Office
11.1 No action required from client.	11.1 Validates, discusses and consolidates the findings and prepares the Endorsement Letter to the Registration Division.	None	2 hours and 30 minutes	Supervising CDS – Head Office
12.1 No action required from client.	12.1 Reviews and discusses the consolidated findings and affixes the initials to the Endorsement letter to the Registration Division.	None	2 hours and 30 minutes	Chief CDS – Head Office
13.1 No action required from client.	13.1 Reviews and discusses the consolidated findings, if necessary, and signs the Endorsement letter.	None	1 hour	CSF Department Director
14.1 No action required from client.	14.1 Transmits the documents to the Registration Division.	None	10 minutes	CDS I – Head Office
TOTAL:		None	4 days and 50 minutes	



HEAD OFFICE and REGIONAL OFFICES Internal Services

17. Acceptance, Inspection and Distribution

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished PR, RFQ, RMR, Voucher, ORS, PO (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1. Receive purchased supplies/materials from the supplier – checking the items versus the PO /Delivery Receipt/Sales Invoice/Official Receipt	None	30 minutes	Supply Officer
2.1 No action required from client	2.1 Prepare the Inspection & Acceptance Report & Inspection Request for COA (IRC).	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2.2 No action required from client	2.2 IAR to be signed by the Supply Officer & shall be forwarded to Inspection Committee together with SI/DR/OR	None	10 min	Supply Officer
2.3 No action required from client	2.3 IRC to be signed by GSS Head & shall be forwarded w/ PR, RFQ, RMR, PO, NOA, SI/DR/OR, IAR	None	10 min	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the DV with required attachments to the Finance Division	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
4. No action required from client	4. Prepare the Requisition and issuance Slip of the respective unit(s)	None	1 hour	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. No action required from client	5. Supply Officer prepares/GSS Personnel sorts and issue the supplies/materials to respective unit(s)	None	2 hours	Supply Officer/GSS Personnel
6. No action required from client	6. GSS Personnel files the PR, RFQ, RMR, NOA, PO, IAR and IRC respectively	None	30 minutes	Supply Officer
TOTAL:		None	4 hour, 40 minutes	

18. Awarding and Voucher Preparation

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished PR, RFQ, RMR, Voucher, ORS, PO (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Receive the approved & signed RMR & BAC & HOPE, prepares Disbursement Voucher, Obligation Request Status Purchase Order and Notice of Award (NOA)	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
1.2 No action required from client	1.2 GSS Personnel forwards the document to the Chief of the requesting Division for initial and signature	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2.1 No action required from client	2.1 Receive the signed DV, ORS and initialed PO. Same documents shall be forwarded to the Office of the Administrator for signature	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3.1 No action required from client	3.1 Receive the signed documents. The signed NOA shall be forwarded to the supplier to conformé the granting of the project. Signed DV, ORS and PO shall be forwarded to the Finance Division for processing	None	10 minutes	GSS Personnel and Supply Officer
4.1 No action required from client	4.1 Receive the processed DV and ORS, forwards the supplier the PO/JO and informing the same on payment details	None	15 minutes	GSS Personnel and Supply Officer
TOTAL:		None	1 hour, 15 minutes	

19. Emergency Repair/Service - Preparation of Request for Pre-Repair - Building Facility

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	WHERE TO SECURE Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Maintenance Personnel submits the duly accomplished Request for Pre-repair Inspection form.	1 Receive accomplished Request for Pre-Repair Inspection form.	None	10 minutes	Admin. Officer VI/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate the request form for approval	None	15 minutes	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the approved request to the Property Custodian/Authorized Inspector for pre-inspection	None	30 minutes	GSS Personnel and Authorized Inspector
4. No action required from client	4. Prepares the Job Order and submit to GSS Head for review. Document shall be returned to GSS Personnel for revision if applicable. Otherwise, it will be endorsed to the Office of the Administrator for approval	None	2 hours	GSS Personnel and Head of GSS
TOTAL:		None	1 hour, 15 minutes	

20. Emergency Repair/Service - Preparation of Request for Pre-Repair – ICT Equipment

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	WHERE TO SECURE Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Request for Pre-repair Inspection form.	1. Receive accomplished Request for Pre-Repair Inspection form.	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate the request form for approval	None	15 minutes	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the approved request to the Authorized Inspector for pre-inspection	None	30 minutes	GSS Personnel and Authorized Inspector
4. No action required from client	4. Prepare the Job Order and submit to GSS Head for review. Document shall be returned to GSS Personnel for revision if applicable. Otherwise, it will be endorsed to the Office of the Administrator for approval	None	2 hours	GSS Personnel and Chief, Admin./ Sup. Admin. Officer
TOTAL:		None	2 hours, 55 minutes	

21. Emergency Repair/Service – Preparation of Request for Pre-Repair – Vehicles

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Request for Pre-repair Inspection form.	1. Receive accomplished Request for Pre-Repair Inspection form.	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate the request form for approval	None	15 minutes	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the approved request to the Authorized Inspector for pre-inspection	None	30 minutes	GSS Personnel and Authorized Inspector
4. No action required from client	4. Prepare the Job Order and submit to GSS Head for review. Document shall be returned to GSS Personnel for revision if applicable. Otherwise, it will be endorsed to the Office of the Administrator for approval	None	2 hours	GSS Personnel and Chief, Admin./ Sup. Admin. Officer
TOTAL:		None	2 hours, 55 minutes	

22. Emergency Repair/Service - Processing of Job Order and payment – ICT Equipment

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	WHERE TO SECURE Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1.1 GSS Personnel concerned receives the signed JO from the OFAD and prepares the DV, ORS and submit those to the Supply Officer, the Head of GSS and the Supervising Administrative Officer for review and initial. Document shall be returned to GSS Personnel	None	30 minutes	GSS Personnel, Supply Officer, Head of GSS, Supervising Admin. Officer
	1.2 GSS Personnel concerned shall forward the initialed DV and ORS to the Chief of Administrative Division for approval. Documents shall be returned to the GSS Personnel for revision if applicable.	None	15 minutes	GSS Personnel and Chief-Admin. Division
2. No action required from client	2.1 Receive the processed documents from Finance Division. Job Order shall be forwarded to the supplier for conformé and inform the same with payment details	None	15 minutes	GSS Personnel and Inspector Committee
3. No action required from client	3.1 Receive the Sales Invoice from the Supplier, prepares Inspection and Acceptance Report and submit it together with the Post-Repair Certificate for Post Inspection to the Inspection Committee	None	15 minutes	GSS Personnel, Supply Officer, Chief, Admin./ Sup. Admin. Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No action required from client	4.1 Prepare the Certificate of Emergency Repair (CER) of Certificate of Emergency Service (CES) and submit to the Supply Officer and Head of GSS for review. Document shall be returned to the GSS personnel for revision, if applicable. Otherwise, it will be endorsed to the GASSD Director	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5. No action required from client	5.1 Receive the approved CER/CES from the GASSD Director and submit the documents to Finance Division for processing.	None	20 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
6. No action required from client	6.1 Files the Request for Pre-Repair, IAR, CER/CES, JO.	None	10	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	2 hours, 45 minutes	

23. Emergency Repair/Service - Processing of Job Order and payment – ICT Equipment – Continued from Pre-Repair Inspection Form

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	WHERE TO SECURE Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Receive the signed documents from the Chief of the Administrative Division and forwards the same to the GASSD Director.	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2.1 No action required from client	2.1 Receive the signed documents from the GASSD Director and forwards the same to the Finance Division for processing	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2.2 No action required from client	2.2 File the Request for Pre-Repair, IAR, CER/CES, JO.	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	1 hour, 15 minutes	

24. Emergency Repair/Service - Processing of Job Order and payment – Vehicle

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 GSS Personnel concerned receives the signed JO from the OFAD and prepares the DV, ORS and submit those to the Supply Officer, the Head of GSS and the Supervising Administrative Officer for review and initial. Document shall be returned to GSS Personnel	None	30 minutes	GSS Personnel, Supply Officer, Head of GSS, Supervising Admin. Officer
1.2 No action required from client	1.2 GSS Personnel concerned shall forward the initialed DV and ORS to the Chief of Administrative Division for approval. Documents shall be returned to the GSS Personnel for revision if applicable. Otherwise, it will be transmitted to the Finance Division for processing.	None	15 minutes	GSS Personnel and Chief-Admin. Division
2. No action required from client	2. Received the processed documents from Finance Division. Job Order shall be forwarded to the supplier for conformé and inform the same with payment details	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3. No action required from client	3. Receive the Sales Invoice from the Supplier, prepares Inspection and Acceptance Report and submit it together with the Post-Repair	None	15 minutes	GSS Personnel and Inspector Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Certificate for Post Inspection to the Inspection Committee			
4. No action required from client	<p>4. Prepare the Certificate of Emergency Repair (CER) of Certificate of Emergency Service (CES) and submit to the Supply Officer and Head of GSS for review. Document shall be returned to the GSS personnel for revision, if applicable.</p> <p>Otherwise, it will be endorsed to the GASSD Director</p>	None	15 minutes	GSS Personnel, Supply Officer, Head of GSS
5. No action required from client	5. Receive the approved CER/CES from the GASSD Director and submit the documents to Finance Division for processing.	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
6. No action required from client	6. Files the Request for Pre-Repair, IAR, CER/CES, JO.	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	2 hours, 45 minutes	

25. Emergency Repair/Services - Processing of Job Order and payment – Building Facility

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Request for Pre-Repair Inspection form, Job Order (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 N/A	<p>1.1 GSS Personnel concerned receives the signed JO from the OFAD and prepares the DV, ORS and submit those to the Supply Officer, the Head of GSS and the Supervising Administrative Officer for review and initial. Document shall be returned to GSS Personnel</p> <p>1.2 GSS Personnel concerned shall forward the initialed DV and ORS to the Chief of Administrative Division for approval. Documents shall be returned to the GSS Personnel for revision if applicable.</p> <p>Otherwise, it will be transmitted to the Finance Division for processing.</p>	None	30 minutes	GSS Personnel, Supply Officer, Head of GSS, Supervising Admin. Officer
2. No action required from client	2. Received the processed documents from Finance Division. Job Order shall be forwarded to the supplier for conformation and inform the same with payment details	None	15 minutes	GSS Personnel and Chief-Admin. Division
2. No action required from client	2. Received the processed documents from Finance Division. Job Order shall be forwarded to the supplier for conformation and inform the same with payment details	None	20 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3. No action required from client	3. Receive the Sales Invoice from the Supplier, prepares Inspection and Acceptance Report and submit it together with the Post-Repair	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Certificate for Post Inspection to the Inspection Committee			
4. No action required from client	<p>4. Prepare the Certificate of Emergency Repair (CER) of Certificate of Emergency Service (CES) and submit to the Supply Officer and Head of GSS for review. Document shall be returned to the GSS personnel for revision, if applicable.</p> <p>Otherwise, it will be endorsed to the GASSD Director</p>	None	15 minutes	GSS Personnel, Supply Officer, Head of GSS
5. No action required from client	5. Receive the approved CER/CES from the GASSD Director and submit the documents to Finance Division for processing.	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
6. No action required from client	6. File the Request for Pre-Repair, IAR, CER/CES, JO.	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	2 hours, 45 minutes	

26. Individual Performance Management – Performance Planning and Commitment

The Strategic Performance Management System (SPMS) is a mechanism that links employee performance with organizational performance to enhance the performance orientation of the compensation system. It ensures that the employee achieves the objectives set by the organization and the organization, on the other hand, achieves the objectives that it has set as its strategic plan.

During Performance Planning and Commitment, success indicators are determined. Success indicators are performance level yardsticks consisting of performance measures and performance targets. These shall serve as bases in the office's and individual employee's preparation of their performance contract and rating form.

Office or Division:	CDA-Human Resource Development Division		
Classification:	Complex		
Type of Transaction:	G2G		
Who may avail:	Any appointed Personnel at CDA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Performance Commitment and Review Form (PCR) (1 original copy)		Administrative Division – Human Resource Development Division – Head Office/ Regional Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Discuss performance standards with his/her supervisor before the new semester begins	1.1 Discuss performance standards with concerned personnel based on established guidelines of the SPMS	None	2 days	Supervisor of Concerned Personnel
1.2 No action required from client	1.2 Guide the concerned personnel in the crafting of his/her performance commitment and review form	None	1 day	Supervisor of Concerned Personnel
2.1 Finalize performance commitment and review form, signs the same and then submits to his/her supervisor	2.1 Review the form and, if in order, signs the same. Otherwise, personnel concerned will make the necessary revisions – part of process restarts He/she submits the signed form to the HR for filing.	None	2 days	Supervisor of Concerned Personnel
2.1 No action required from client	2.2 File the form	None	1 day	Admin. Officer V
TOTAL:		None	6 days	

27. Individual Performance Management – Performance Review and Evaluation

This phase aims to assess both office's and individual employee's performance level based on performance targets and measures. Part of the individual employee's evaluation is the competency assessment vis-à-vis the competency requirements of the job. The assessment shall focus on the strengths, competency-related performance gaps and the opportunities to address these gaps, career paths, and alternatives.

Office or Division:	CDA-Human Resource Development Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Performance Commitment and Review Form (PCR) – with commitment portion signed by the personnel and approved by the Supervisor (1 original copy)	Administrative Division – Human Resource Development Division – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to his/her supervisor performance commitment and review form with commitment portion signed and approved	1.1 Review submitted performance commitment and review form, vis-à-vis performance standards and actual accomplishments	None	3 days	Supervisor of Concerned Personnel
1.2 No action required from client	1.2 Rate the concerned personnel using the performance commitment and review form and forwards to the same personnel	None	1 day	Supervisor of Concerned Personnel
2.1 Personnel discusses rating with supervisor	2.1 Discuss rating with concerned personnel and agrees on the same Supervisor forwards final rating next higher supervisor or director concerned for review and final rating.	None	3 days	Supervisor of Concerned Personnel
2.2 No action required from client	2.2 Review the rating and signs on the form if in order. Otherwise, he/she shall return the same form to the concerned supervisor.	None	3 day	Next higher supervisor/director
2.3 No action required from client	2.3 Receive and record accomplished performance commitment and review form	None	1 day	Admin. Assistant II
TOTAL:		None	11 days	

28. Issuance of Personnel-Related Documents

The HR issues documents requested both by current and former employees of the CDA. The documents include relevant information to the said clients' employment such as but not limited to: title of position, salary grade and other compensations, and period of employment.

Office or Division:	CDA-Human Resource Development Division
Classification:	Simple
Type of Transaction:	G2G and G2C
Who may avail:	1. Appointed personnel at the CDA 2. Individuals who were recorded to have been appointed at the CDA
CHECKLIST OF REQUIREMENTS	
1. Request for Certification (form)(1 original copy) 2. Other documents relevant to the request (1 original copy and 1 photocopy)	WHERE TO SECURE
	Administrative Division – Human Resource Development Division– Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Request for Certification form and submits to the HR concerned attaching all relevant documents.	1.1 Review the request and prepares or drafts the documents required. He/she submits the prepared document and the form to the HRMO	None	2 hours	Admin. Assistant II
1.2 No action required from client	1.2 Review the document and the form as submitted by the requesting individual. He/she shall inform the HRMA any revisions as applicable. Otherwise, he/she will sign the applicable portions in the document and return to the HRMA	None	1 hour	Admin. Officer V
2.2 Receive the document	2.2 Record the requests and files the pertinent documents produced.	None	1 day	Admin. Assistant II
TOTAL:		None	3 hours and 30 minutes	

29. Leave Administration

Leave Administration Services allows personnel at the CDA to utilize their entitled leave privileges. HR staff process the said entitlement timely, and ensures the same is compliant with existing laws covering leave administration for government personnel.

Office or Division:	CDA-Administrative Division – Human Resource Development Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	
CSC Form 6 - Application for Leave Form Employee Leave Ledger (2 original copies)	Administrative Division – Human Resource Development Division – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Accomplish employee details and leave details of the leave form and submits the same to the HR concerned	1.1 Accomplish the portion Certifying the Leave Balance of the personnel HR returns the form to the personnel	None	30 minutes	Admin. Assistant II
2.1 Submit leave form to supervisor for recommendation	2.2 Review request for leave. He/she discusses with personnel if leave cannot be recommended for approval. Otherwise, supervisor signs the recommending portion of the form and submits to approving officer	None	1 day	Supervisor concerned
2.2 No action required from client	2.2 Review request for leave. He/she discusses with personnel and personnel supervisor if leave cannot be recommended. Otherwise, approving officer signs the approval portion and returns the form to the HR for filing	None	1 day	Admin. Officer V
2.3 No action required from client	2.3 Update leave ledger and files the approved leave form. He/she prepares a copy should the personnel request one	None	30 minutes	Admin. Assistant II
TOTAL:		None	2 days and 30 minutes	

30. Outside Purchase - Acceptance, Inspection and Distribution (Above P 50,000.00 but not to exceed P 1,000,000.00)

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All CDA Personnel
CHECKLIST OF REQUIREMENTS	
Duly Accomplished PR, RFQ, RMR, Voucher, ORS, PO (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1. Receive purchased supplies/materials from the supplier – checking the items versus the PO/ Delivery Receipt/Sales Invoice/Official Receipt	None	30 minutes	GSS Personnel/Supply Officer
2. No action required from client	2. Prepare the Inspection and Acceptance Report and Inspection Request for COA. -IAR to be signed by the Supply Officer and shall be forwarded to the Inspection Committee together with SI/DR/OR -IRC to be signed by GSS Head and shall be forwarded with PR, RFQ, RMR, PO, (NOA, if any), SI/DR/OR, IAR	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3. No action required from client	3. Forward the DV with required attachments to the Finance Section	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
4. No action required from client	4. Prepare the Requisition and issuance Slip of the respective unit(s)	None	1 hour	Supply Officer
5. No action required from client	5. Supply Officer prepares/sorts and issue the supplies/materials to respective unit(s)	None	2 hours	Supply Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No action required from client	6. File the PR, RFQ, RMR, NOA, PO, IAR and IRC respectively	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	6 hours and 30 minutes	

31. Outside Purchase - Canvassing and Posting (below P 50,000.00)

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All CDA Personnel
CHECKLIST OF REQUIREMENTS	
Duly Accomplished and Approved Purchase Request Request for Quotation approved by the BAC Chairperson	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1. GSS Personnel concerned receives approved and signed Request for Quotation from BAC Chairperson with relevant attachments and endorses the same to the Supply Officer.	None	15 minutes	GSS Personnel concerned
2. No action required from client	2. Supply Officer facilitates the Request for Quotation of the requested items quotation.	None	7 days	Supply Officer
3. No action required from client	3. GSS Personnel Concerned receive, evaluate, consolidate the submitted quotations from suppliers for preparation of Result of Market Research.	None	2 days	GSS Personnel Concerned
4. No action required from client	4. Supply officer reviews Market Research Results with all pertinent documents submitted by prospective supplier. Document shall be forwarded to the Head of GSS for initial. The same shall be returned to GSS Personnel and Supply Officer for revision, if any. Otherwise, it will be endorsed to BAC for signature	None	1 day	Supply Officer and Chief, Admin./ Sup. Admin. Officer
TOTAL:		None	10 days, 15 minutes	

32. Outside Purchase - Preparation of Request for Quotation for Regular Procurement (Above P 50,000.00 but not to exceed P 1,000,000.00)

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All CDA Personnel
CHECKLIST OF REQUIREMENTS	
Duly Accomplished and Approved Purchase Request (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Purchase Request approved by the Administrator	1.Receive the approved PR and logs/records for PR number and forwards the document to the Supply Officer	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate requests – verify if within the Approved Annual Procurement Plan. -If not, seek the approval of the Administrator, then the requested item be added to “List of Items to be included in the revision of APP” -Once approved, Bids and Awards Committee Resolution shall be prepared. He/she, then, gives further instruction to GSS Personnel concerned.	None	4 hours	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3. No action required from client	3. Consolidate the approved PR. Document shall be returned to GSS Personnel	None	1 hour/PR	Supply Officer
4. No action required from client	4. Monitor price of requested supplies/materials	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5. No action required from client	5. Prepare Request for Quotation and submits to Supply Officer and Head of GSS for review	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No action required from client	6. Review the Request for Quotation. Document shall be returned to GSS Personnel for revision if applicable. Otherwise, it will be forwarded to BAC Chairperson.	None	30 minutes	Supply Officer and Chief, Admin./ Sup. Admin. Officer
TOTAL:		None	6 hours and 30 minutes	

33. Outside Purchase - Preparation of Request for Quotation for Regular Procurement (below P 50,000.00)

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All CDA Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished and Approved Purchase Request (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Purchase Request approved by the Administrator.	1 Receive the approved PR and logs/records for PR number and forwards the document to the Supply Officer	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate requests – verifies if within the Approved Annual Procurement Plan. -If not, seek the approval of the Administrator. then the requested item shall be added to “List of Items to be included in the revision of APP” -Once approved, he/she, then, gives further instruction to GSS Personnel concerned.	None	4 hours for other requests	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3. No action required from client	3. Consolidate the approved PR. Document shall be returned to GSS Personnel	None	1 hour	Supply Officer/GSS Personnel
4. No action required from client	4. Monitor price of requested supplies/materials	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5. No action required from client	5. Prepare Request for Quotation and submits to Supply Officer and Head of GSS for review	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No action required from client	6. Reviews the Request for Quotation. Document shall be returned to GSS Personnel for revision if applicable. Otherwise, it will be forwarded to BAC Chairperson.	None	15 minutes	Supply Officer and Chief, Admin./ Sup. Admin. Officer
TOTAL:		None	6 hours, 30 minutes	

34. Preparation of Request for Pre-Repair – ICT Equipment

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request for Pre-Repair Inspection form (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Request for Pre-repair Inspection form.	1. Receive accomplished Request for Pre-Repair Inspection form.	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. Evaluate the request form for approval	None	15 minutes	Chief, Admin./ Sup. Admin. Officer
3. No action required from client	3. Forward the approved request to the Authorized Inspector for pre-inspection	None	30 minutes	GSS Personnel and Authorized Inspector
4. No action required from client	4. Prepare the Certificate of Emergency Repair (CER)/Certificate of Emergency Service (CES), DV and ORS and submit those to the Supply Officer and Head of GSS for review. Document shall be returned to the GSS personnel for revision, if applicable. Otherwise, it will be endorsed to the Administrative Division Chief.	None	2 hours	GSS Personnel, Supply Officer and Head of GSS
TOTAL:		None	2 hours, 55 minutes	

35. Procurement from Procurement Service (PS)

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	
Duly Accomplished and Approved Purchase Request, Agency Procurement Request, Voucher, Obligation Requisition Status (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished and approved Purchase Request approved.	1.1 Receive the approved PR and logs/records – assigns PR number	None	15 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
1.2 No action required from client	1.2 Evaluate requests – verifies if within the Approved Procurement Plan. If not, include the requested item to the “List of Items to be included in the revision of APP”	None	30 minutes	Supply Officer
1.3 No action required from client	1.3 Consolidate the approved PR. Document shall be returned to GSS Personnel	None	1 day	Supply Officer
1.4 No action required from client	1.4 Monitor price of requested supplies/materials and its’ availability at Procurement Service website	None	1 hour	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
1.5 No action required from client	1.5 Prepare the Agency Procurement Request and forwards it to Supply Officer for signature	None	1 day	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
1.6 No action required from client	1.6 Prepare the Disbursement Voucher and Obligation Request and Status form (ORS)	None	1 hour	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.7 No action required from client	1.7 Supply Officer reviews the APR, DV and ORS. Document shall be returned to GSS Personnel for revision, if any. Otherwise, it will be endorsed to the requesting Unit for Division Chief's signature.	None	30 minutes	Head of GSS
2.1 Submit the approved and signed APR and DV	2.1 Forward the APR and DV to the Finance Division for processing - obligation request	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
3.1 N/A (Finance Division shall return the approved and signed document to GSS)	3.1 Receive the processed documents from Finance Division and forwards to the Office of the Administrator for signature	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
4.1 N/A (Office of the Administrator shall return the approved and signed document to GSS)	4.1 Receive the signed documents from the OFAD and return the same to the Finance Division for processing	None	5 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5.1 N/A (Finance Division shall forward the signed and processed documents to Cash Section for processing of payment thru LDDAP)	5.1 Receive the processed document from Cash Section.	None	5 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5.1 No action required from client	5.2 Payment details shall be forwarded to the Procurement Service with APR for confirmation of the paid supplies/materials and schedule of delivery or pick up of ordered items	None	1 day	Supply Officer/GSS Personnel
TOTAL:		None	4 days and 45 minutes	

36. Procurement from Procurement Service (PS) - Inspection and Issuance of Supplies and Materials

Procurement refers to the acquisition of goods, consulting services and the contracting for infrastructure projects by an entity.

Office or Division:	CDA-Administrative Division – GSS
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any appointed Personnel at CDA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished and Approved Purchase Request (3 original copies)	Administrative Division – GSS, CDA – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1. GSS Personnel concerned prepares Inspection and Acceptance Report form	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
2. No action required from client	2. GSS Personnel concerned shall inform the Inspection Committee to check the purchased supplies/materials	None	20 minutes	GSS Personnel concerned and Inspection Committee
3. No action required from client	3. GSS Personnel Concerned prepares Inspection Request for COA	None	20 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
4. No action required from client	4. GSS Personnel Concerned forwards the IRC to COA	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
5. No action required from client	5. GSS Personnel concerned returns the Voucher with complete attachments to Cash Section	None	10 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
6. No action required from client	6. Supply Officer/GSS personnel prepares Requisition and Issue Slip of the requesting unit(s)	None	1 hour	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. No action required from client	7. Supply Officer/GSS personnel prepares/sorts supplies/materials to the requesting unit(s)	None	2 hours	Supply Officer/GSS Personnel
8. No action required from client	8 Files the APR, IAR, PR, Official Receipt, and RIS respectively	None	30 minutes	Admin. Officer V/ Admin. Officer III/ Admin. Asst. II/ Admin. Aide VI/ Admin. Aide IV
TOTAL:		None	4 hours, 40 minutes	

37. Recruitment, Selection and Placement – Assumption to Duty of Candidate

Candidate's assumption to duty marks the first day of reporting to office. The HR shall ensure that he/she is accommodated through the proper onboarding procedure. Likewise, the HR shall ensure that all appointment documents relevant to the assumption to duty of the candidate are processed, signed and filed accordingly. The candidate shall be known henceforth as an appointed personnel.

Office or Division:	CDA-Human Resource Development Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Director of the unit where the Vacancy Exist
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 No action required from client	1.1 Accommodate newly appointed personnel and orient with office policies as applicable	None	2 hours	Admin. Officer V
1.2 No action required from client	1.2 Secure all appointment documents (certificate of assumption to duty, Oath of Office, etc.)	None	2 hours	Admin. Assistant II
2.1 Orient newly appointed personnel with tasks and guide the same with all information and procedure relevant to duties and responsibilities	2.1 Provide assistance as applicable	None	1 hour	Admin. Aide IV
TOTAL:		None	5 hours	

38. Recruitment, Selection and Placement – conduct of HRMPSB Deliberation

The HRMPSB deliberation is conducted to assist the appointing officer/authority in the judicious and objective selection of candidates for appointment in the CDA in accordance with the approved Merit Selection Plan (MSP) of the Authority.

Office or Division:	CDA-Human Resource Development Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Director of the unit where the Vacancy Exist
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memo from the Administrator to Proceed with the HRMPSB Deliberation for a position published within the last 6 months (1 original copy)	Office of the Administrator – CDA – Head Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive approval from Exec. Dir. To proceed with the HRMPSB deliberation and informs the HR to schedule the same.	1.1 Communicate schedule of HRMPSB Deliberation to members.	None	2 hours	Admin. Asst. II
1.2 No action required from client	1.2 Inform concerned applicants of schedule of deliberation	None	2 days	Admin. Asst. II
1.3 No action required from client	1.3 Conduct deliberation.	None	1 day	HRMPSB
1.4 No action required from client	1.4 Prepare HRMPSB deliberation documents (e.g. minutes) and submits the same to the Director.	None	3 days	Admin. Officer V / Admin. Asst. II
2.1 Prepare endorsement to HO for appointment of applicants based on HRMPSB deliberation, and endorses the same to the HR.	2.1 Transmit the endorsement and results of HRMPSB deliberation to the Exec. Director.	None	1 day	Admin. Aide IV
2.2 No action required from client	2.1 Include the results and endorsement for agenda of next Board Meeting	None	3 days (considering transmittal period from RO)	Admin. Officer V
TOTAL:		None	10 days and 2 hours	

39. Recruitment, Selection and Placement – Notification to Candidate for Appointment

Timely notification to candidates for appointment ensures that said candidates immediately comply with documentary requirements. This will also give ample time for the HRMO to review the submitted preemployment requirements and address any concerns that may arise therein.

Office or Division:	CDA-Human Resource Development Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Director of the unit where the Vacancy Exist
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Approved Board Resolution instructing to appoint (1 original copy)	Office of the Administrator – CDA – Head Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive Board Resolution approving the hiring of candidate and endorses the same to the HR concerned	1.1 Notify applicant of favorable outcome of application	None	2 hours	Admin. Officer V And Admin. Assistant II
1.2 No client required from client	1.2 Prepare draft of all applicable appointment documents and transmit the same to the Director for comments/feedback.	None	2 hours	Admin Aide IV
TOTAL:		None	4 hours	

40. Recruitment, Selection and Placement - Processing of Personnel Requisition Form

The Processing of Personnel Requisition Form (PRF) allows appropriate review, documentation, endorsement and all other relevant actions for all requests to fill up vacant permanent positions at the CDA. By using the PRF, all details relevant to the position to be filled up like complete title, monthly salary and minimum qualifications are also outlined. This will serve as the basis for preceding steps of recruitment, selection and placement.

Office or Division:	CDA-Human Resource Development Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Director of the unit where the Vacancy Exist
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Personnel Requisition Form (1 original copy) 2. Cover Memo for Transmittal addressed to the Administrator (1 original copy)	Administrative Division – Human Resource Development Division – Head Office/ Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Inform HR of the need to fill up the vacant position	1.1 Review plantilla and confirms vacancy	None	15 minutes	Admin. Officer V And Admin. Assistant II
1.2 No action required from client	1.2 Accomplish PRF with the following: - Position Title - Item No. - SG and Level - Department/Division - Place of Work - Qualification Standard HR signs the verification portion and endorses the form to Finance	None	2 hours	Admin. Officer V And Admin. Assistant II
1.3 No action required from client	1.3 Confirm availability of fund. Finance staff signs the verification portion and transmits the form to the HR.	None	2 hours	Chief, Finance Div./Admin. Officer V
1.4 No action required from client	1.4 Submit accomplished form to Director concerned and advises to prepare cover memo for transmittal	None	15 minutes	Admin. Officer V And Admin. Assistant II
2.1 Sign the endorsement portion of the PRF and the	2.1 Transmit the PRF with the cover Memo and takes note of the date it was sent.	None	1 hour	Admin. Officer V And Admin. Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
cover memo for the transmittal. He/she endorses the PRF and the memo to the HR concerned				
TOTAL:		None	5 hours and 30 minutes	

41. Recruitment, Selection and Placement – Publication and Preliminary Evaluation of Applicants

1. Publication of vacant positions at the CDA ensures the Authority's compliance to applicable Civil Service Commission rules on Publication. Publication also ensures that all interested and qualified applicants are given the opportunity to review the position details and the documentary requirements, and to submit their application.
2. The Preliminary Evaluation of applicants is conducted to ensure only those who are able to meet the minimum qualifications are able to proceed with the next step of hiring process.

Office or Division:	CDA-Human Resource Development Division		
Classification:	Highly Technical		
Type of Transaction:	G2G		
Who may avail:	Director of the unit where the Vacancy Exist		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approved Personnel Requisition Form (1 original copy) 2. List of qualified applicants for interview (2 photocopies)		Office of the Administrator – CDA – Head Office Administrative Division – Human Resource Development Division – Head Office/ Regional Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive the approved the Personnel Requisition Form and endorses the same to the HR.	1.1 Draft publication material.	None	1 day	Admin. Assistant II
1.2 No action required from client	1.2 Transmit publication documents to the CSC and posts the same in all applicable channels.	None	10 days	Admin. Officer V
1.3 No action required from client	1.3 Process all applicants received and conducts preliminary shortlisting based on applicant credentials vis-a-vi minimum qualifications.	None	3 days	Admin. Officer V And Admin. Assistant II
1.4 No action required from client	1.4 Administer applicable examinations and transmits results to concerned director.	None	3 days	Admin. Officer V And Admin. Assistant II
2.1 Receive list of qualified applicants for interview and memo request to Exec. Director for HRMPSB Deliberation.	2.1 Transmit memo to HO Exec. Director and takes note of the date.	None	1 day	Admin. Officer V And Admin. Assistant II
TOTAL:		None	18 days	



HEAD OFFICE External Services

42. Issuance of Certificate of Compliance of a CSF Cooperative - Original Issuance of Certificate of Compliance (for newly registered CSF Cooperatives)

The Certificate of Compliance (COC) refers to the document issued to all cooperatives after compliance with the rules of the Authority. A COC shall be issued to a CSF Cooperative once a year and can be used for any of the following purposes:

1. To affirm the CSF Cooperative's compliance with the Cooperative Annual Progress Report and its attachments as prescribed by RA 9520, its Revised IRR, RA 10744, and its IRR.
2. To secure a Certificate of Tax Exemption (CTE) and other incentives and privileges set forth in the CDA-BIR Joint Rules and Regulation Implementing Articles 60 and 61 of RA 9520 in relation to RA 8424 (National Internal Revenue Code);
3. To avail of local tax exemption privileges and secure permits and licenses prescribed under the provisions of the RA7160 (Local Government Code of 1991); and
4. Such other legitimate purposes it may serve.

Office or Division:	CDA-CSF Department-Inspection and Examination Division (IED)		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	CSF Cooperative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Copy of CDA Certificate of Registration (COR)		Registration Division, CDA – Head Office	
2. Certification Fee of One Hundred Pesos (Php100.00)		To be provided by Client	
3. Upon request for a certified true copy of the Certificate of Compliance (COC), there is a fee of Php 10 per copy.		Inspection and Examination Division, CDA – Head Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secures a copy of the COC	1.1 Requests a copy of the COR from the Registration Division. Upon receipt of a copy of COR, records the information in the logbook.	None	15 minutes	CDS I – IED
1.2 No action required from client.	1.2 Prints original and duplicate copy of COC	None	15 minutes	CDS I
1.3 No action required from client.	1.3 Reviews printed COC and affixes initials on the duplicate copy of the COC	None	15 minutes	Chief of Division
1.4 No action required from client.	1.4 Reviews printed COC and affixes initials on the duplicate copy of the COC	None	15 minutes	Director
1.5 No action required from client.	1.5 Reviews printed COC and affixes initials on the duplicate copy of the COC	None	1 hour	Administrator
1.6 No action required from client.	1.6 Approves and signs the COC	None	1 hour	Chairperson

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.7 No action required from client.	1.7 Notifies the client, prepares and forwards the SOA to the Accounting Division for the issuance of Order of Payment	None	30 minutes	CDS I – IED
2.1 Pays certification fee	2.1 Receives payment from client and issues the Official Receipt to Client	Certification Fee Php 100	15 minutes	Cashier
3.1 Submits a copy of the Official Receipt to IED	3.1 Issues COC to client or forwards the COC to the Records Section for mailing and writes the OR No. at the back of the duplicate copy of the COC	None	15 minutes	CDS I
3.2. Upon request for a certified true copy of the Certificate of Compliance (COC), Client pays a fee of Php 10 per copy.	3.2 Photocopies the COC	Php 10 per copy	10 minutes	CDS I
3.3. No action required from client	3.3 Stamps the photocopy as certified true copy	None	5 minutes	CDS I
3.4 No action required from client	3.4 Signs the certified true copy of the COC	None	10 minutes	Chief of Division
3.5 No action required from client	3.5 Issues the certified true copy of the COC to the Client	None	5 minutes	CDS I
TOTAL:		Certification Fee Php 100 Fee for Certified True Copy of COC Php 10 per copy	4 hours and 30 minutes	

43. Issuance of Certificate of Compliance of a CSF Cooperative - Renewal of Certificate of Compliance (COC)

The Certificate of Compliance (COC) refers to the document issued to all cooperatives after compliance with the rules of the Authority. A COC shall be issued to a CSF Cooperative once a year and can be used for any of the following purposes:

1. To affirm the CSF Cooperative's compliance with the Cooperative Annual Progress Report and its attachments as prescribed by RA 9520, its Revised IRR, RA 10744, and its IRR.
2. To secure a Certificate of Tax Exemption (CTE) and other incentives and privileges set forth in the CDA-BIR Joint Rules and Regulation Implementing Articles 60 and 61 of RA 9520 in relation to RA 8424 (National Internal Revenue Code);
3. To avail of local tax exemption privileges and secure permits and licenses prescribed under the provisions of the RA7160 (Local Government Code of 1991); and
4. Such other legitimate purposes it may serve.

Office or Division:	CDA-CSF Department-Inspection and Examination Division (IED)
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	CSF Cooperative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>CSF Cooperatives with less than one year of business operations from the date of registration shall be required to submit only the following:</p> <ol style="list-style-type: none"> a. Three (3) original copies of the electronically encoded Cooperative Annual Progress Report (CAPR) for CSF Cooperatives; and b. Three (3) original copies of the Financial Status Reports signed by the Audit Committee and Chairperson of the cooperative: <ol style="list-style-type: none"> i. Statement of Financial Condition (Annex A) ii. Statement of Operations (Annex B) c. Certification Fee of Php100.00 d. Upon request for a certified true copy of the Certificate of Compliance (COC), there is a fee of Php 10 per copy. <p>In case of discrepancies of entries between the CAPR and Financial Status Reports, the one (1) original and two (2) photocopies of the following documents will be required:</p> <ol style="list-style-type: none"> a. Bank statements b. Investment schedule c. Surety agreement 	<ol style="list-style-type: none"> a. CAPR Form for CSF Cooperatives can be downloaded from the CDA Website. b. To be prepared by Client c. To be prepared by Client d. To be prepared by Client <p>To be prepared by Client</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>CSF Cooperatives with more than one year of business operations from the date of registration shall be required to submit the following:</p> <p>a. Three (3) original copies of the electronically encoded Cooperative Annual Progress Report (CAPR) with the following attachments:</p> <ul style="list-style-type: none"> • Social Audit Report; • Governance and Management Audit Report (GMAR), including copies of the semi-annual Report on mediation and conciliation as received by the Authority; • Financial Statements audited by a CDA-accredited External Auditor; • List of Officers and Mandatory Trainings Undertaken / Completed; and <p>b. Certification fee of Php 100.00</p> <p>c. Upon request for a certified true copy of the Certificate of Compliance (COC), there is a fee of Php 10 per copy.</p> <p>In case of discrepancies of entries between the CAPR and AFS, the one (1) original and two (2) photocopies of the following documents will be required:</p> <ul style="list-style-type: none"> a. Bank statements b. Investment schedule c. Surety agreement 	<p>a. CAPR Form for CSF Cooperatives can be downloaded from the CDA Website.</p> <ul style="list-style-type: none"> • Social Audit Report Form for CSF Cooperatives can be downloaded from the CDA website. • GMAR Form for CSF Cooperatives can be downloaded from the CDA website. • To be prepared by Client • List of Officers and Mandatory Trainings Undertaken / Completed Form can be downloaded from the CDA website. <p>b. To be prepared by Client</p> <p>c. To be prepared by Client</p> <p>To be prepared by Client</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits all required documents to the IED	1.1 Checks the completeness of the documents per checklist and issues acknowledgement receipt	None	20 minutes	CDS I – IED
1.2 No action required from client	1.2 Records the submitted documents in the logbook	None	10 minutes	CDS I – IED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3 No action required from client	1.3 Evaluates the submitted documents	None	8 hours	Senior CDS – IED
1.4 No action required from client	1.4 Reviews/discusses evaluation and recommends the issuance of COC	None	8 hours	Supervising CDS
1.5 No action required from client	1.5 Reviews and validates recommendation	None	8 hours	Chief – IED
1.6 No action required from client	1.6 Conducts final review of the recommendation/evaluation	None	8 hours	Department Director
1.7 No action required from client	1.7 Prints original and duplicate copy of COC	None	15 minutes	CDS I
1.8 No action required from client	1.8 Reviews printed COC and affixes initials on the duplicate copy of the COC	None	15 minutes	Chief – IED
1.9 No action required from client	1.9 Reviews printed COC and affixes initial on the duplicate copy of COC	None	15 minutes	Department Director
1.10 No action required from client	1.10 Reviews printed COC and affixes initial on the duplicate copy of the COC	None	1 hour	Administrator
1.11 No action required from client	1.11 Approves and signs the COC	None	1 hour	Chairperson
1.12 No action required from client	1.12 Notifies the client, and prepares and forwards the SOA to the Accounting Division for the issuance of Order of Payment	None	30 minutes	CDS I - IED
2.1 Pay certification fee	2.1 Receives payment from client and issues the Official Receipt to Client	Certification Fee Php 100	15 minutes	Cashier
3.1 Submit a copy of the Official Receipt to IED	3.1 Issues COC to client or forwards the COC to the Records Section for mailing and writes the OR No. at the back of the duplicate copy of the COC	None	15 minutes	CDS I
3.2. Upon request for a certified true copy	3.2 Photocopies the COC	Php 10 per copy	10 minutes	CDS I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of the Certificate of Compliance (COC), Client pays a fee of Php 10 per copy.				
3.3 No action required from client	3.3. Stamps the photocopy as certified true copy	None	5 minutes	CDS I
3.4 No action required from client	3.4 Signs the certified true copy of the COC	None	10 minutes	Chief of Division
3.5 No action required from client	3.5 Issues the certified true copy of the COC to the Client	None	5 minutes	CDS I
TOTAL:		Certification Fee Php 100 Fee for Certified True Copy of COC Php 10 per copy	4 Days, 4 hours and 45 minutes	

44. Provision of Cooperative Statistics and Other Cooperative Information

The Agency cooperative statistics are processed cooperative data generated from various Information Systems developed and maintained by CDA which includes: Cooperative Registration Information System (COOPRIS), Cooperative Annual Progress Report Information System and, Cooperative Audited Financial Statement Information System.

It is used for:

1. Research;
2. Basis for reporting;
3. Management tool for development and regulatory policy and decision making; and
4. Such other legitimate purposes it may serve.

Office or Division:	CDA-Planning and Policy Development Division
Classification:	Highly Technical
Type of Transaction:	G2G, G2C, G2B
Who may avail:	Public, Stakeholder
CHECKLIST OF REQUIREMENTS	
1. Data Request Form/Letter (1 original copy, 1 receiving copy)	Planning and Policy Development Division/Section, CDA – Head Office
2. Approved Request (1 original copy, 1 receiving copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit data request form/letter to CDA	1.1 Receiving of Data Request Form CDA-PD-FR-003/Letter	None	15 minutes	Receiving Staff
1.2 No action required from client	1.2 Records should forward the request to OFAD	None	15 minutes	Records staff
1.3 No action required from client	1.3 Reviews and approves the request	None	15 minutes	Administrator
2.1 No action required from client	2.1 Forwards the approved request to the Statistician	None	30 minutes	OFAD staff
3.1 No action required from client	3.1 Processes the request using the Agency Information Systems	None	12 days	Statistician
3.2 No action required from client	3.2 Generates requested information from existing systems	None	3 days	Statistician
4.1 No action required from client	4.1 Release statistics/information to requesting party; or	None	5 minutes	Releasing staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2 No action required from client	4.2 Emails statistics/ information to requesting party	None	10 minutes	Statistician
TOTAL:			15 Days, 1 Hour & 30 Minutes (from 18 days)	

45. Review of legislative proposals or bills for comments and opinion

Study and review of legislative proposals, including preparation of position papers.

Office or Division:	CDA-Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Congress and its Committees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request for review of the legislative bill together with a copy of the proposed bill 1 original copy (or 1 e-copy sent through an official email)	Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward routing slip / request for review of the legislative bill together with a copy of the proposed bill.	1. Accept Documents	None	30 minutes	Administrative Aide
2. No action required from client	2. Review of the request and assignment of the task to Attorney IV	None	1 day	Chief, Legal Division
3. No action required from client	3. Conduct legal research and draft position paper	None	16 days	Attorney III
4. No action required from client	4. Review position paper	None	1 day	Chief, Legal Division / Deputy Administrator for Legal Affairs Service
5. No action required from client	5. Approve position paper	None	1 day	Chairman / Administrator
6. No action required from client	6. Release position paper	None	30 minutes	Administrative Aide
TOTAL:		None	19 days and 1 hour	

46. Review of Memorandum of Agreements, Memorandum of Understanding or any other contract in which the Authority is a party

Studies, evaluates and reviews Memorandum of Agreements, Memorandum of Understanding or any other contract in which the Authority is a party and recommend appropriate action towards the ratification of the contract.

Office or Division:	CDA-Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G, G2B, G2C
Who may avail:	Department or Division of the Authority
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy (or 1 e-copy sent through an official email) 1. Routing Slip/ Memorandum for Department or Division of the Authority and request form for the Suppliers, Contractors, Duly Registered Cooperative 2. Copy of the Contract for review 3. Pertinent Documents	Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward routing slip / memorandum / request form together with the copy of the Contract	1.1 Accept Documents	None	30 minutes	Administrative Aide
2. No action required from client	2. Review of the request and assignment of the task to Attorney IV	None	1 day	Chief, Legal Division
3. No action required from client	3. Conduct legal research and drafting of recommendation	None	16 days	Attorney III
4. No action required from client	4. Review recommendation	None	1 day	Chief, Legal Division / Deputy Administrator for Legal Affairs Service
5. No action required from client	5. Approve recommendation	None	1 day	Administrator
6. No action required from client	6. Release recommendation	None	30 minutes	Administrative Aide
TOTAL:		None	19 days and 1 hour	

47. Written Legal Opinion / Advice for External Clients

Rendition of legal opinion / advice sought by external clients on matters/issues relative to the Cooperative and the members of the cooperative.

Office or Division:	CDA-Legal Division
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Duly Registered Cooperatives or their Members
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form 2. Pertinent documents such as proof of Claims and proof of membership	Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form and submit pertinent documents	1. Accept Documents	None	30 minutes	Administrative Aide
2. No action required from client	2. Review of the request for legal opinion and assignment of the task to Attorney IV	None	1 day	Chief, Legal Division
3. No action required from client	3. Conduct legal research and Draft Legal opinion	None	16 days	Attorney III
4. No action required from client	4. Review drafted Legal opinion	None	1 day	Chief, Legal Division / Deputy Administrator for Legal Affairs Service
5. No action required from client	5. Approval of the drafted Legal opinion	None	1 day	Administrator
6. No action required from client	6. Release of the approved Legal opinion	None	30 minutes	Administrative Aide
TOTAL:		None	19 days and 1 hour	



HEAD OFFICE Internal Services

48. Conduct of ICT Preventive Maintenance for Identified Hardware Parts that Need to be Replaced and/or Software Licenses Procured through GSS

Preventive maintenance is the systematic maintenance and servicing of ICT machinery and equipment to provide its operational longevity.

Office or Division:	CDA-Information and Communications Technology Division (ICTD)
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Any Personnel in the Authority
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 Original Copy and 1 Photocopy)	Information and Communications Technology Division (ICTD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017	1.1 Check the condition of the ICT machinery and equipment	None	20 days	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2. Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis-customers-feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	20 days and 10 minutes	

49. Conduct of ICT Preventive Maintenance for Identified Software Issue

Preventive maintenance is the systematic maintenance and servicing of ICT machinery and equipment to provide its operational longevity.

Office or Division:	CDA-Information and Communications Technology Division (ICTD)		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	Any Personnel in the Authority		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 Original Copy and 1 Photocopy)		Information and Communications Technology Division (ICTD)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017	1.1 Check the condition of the ICT machinery and equipment	None	2 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2. Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis-customers-feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	2 hours and 2 minutes	

50. Conduct of ICT Preventive Maintenance for Slight Hardware Issue

Preventive maintenance is the systematic maintenance and servicing of ICT machinery and equipment to provide its operational longevity.

Office or Division:	CDA- Information and Communications Technology Division (ICTD)		
Classification:	Highly Technical		
Type of Transaction:	G2G		
Who may avail:	Any Personnel in the Authority		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 Original Copy and 1 Photocopy)		Information and Communications Technology Division (ICTD)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017	1.1 Check the condition of the ICT machinery and equipment	None	5 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2. Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis-customers-feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	5 hours and 10 minutes	

51. Conduct of ICT Website Maintenance – Posting of Long Unformatted Articles

Description: This procedure ensures that all information uploaded to CDA websites are updated and informative. This will also ensure that CDA website are securely accessible 24/7.

Office or Division:	CDA-Information and Communications Technology Division (ICTD)		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	Any Personnel in the Authority		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 original copy)		Information and Communications Technology Division (ICTD)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 and submit to MIS with OFAD Approved clearance for posting the articles	1.1 Post articles	None	4 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	4 hours	

52. Conduct of ICT Website Maintenance – Posting of Short Articles

Description: This procedure ensures that all information uploaded to CDA websites are updated and informative. This will also ensure that CDA website are securely accessible 24/7.

Office or Division:	CDA-Information and Communications Technology Division (ICTD)		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	Any Personnel in the Authority		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 (1 original copy)		Information and Communications Technology Division (ICTD)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out coded Technical Support Assistance Request (TSAR) Form-CDA-MIS-FR-011 Rev. No. 0, Aug. 7, 2017 and submit to MIS with OFAD Approved clearance for posting the articles	1.1 Post articles	None	30 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	30 minutes	

53. E-File/Virtual Files Backup and Restoration with Identified Issues

This procedure is to provide assistance in the archiving, retrieving and restoring of virtual files or the e-files backup which is part of the Disaster Recovery Plan (DRP).

Office or Division:	CDA-Information and Communications Technology Division (ICTD)
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any Personnel in the Authority
CHECKLIST OF REQUIREMENTS	
eFiles Recovery Request form (CDA-MIS-FR-007, Rev. No. 1 August 7, 2017 (1 original copy))	Information and Communications Technology Division (ICTD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out the coded eFiles Recovery Request form (CDA-MIS-FR-007, Rev. No. 1 August 7, 2017)	1.1 Check the condition of the ICT Machinery and equipment where data files/e-files is to be restored	None	1 day	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
1.2 No action required from client	1.2 Search and locate e-files for restoration	None	2 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
1.3 No action required from client	1.3 Restore e-files	None	30 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2. Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis -customers -feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	1 day, 2 hours and 30 minutes	

54. E-File/Virtual Files Backup and Restoration with no Identified Issues

This procedure is to provide assistance in the archiving, retrieving and restoring of virtual files or the e-files backup which is part of the Disaster Recovery Plan (DRP).

Office or Division:	CDA-Information and Communications Technology Division (ICTD)
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Any Personnel in the Authority
CHECKLIST OF REQUIREMENTS	
eFiles Recovery Request form (CDA-MIS-FR-007, Rev. No. 1 August 7, 2017 (1 original copy)	Information and Communications Technology Division (ICTD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out the coded eFiles Recovery Request form (CDA-MIS-FR-007, Rev. No. 1 August 7, 2017	1.1 Check the condition of the ICT Machinery and equipment where data files/e-files is to be restored	None	20 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
1.2 No action required from client	1.2 Search and locate e-files for restoration	None	2 hours	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
1.3 No action required from client	1.3 Restore e-files	None	30 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
2.1 Fill-out the Coded Customer's Feedback Form - CDA-MIS-FR-008-mis-customers-feedback-form	2.1 File/Record the feedback form	None	10 minutes	Info. Systems Analyst II/ Computer Programmer II / Admin. Assistant V / Administrative Aide V
TOTAL:		None	3 hours	

55. Written Legal Opinion / Advice for Internal Clients

Rendition of legal opinion / advice sought by the different Department and/ or Division of the Authority in the formulation, promulgation, interpretation and implementation of policies, rules and regulations governing the internal operations and activities of the Authority including matters/issues arising from or relating to the discharge of their respective regulatory/supervisory functions.

Office or Division:	CDA-Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Department or Division of the Authority
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Routing Slip / Memorandum 1 original copy (or 1 e-copy sent through an official email) 2. Pertinent Documents 1 original copy (or 1 e-copy sent through an official email)	Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward routing slip or memorandum together with the pertinent documents	1. Accept Documents	None	30 minutes	Administrative Aide
2. No action required from client	2. Review of the request for legal opinion and assignment of the task to Attorney IV	None	1 day	Chief, Legal Division
3. No action required from client	3. Conduct legal research and Draft Legal opinion	None	16 days	Attorney III
4. No action required from client	4. Review drafted Legal opinion	None	1 day	Chief, Legal Division
5. No action required from client	5. Approve drafted Legal opinion	None	1 day	Director for Registration, Supervision and Examination Service
6. No action required from client	6. Release approved Legal opinion	None	30 minutes	Administrative Aide
TOTAL:		None	19 days and 1 hour	



REGIONAL OFFICES

External Services

56. Conduct of Pre-Registration Seminar (PRS)

The Pre-Registration Seminar is conducted to prospective members of would-be primary cooperatives as a requirement to registration of cooperatives and as prescribed by the Philippine Cooperative Code of 2008.

Office or Division:	CDA Regional Office
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	Prospective Cooperatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Not applicable	Not Applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend scheduled PRS	1.1 Conduct PRS	None	1 day	Authorized staff
2. No action required from client	2.1 Submit the list of participants to the Regional Office	None	30 minutes	Authorized staff
3. No action required from client	3.1 Print Certificate of Completion and Certificate of Attendance to PRS	None	1 hour and 30 minutes	CDS II, CRITS
4. No action required from client	4.1 Sign the Certificates	None	30 minutes	SR. CDS, CRITS; RO Director
5. No action required from client	5.1 Inform client of availability of Certificates	None	10 minutes	CDS II, CRITS
6. Receives Certificate of Attendance	6.1 Log/Record receipt of Certificate by client	None	10 minutes	CDS II, CRITS
7. Attend scheduled PRS	7.1 Conducts PRS	None	1 day	Authorized staff
TOTAL:		None	2 days, 2 hours and 50 minutes	

57. Processing of Request for the Conduct of Pre-Registration Seminar (PRS)

The Pre-Registration Seminar is conducted to prospective members of would-be primary cooperatives as a requirement to registration of cooperatives and as prescribed by the Philippine Cooperative Code of 2008.

Office or Division:	CDA Regional Office
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	Prospective Client
CHECKLIST OF REQUIREMENTS	
Letter of Request two (2) certified true copies	Client
WHERE TO SECURE	

I. FOR PRS WITH LETTER REQUEST

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the CDA Regional /Field Office	1.1 Receive the letter request of PRS and forwards to the Regional Office Director	None	10 minutes	Receiving Clerk; CDS II (Field Office)
2. No action required from client	2.1 Approve request, and authorize the staff to conduct PRS through a Special Order	None	10 minutes	Regional Office Director
3. No action required from client	3.1 Informs the authorized staff	None	5 minutes	SR. CDS, CRITS
4. No action required from client	4.1 Coordinates schedule with Client	None	1 hour	Authorized staff
TOTAL:		None	1 hour and 25 minutes	

II. FOR SCHEDULED PRS at the Regional or Field Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No action required from client	1.1 Issue notice to the public of the Schedule of PRS in the CDA field Office and Regional Office	None	15 minutes	CDS II, CRITS
2. Inform the CDA of his/her interest to attend PRS	2.1 List down the names of the participants who confirm participation ³	None	10 minutes	CDS II, CRITS

³ Participants who could not be accommodated in the scheduled PRS will be included in the next scheduled PRS.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Inform the client of his/her inclusion in the scheduled PRS	None	1 hour	CDS II, CRITS
3. No action required from the client	3.1 Identify/approve authorized personnel/team to conduct PRS through special order	None	1 hour	Director
TOTAL:		None	2 hour and 25 minutes	

Participants who could not be accommodated in the scheduled PRS will be included in the next scheduled PRS.

FEEDBACK AND COMPLAINTS MECHANISM

How to Send Feedback	<p>Accomplish the Client Satisfaction Survey form available at the Officer of the Day Public Assistance and Complaint Desk. Drop the accomplished form at the designated drop box in the same area.</p> <p>Contact info: (02) 8725-3764 or helpdesk@cda.gov.ph</p>
How feedback is processed	<p>Every Friday, the Officer of the Day collates all accomplished surveys in the drop box, and organizes email complaints/feedback sent to the helpdesk email. He/she then forwards the consolidated details to the Planning and Policy Development Division for coordination with the service units concerned based on the nature of the complaint. Acknowledgement of the feedback is sent within 2-3 working days, and appropriate action is taken by the authority henceforth.</p> <p>For inquiries and follow-ups, clients may contact (02) 8725-3764</p>
How to file a complaint	<p>Complaint can be filed through the following:</p> <ul style="list-style-type: none"> - Using the Client Satisfaction Survey Form - Writing a formal letter addressed to the Chairperson of the CDA - Calling the Officer of Day Public Assistance and Complaint Desk hotline - Sending an email to the helpdesk@cda.gov.ph <p>The following information must be provided relevant to the complaint:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence - Name of complainant - Date of transaction <p>For inquiries and follow-ups, clients may contact (02) 8725-3764</p>
How complaints are being processed	<p>Upon receipt of the complaint, the CDA personnel receiving the complaint will immediately coordinate with the Planning and Policy Development Division and the Administrative Division who will take appropriate action on the complaint. Acknowledgement shall be sent by the service unit concerned within 2-3 working days of receipt of the said complaint.</p> <p>For inquiries and follow-ups, clients may contact (02) 8725-3764</p>
Contact information of CCB, PCC, ARTA	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> - 8888 – Presidential Complaints Center - 0908-8816565 - CSC Contact Center ng Bayan - 478-5093 - Anti-Red Tape Authority

LIST OF OFFICES

Head Office

Address: 827 Aurora Blvd., Service Road, Brgy. Immaculate Conception
Cubao, 1111 Quezon City, Philippines

Unit	Email Address	Tel. No.
Office of the Chairman	chairman@cda.gov.ph	(02) 8721-5325/(02) 8721-5324
Office of the Administrator	ofad@cda.gov.ph	(02) 8725-6450/(02) 8721-5323
Registration, Supervision and Examination Service	lrrd@cda.gov.ph	(02) 8725-8536
Registration Division	registration@cda.gov.ph	(02) 8725-5510
Legal Division	legal@cda.gov.ph	(02) 8725-8536
Supervision and Examination Division	regulation@cda.gov.ph	(02) 8725-8536
Institutional Development Department (IDD)	idd@cda.gov.ph	(02) 8725-2107
Cooperative Research Information and Training Division (CRITD)	critd@cda.gov.ph	(02) 8725-6604
Cooperative Project and Development Assistance Division (CPDAD)	cpdad@cda.gov.ph	(02) 8727-6735
Credit Surety Fund (CSF) Department	csf@cda.gov.ph	
Inspection and Examination Division	csf@cda.gov.ph	
Technical Assistance Division	csf@cda.gov.ph	
Planning and Policy Development Division	planning@cda.gov.ph	(02) 8726-2814
Finance Division	finance@cda.gov.ph	(02) 8721-5328
Administrative Division	records@cda.gov.ph	(02) 8721-5327
Officer of the Day	helpdesk@cda.gov.ph	(02) 8725-3764

Regional Offices

Unit	Address
CDA CAR OFFICE	3/F EDNCP BLDG., 358 MAGSAYSAY AVENUE, 2600 BAGUIO CITY
CDA REGION XIII OFFICE	3/F BALEBRIA BLDG., PILI DRIVE 8600 BUTUAN CITY
CDA NCR OFFICE	LOWER GROUND FLOOR, EDSA GRAND RESIDENCES, 75 CORREGIDOR ST., CORNER EDSA, BAGO BANTAY, BARANGAY MAGSAYSAY, QUEZON CITY 1105
CDA REGION I OFFICE	3/F SIAPNO BLDG., PEREZ BLVD., 2400 DAGUPAN CITY
CDA REGION II OFFICE	NO. 7 DALAN NA PAGAYAYA CORNER, PUVVURULUN, REGIONAL GOVERNMENT CENTER, CARIG SUR, 3005 TUGUEGARAO CITY, CAGAYAN
CDA REGION III OFFICE	MALIKHAIN ST. COR MAHUSAY ST., DIOSDADO, MACAPAGAL GOVERNMENT CENTER, BARANGAY MAIMPIS, CITY OF SAN FERNANDO, 2000 PAMPANGA
CDA REGION IV-A OFFICE	2/F HECTAN PENTHOUSE BLDG., BRGY. HALANG, CALAMBA CITY, LAGUNA
CDA REGION IV-B OFFICE	2/F FLOOR SANTES BLDG., NATIONAL HIGHWAY, BRGY. BAYANIHAN I, CALAPAN CITY, ORIENTAL MINDORO
CDA REGION V OFFICE	CIVIC CENTER COMPUND, DAYANGDANG, NAGA CITY (MARIA CRISTINA ST., CORNER MAYON AVE. EXTENSION, NAGA CITY
CDA REGION VI OFFICE	92 VALENCIA STREET, 5003 LEGANES, ILOILO
CDA REGION VII OFFICE	M. VELEZ STREET, CEBU CITY
CDA REGION VIII OFFICE	NEW BUS TERMINAL COMPOUND, BRGY. 91, ABUCAY, 6500 TACLOBAN CITY
CDA REGION IX OFFICE	2/F, BANCE BLDG., URRO ST., SAN JOSE DISTRICT, 7016 PAGADIAN CITY
CDA REGION X OFFICE	MACAPAGAL DRIVE-CROSSING CANITOAN, ZONE 2, BARANGAY CANITOAN, 9000 CAGAYAN DE ORO CITY
CDA REGION XI OFFICE	2/F G.B. CAM BLDG., MONTEVERDE AVENUE 8000 DAVAO CITY
CDA REGION XII OFFICE	CHRLDC BUILDING, APO SANDAWA HOMES III 9400 KIDAPAWAN CITY, COTABATO

Annex "A"

The following documentary requirements are based on COA Circular No. 2012-001, dated June 14, 2012 and are applicable for services below (3 original copies per document):

8. Process of Payments of Claims/Disbursements
12. Processing of Claims/Disbursements – for Transactions that Require Complex Processing
13. Processing of Claims/Disbursements – for Transactions that Require Highly Technical Processing
14. Processing of Claims/Disbursements – for Transactions that Require Simple Processing

General Requirements for All Types of Disbursement

1. Certificate of Availability of Funds issued by the Chief Accountant
2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials [except for government-owned and controlled corporations/government financing institutions (GOCCs/GFIs)]
3. Legality of transaction and conformity with laws, rules or regulations
4. Approval of expenditure by Head of Office or his authorized representative
5. Sufficient and relevant documents to establish validity of claim

Granting of Cash Advances

Documentary Requirements common to all cash advances except for travels

1. Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)
2. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books
3. Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000 or more

Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses

1. Approved contracts (for initial payment)
2. Approved Payroll or list of payees indicating their net payments
3. Approval/authority (presidential directive or legislative enactment) or legal basis to pay any allowance/salaries/ wages/fringe benefits
4. Daily time record (DTR) approved by the supervisor

Additional Documentary Requirements for initial cash advances

1. Approved estimates of petty expenses for one month
2. Copy of policy for maintaining PCF under the imprest system for GOCCs

Field/Activity Current Operating Expenses (COE) Additional Documentary Requirement

Approved Budget for COE of the agency field office or agency activity in the field

Local Travel

1. Office Order/Travel Order approved in accordance with Section 3 of EO No. 298
2. Duly approved itinerary of travel
3. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books

Foreign Travel

1. Office Order/Travel Order approved in accordance with the provisions of Sections 1 and 2 of EO No. 459 dated September 1, 2005
2. Duly approved itinerary of travel
3. Letter of invitation of host/sponsoring country /agency/ organization
4. For plane fare, quotations of three travel agencies or its equivalent
5. Flight itinerary issued by the airline/ticketing office/travel agency
6. Copy of the United Nations Development Programme (UNDP)

- rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed
7. Document to show the dollar to peso exchange rate at the date of grant of cash advance
8. Where applicable, authority from the OP to claim representation expenses
9. In case of seminars/trainings
 - a. Invitation addressed to the agency inviting participants (issued by the foreign country)
 - b. Acceptance of the nominees as participants (issued by the foreign country)
 - c. Programme Agenda and Logistics Information
10. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books

Liquidation of Cash Advances

Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses

1. Report of Disbursements certified correct by the accountable officer
2. Approved payrolls/vouchers duly acknowledged/signed by the payee/s
3. Approved daily time records (DTRs) or Certificate of Service
4. Approved application for leave
5. In case of payment of personnel under the "job order" status, duly verified/accepted accomplishment report
6. Official Receipt (OR) in case of refund for unclaimed salaries
7. Authority from the claimant and identification documents, if claimed by person other than the payee
8. Such other pertinent supporting documents as are required by the nature of expense

Petty Cash Fund

1. Summary of Petty Cash Vouchers
2. Report of Disbursements
3. Petty Cash Replenishment Report
4. Approved purchase request with certificate of Emergency Purchase, if necessary
5. Bills, receipts, sales invoices
6. Certificate of inspection and acceptance
7. Report of Waste Materials in case of replacement/repair
8. Approved trip ticket, for gasoline expenses
9. Canvass from at least three suppliers for purchases involving P 1,000.00 and above, except for purchases made while on official travel
10. Summary/Abstract of Canvass
11. Petty Cash Vouchers duly accomplished and signed
12. OR in case of refund
13. For reimbursement of toll receipts
 - a. Toll Receipts
 - b. Trip tickets
14. Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses

Field/Activity Current Operating Expenses

Same requirements as those for salaries, petty operating expenses, other personal services, and maintenance and other operating expenses depending on the nature of expenses incurred

Local Travel

1. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee
2. Certificate of appearance/attendance
3. Copy of previously approved itinerary of travel
4. Revised or supplemental Office Order or any proof supporting the change of schedule
5. Revised Itinerary of Travel, if the previous approved itinerary was not followed
6. Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts)
7. Liquidation Report
8. Reimbursement Expense Receipt (RER)

9. OR in case of refund of excess cash advance
10. Certificate of Travel Completed
11. Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city or municipality covered by the Metro Manila Area, or the city or municipality where their permanent official station is located in the case of those outside the Metro Manila Area, if the travel allowances being claimed include the hotel room/lodging rate

Foreign Travel

1. Paper/electronic plane tickets, boarding pass, boat or bus ticket
2. Certificate of appearance/attendance for training /seminar/participation
3. Bills/receipts for non-commutable representation expenses approved by the President under Section 13 of EO No. 248
4. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298)
 - a. Approval by the President
 - b. Certification from the Head of Agency that it is absolutely necessary
 - c. Hotel room bills with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts)
5. Revised Itinerary of Travel, if applicable
6. Narrative report on trip undertaken/Report on Participation
7. OR in case of refund of excess cash advance
8. Certificate of Travel Completed
9. Liquidation Report

Salary

First Salary

1. Certified true copy of duly approved Appointment
2. Assignment Order, if applicable
3. Certified true copy of Oath of Office
4. Certificate of Assumption
5. Statement of Assets, Liabilities and Net Worth
6. Approved DTR
7. Bureau of Internal Revenue (BIR) withholding certificates (Forms 1902 and 2305)
8. Payroll Information on New Employee (PINE) (for agencies with computerized payroll systems)
9. Authority from the claimant and identification documents, if claimed by person other than the payee

Additional Requirements for transferees (from one government office to another)

1. Clearance from money, property and legal accountabilities from the previous office
2. Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat
3. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld)
4. Certificate of Available Leave Credits
5. Service Record

Salary (if deleted from the payroll)

1. Approved DTR
2. Notice of Assumption
3. Approved Application for Leave, Clearances, and Medical Certificate, if on sick leave for five days or more

Salary of Casual/Contractual Personnel

1. For accredited agencies by the CSC (for first claim): (1) Certified true copy of the pertinent contract/ appointment/ job order, and (2) Copy of the ROPA of the pertinent contract/appointment marked received by the esc
2. For other agencies (for first claim): Certified copy of the pertinent contract/appointment/job order marked received by the CSC
3. Certification by the LCE/Personnel Officer that the activities/services cannot be provided by regular or permanent personnel of the agency (for first claim)
4. Accomplishment Report
5. Approved DTR

Salary of Casual/Contractual Personnel

1. For accredited agencies by the CSC (for first claim): (1) Certified true copy of the pertinent contract/ appointment/ job order, and (2) Copy of the ROPA of the pertinent contract/appointment marked received by the esc
2. For other agencies (for first claim): Certified copy of the pertinent contract/appointment/job order marked received by the CSC
3. Certification by the LCE/Personnel Officer that the activities/services cannot be provided by regular or permanent personnel of the agency (for first claim)
4. Accomplishment Report
5. Approved DTR

Salary Differentials due to Promotion and/or Step Increment

1. Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase
2. Certificate of Assumption
3. Approved DTR or certification that the employee has not incurred leave without pay
4. Certification by the LCE, in case of LGUs, that the promotion/step increment is still within the PS limitation prescribed under Section 325(a) of RA No. 7160

Last Salary

1. Clearance from money, property and legal accountabilities
2. Approved DTR

Salary due to heirs of deceased employee

1. Death Certificate authenticated by National Statistics Office (NSO)
2. Marriage Contract authenticated by NSO, if applicable
3. Birth Certificates of surviving legal heirs authenticated by NSO
4. Designation of next-of-kin
5. Waiver of right of children 18 years old and above

Maternity Leave

1. Certified true copy of approved application for leave
2. Certified true copy of Maternity leave clearance
3. Medical certificate for maternity leave
- Additional Requirements for Unused Maternity Leave (upon assumption before the expiration of the 60-day maternity leave)*
4. Medical certificate that the employee is physically fit to work
5. Certificate of assumption
6. Approved DTR

General Claims through the Automated Teller Machine (ATM)

1. Salary Payroll
2. Payroll Register (hard and soft copy)
3. Letter to the Bank to credit employees' account of their salaries or other claims
4. Validated deposit slips

Allowances, Honoraria and Other Forms of Compensation

Personnel Economic Relief Allowance (PERA)

1. Same requirements as those for payment of salaries

Representation and Transportation Allowance (RATA)

For Individual Claims

1. Copy of Office Order/Appointment (1st payment)
2. Certificate of Assumption (1st payment)
3. Certification that the official/employee did not use government vehicle and is not assigned any government vehicle
4. Certificate or evidence of service rendered or approved DTR
5. Certification by the LCE, in case of LGUs, that the revised RATA rates is still within the PS limitation prescribed under Section 325(a) of RA No. 7160 (for initial claim)

For General Claims

6. RATA Payroll
7. Payroll Register (hard and soft copy)
8. Letter to the Bank to credit employees' account of their RATA claims, if applicable
9. Validated deposit slip, if applicable

Clothing/Uniform Allowance**For Individual Claims**

1. Certified true copy of approved appointment of new employees
2. Certificate of Assumption of new employees
3. Certificate of non-payment from previous agency, for transferees

For General Claims

4. Clothing/Uniform Allowance Payroll or Payroll Register (hard and soft copy)
5. Letter to the Bank to credit employees' account of their salaries or other claims
6. Validated deposit slips

Subsistence, Laundry and Quarters Allowances

1. Payroll of personnel entitled to claim subsistence, laundry and quarters allowance
2. Approved DTR
3. Authority to collect (for initial claim)

Productivity Incentive Allowance (PIB)**For Individual Claims**

1. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory
2. Certification from the Legal Office that the employee has no administrative charge

For General Claims

3. Pill Payroll
4. List of personnel who were suspended either preventively or as a penalty as a result of an administrative charge within the year for which Pill is paid, regardless of the duration (except if the penalty meted out is only a reprimand)
5. List of personnel dismissed within the year
6. List of personnel on Absent Without Official Leave (AWOL)
7. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory
8. Payroll Register (hard and soft copy)
9. Letter to the Bank to credit employees' account of their PIB claims
10. Validated deposit slips

Special Counsel Allowance

1. Office Order/Designation/Letter of the OSG deputizing the claimant to appear in court as special counsel
2. Certificate of Appearance issued by the Office of the Clerk of Court
3. Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented
4. Certification issued by the concerned lawyer and the Agency Accountant that the amount being claimed is still within the limitation under the GAA of P4,000 per month

Honoraria

1. Office Order creating & designating the BAC composition and authorizing the members to collect honoraria
2. Minutes of BAC Meeting
3. Notice of award to the winning bidder of procurement activity being claimed
4. Certification that the procurement involves competitive bidding
5. Attendance Sheet listing names of attendees to the BAC meeting

Teaching Personnel

1. Certification from the Registrar/Dean of College that the load is in excess of the regular load or outside the regular office hours
2. Schedule of classes indicating the designated teaching personnel
3. Certificate of actual conduct of classes and/or Accomplishment Report
4. Approved DTR/Service Report

Governing Boards of Collegial Bodies

1. Appointment / designation as member of the Board
2. Certification that the claimant is not an appointee to a regular position in the governing board of the collegial body who receives salaries, regular allowances and other benefits
3. Minutes of meeting and Attendance Sheet as certified by the

Board Secretary**Lecturer/Coordinator**

1. Office Order
2. Coordinator's report on lecturer's schedule
3. Course Syllabus/Program of Lectures
4. Duly approved DTR in case of claims by the coordinator and facilitators

Special Projects

1. Performance evaluation plan formulated by project management used as basis for rating the performance of members
2. Office Order designating members of the special project
3. Terms of Reference
4. Certificate of completion of project deliverables
5. Special Project Plan
6. Authority to collect honoraria
7. Certificate of acceptance by the agency head of the deliverables per project component

Science and Technological Activities

1. Office Order
2. Plan/Program of Activities
3. Accomplishment Report/Certificate of completion of programmed activities
4. Authority to collect honoraria
5. Certificate of acceptance by the Agency Head of the deliverables/ project output

Hazard Duty Pay

1. Certification by the Secretary of the Department of Science and Technology (DOST)/Department of Health (DOH)/Department of National Defense (DND)/Director of the Philippine Institute of Volcanology and Seismology that the place of assignment/travel is a strife-torn/embattled/disease infested/distresses or isolated areas/stations, or areas declared under state of calamity or emergency, or with volcanic activity and/or eruption
2. Duly accomplished time record of employees or travel report
3. Copy of special order from the agency/department head covering the assignment to hazardous/difficult areas
4. Approved DTR/Service Report

Longevity Pay

1. Service Record
2. Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay

Overtime Pay

1. Overtime authority stating the necessity and urgency of the work to be done, and the duration of overtime work
2. Overtime work program
3. Quantified Overtime accomplishment duly signed by the employee and supervisor
4. Certificate of service or duly approved DTR

Year-End Bonus (YEB) and Cash Gift (CG)**For Individual Claims**

1. Clearance from money, property and legal accountabilities
2. Certification from head of Office that the employee is qualified to receive the YEB and CG benefits pursuant to DBM Budget Circular No. 2003-2 dated May 9, 2003

For General Claims

3. YEB and CG Payroll
4. Payroll Register (hard and soft copy)
5. Letter to the Bank to credit employees account of their YEB and CG claims
6. Deposit slips

Requirements under RA No. 1616

1. Updated Service record indicating the number of days on leave without pay and/or certification issued by the Human Resource Office (HRO) that the retiree did not incur any leave of absence without pay
2. Retirement application
3. Office clearance from money/property accountability & administrative/ criminal liability
4. Statement of assets and liabilities
5. Retirement Gratuity Computation

6. Affidavit of Undertaking for authority to deduct accountabilities
7. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (Anti-Graft RA No. 3019)

Additional requirement in case of (resignation)

8. Employee's letter of resignation duly accepted by the Agency Head

Additional requirements in case of death of claimant

9. Death certificate authenticated by Philippine Statistics Authority (PSA)
10. Marriage contract authenticated by PSA
11. Birth certificates of all surviving legal heirs authenticated by PSA
12. Designation of next-of-kin
13. Waiver of rights of children 18 years old and above
14. Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage

Terminal Leave Benefits

1. Clearance from money, property and legal accountability from the Central
2. Office and from Regional Office of last assignment
3. Certified photocopy of employee's leave card as at last date of service duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/HRMO
4. Approved leave application
5. Complete service record
6. Statement of Assets, Liabilities and Net Worth (SALN)
7. Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest.
8. Computation of terminal leave benefits duly signed/certified by the accountant
9. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU
10. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019)
11. In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency

Additional requirement in case of (resignation)

12. Death certificate authenticated by NSO
13. Marriage contract authenticated by NSO
14. Birth certificates of all surviving legal heirs authenticated by NSO
15. Designation of next-of-kin
16. Waiver of rights of children 18 years old and above

Monetization

1. Approved leave application (ten days) with leave credit balance certified by the Human Resource Office
2. Request for leave covering more than ten days duly approved by the Head of Agency
3. For monetization of 50 percent or more:
 - a. Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs
 - b. Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc.

Loyalty Cash Award/Incentive

For Individual Claims

1. Service Record
2. Certificate of non-payment from previous office (for transferee)
3. Certification from the HRO that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10-year period or aggregate of more than 25 days authorized vacation leave without pay within the 5-year period, as the case may be

For General Claims

4. Loyalty Cash Award/Incentive Payroll
5. Payroll Register (hard and soft copy)
6. Letter to the Bank to credit employees' account of their salaries or other claims
7. Deposit slips

Collective Negotiation Agreement (CNA) Incentive

1. Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive
2. Comparative statement of DBM approved level of operating expenses and actual operating expenses
3. Proof of remittance to the National Treasury of its 50 percent dividends share or percentage approved by the Department of Finance on the annual earnings for income-generating GOCCs/GFIs
4. Copy of CNA
5. Certificate issued by the Head of the Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement
6. Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year

Other Expenditures

Utility Expenses

1. Statement of Account/Bill (for pre-audit purposes)
2. Invoice/Official Receipt or machine validated statement of account/bill (for post-audit purposes)

Telephone/Communication Services

1. Statement of Account/Bill
2. Invoice/Official Receipt or machine validated statement of account (for post audit activities)
3. Certification by Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls

Extraordinary and Miscellaneous Expenses

1. Invoices/receipts for GOCCs/GFIs and LGUs
2. Receipts and/or other documents evidencing disbursement, if there are available, or in
3. lieu thereof, certification executed by the official concerned that the expense sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of the GAA in relation to or by reasons of his position, in case of NGAs
4. Other supporting documents as are necessary depending on the nature of expense charged

Procurement

Basic Requirements for all types of procurement through public bidding

1. Authenticated photocopy of the approved APP and any amendment thereto
2. Approved contract supported by the following documents which are required under COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 to be submitted to the Auditor's Office within five days from the execution of the contract:
 - a. Invitation to Apply for Eligibility to Bid or Letter of Intent
 - b. Results of Eligibility Check/Screening
 - c. Bidding Documents enumerated under Section 17.1 of the Revised IRR of
 - d. RA No. 9184 which includes a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete technical description of equipment, aircraft and accessories, scope of works, if applicable, for goods, and rental and repair contracts, and Terms of Reference (TOR) for consultancy services
 - e. Minutes of Pre-Bid Conference, [Approved Budget for Contract (ABC) P 1 million and above]
 - f. Agenda and/or Supplemental Bulletins, if any
 - g. Bidders Technical and Financial Proposals
 - h. Minutes of Bid Opening
 - i. Abstract of Bids
 - j. Post-Qualification Report of Technical Working Group
 - k. BAC Resolution declaring winning bidder
 - l. Notice of Post Qualification
 - m. BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract/Notice of Award

- n. Performance Security
- o. Program of Work and Detailed Estimates
- p. Notice to Proceed, indicating the date of receipt by the contractor
- q. Detailed Breakdown of the ABC
- r. Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time
- s. Detailed Breakdown of the Contract Cost:
- t. Copy of Advertisement of Invitation to Bid/Request for expression of interest
- u. Documentary requirements under Sections 23.1 and 25.2.b for infrastructure projects, 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services, of the Revised IRR of RA No. 9184
- v. Minutes of Pre-procurement Conference for projects costing above P5.0 million for infrastructure, P2.0 million' and above for goods, and 1.0 million and above for consulting services
- w. Bid Evaluation Report
- x. Ranking of short listed bidders for consulting services
- y. Post Qualification Evaluation Report
- z. Printout copy of posting of Notice of Award, Notice to Proceed and Contract
- aa. of award in the PhilGEPS
- bb. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No. 9184
- cc. Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities

Infrastructure

- 1. Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money
- 2. Common to progress/final payments
- 3. Statement of Work Accomplished/Progress Billing
- 4. Inspection Report by the Agency's Authorized Engineer
- 5. Results of Test Analysis, if applicable
- 6. Statement of Time Elapsed
- 7. Monthly Certificate of Payment
- 8. Contractor's Affidavit on payment of laborers and materials
- 9. Pictures, before, during and after construction of items of work especially the embedded items
- 10. Photocopy of vouchers of all previous payments
- 11. Certificate of completion

Advance Payment

- 1. Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee
- 2. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

Variation Order/Change Order/Extra Work Order

- 1. Copy of Approved Change Order (CO)/Extra Work Order (EWO)
- 2. Copy of the approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded
- 3. Copy of the agency's report establishing the necessity/justification(s) for the need of such CO and/or EWO which shall include: (a) the computation as to the quantities of the additional works involved per item indicating the specific stations where such works are needed; (b) the date of inspection conducted and the results of such inspection; (c) a detailed estimate of the unit cost of such items of work for new unit costs including those expressed in volume/area/lump-sum/lot
- 4. Copy of the approved/revised PERT/CPM Network Diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations for the additional/deductive time for the subject Change Order/Extra Work Order
- 5. Copy of the approved detailed breakdown of contract cost for the variation order
- 6. Copy of the COA Technical Evaluation Report for the original contract
- 7. If the Variation Order to be reviewed is not the 1st variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise, copy of the COA

Technical Evaluation Report for the previously approved variation orders

- 8. Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost
- 9. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

General Support Services - General Requirements

- 1. Accomplishment Report
- 2. Request for payment
- 3. Contractor's Bill
- 4. Certificate of Acceptance
- 5. Record of Attendance/Service
- 6. Proof of remittance to concerned government agency and /or GOCCs [BIR/Social Security System (SSS)/Pag-Ibig]
- 7. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

Release of Retention Money

- 1. Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand
- 2. Certification from the end-user that the project is completed and inspected

Consulting Services

- 1. If not in the Terms of Reference, appropriate approved documents indicating the expected outputs/deliverables
- 2. Copy of the Approved Manning Schedule indicating the names and positions of the consultants and staff and the extent of their participation in the project
- 3. Copy of the curriculum vitae of the consultants and staff
- 4. Letter request for payment from the consultant
- 5. Approved Consultancy Progress/Final Reports, and/or output required under the contract
- 6. Progress/Final Billing
- 7. Contract of Infrastructure Projects subject of Project Management Consultancy Services

Final Payment

- 1. As-Built plans
- 2. Warranty security
- 3. Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid [DPWH Department Order (DO) No. 109 s. 1993 dated May 4, 1993 and DO No. 119 s. 1993 dated May 11, 1993]
- 4. Copy of turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency

Supplies, Materials, Equipment and Motor Vehicles

- 1. Certificate of Exclusive Distributorship, if applicable
- 2. Samples and brochures/photographs, if applicable
- 3. (For imported items)
 - a. Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding details
 - b. Home Consumption Value of the items
 - c. Breakdown of the expenses incurred in the Importation
- 4. Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative, and indicating receipt by the proper agency official of items delivered
- 5. Results of Test Analysis, if applicable
- 6. Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government [Administrative Order (AO) No. 200 dated November 21, 1990]
- 7. Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative
- 8. For equipment, Property Acknowledgment Receipt
- 9. Warranty Security for a min. period of three months, in the case of expendable supplies, or a min. period of one year in the case of

- non-expendable supplies, after acceptance by the procuring entity of the delivered supplies
10. Request for purchase of supplies, materials and equipment duly approved by proper authorities
 11. In case of motor vehicles, (AO No. 233 dated August 1, 2008) authority to purchase from:
 - a. Agency head and Secretary of DBM, or OP depending on the type of vehicle being provided (Sections 7 and 9)
 - b. Local Chief Executives, including Punong Barangay, for types of vehicles enumerated under Section 7 of AO No. 233 sourced from their unencumbered local funds and if chargeable under the GAA, either from the DBM or OP depending on the type of vehicles purchased (Sections 7 to 9)
 12. For procurement of drugs and medicines
 - a. Certificate of product registration from Food and Drug Administration (FDA)
 - b. Certificate of good manufacturing practice from FDA
 - c. Batch Release Certificate from FDA
 - d. If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the products/items
 13. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

General Support Services - For janitorial/security/maintenance services

1. Appropriate approved documents indicating the following:
 - a. The number of personnel involved and their corresponding rates/salary
 - b. Schedule of work and places of assignment or station/visits indicating, among others, the number of hours per visit
 - c. The type and number of equipment to be served (in case of visitorial maintenance service)
2. The scaled floor plans of the building and other area/s covered by the service contract (for janitorial services)
3. The group classification of personnel to determine the Equivalent Equipment Monthly Statutory Minimum Wage Rate in accordance with the applicable Rules Implementing RA No. 6727
4. Approved documents indicating the minimum requirements of the agency on the number of security personnel to be involved in the project (for security service contract)
5. The population of the agency where the services are rendered (for security service controls)
6. Detailed description of the maintenance services to be rendered or activities to be performed (for maintenance service contracts)

General Support Services - For Garbage Collection and Disposal

1. Complete description/specifications (brand name, model, make/country of origin, hp, piston displacement, capacity) and number of units of dump trucks to be used
2. Complete descriptions/specifications (age, condition, brand, etc.) and number of units of all other equipment to be rented/used
3. Appropriate approved documents containing the terms and conditions, whether operated or bare rental for heavy equipment, whether per trip or package deal; and other relevant condition
4. The designated dumpsite/location of dumpsite (if provided in a separate document)
5. The measurement in kilometers of the total distance covered by one complete route for all the required routes to be traveled
6. Estimated volume in cubic meters of garbage to be hauled from area of operation, including the basis for such estimates
7. In cases where the type of contract differs from the usual per trip contract basis, sufficient justification and comparative analysis between the type of contract adopted against the basic per trip type of contract

Rental Contracts

1. For privately-owned office/building
 - a. Complete copy of the building floor plans indicating in shaded colors the rentable space
 - b. Copy of the Certificate of Occupancy of the building or appropriate approved documents showing the date the building was constructed or age of the building
 - c. Complete description of the building as to type, kind and class including its component parts and equipment facilities

- such as, but not limited to, parking areas, elevators, air-conditioning systems, firefighting equipment, etc.
- d. Copy of the Master of Deed Declaration and Restrictions in case of lease/rental of office condominiums
 2. For equipment rental/lease/purchase contract
 - a. Agency evaluation of equipment utilization
 - b. Pertinent data of area of operation
 3. List of prevailing comparable property within vicinity
 4. Vicinity map
 5. Request for payment
 6. Bill/Invoices
 7. Certificate of occupancy (space/building)
 8. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

Repair and Maintenance of Aircraft, Equipment and Motor Vehicles

1. Copy of the pre-repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work/extent of repair to be done
2. Copy of the latest service bulletin, in case of aircraft Report of waste materials
3. Copy of document indicating the history of repair
4. Post-inspection reports
5. Warranty Certificate
6. Request for payment
7. Bill/Invoices
8. Certificate of Acceptance
9. Pre-repair inspection reports
10. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

Advertising Expenses

1. Bill/Statement of Account
2. Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial

Basic Requirements Common to All Purchases under alternative mode

1. Purchase Order/Letter Order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated, especially when the time or date of delivery is dependent on or will be counted from the date of acceptance of the purchase order/letter order/contract)
2. Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven calendar days in case of Shopping under Section 52.1(b), and Negotiated Procurement under Sections 53.1 (two failed bidding) and 53.9 (small value procurement) of the Revised IRR of RA No. 9184
3. Performance and warranty securities, except for shopping and negotiated procurement under emergency cases, small value procurement, lease of real property and United Nations (UN) agencies
4. BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract
5. Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity concerned, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity
6. Approved Procurement Plan
7. Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities
8. Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered
9. Inspection and acceptance report signed "Inspected by" by the authorized agency inspector and signed "accepted by" by the authorized end-user to whom the item was delivered or the property officer if item is for stock

10. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC
11. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs
12. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree

Limited Source Bidding

1. Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/distributors with known experience and proven capability on the requirements of the particular contract
2. Winning bidder's offer or proposal
3. Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding
4. Notice of Award
5. Documentary requirements under Sections 23.1 and 25.2(a) for goods, 23.1 and 25.2(b) for infrastructure, 25.1 and 25.2(c) for consultancy services, of the Revised IRR of RA No. 9184
6. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof
7. Bid security (required under Section 54.4 IRR-A, RA No. 9184)

Repeat Order

1. Copy of the original contract used as basis for repeat order indicating that the original contract was awarded through public bidding
2. Certification from the Purchasing Department/Office that the supplier has complied with all the requirements under the original contract

Shopping

1. Price quotations from at least three bonafide and reputable manufacturers/suppliers/distributors
2. Abstract of canvass

Direct Contracting

1. Copy of letter to selected manufacturer /supplier /distributor to submit a price quotation and conditions of sale
2. Certificate of Exclusive Distributorship issued by the principal under oath and authenticated by the embassy/consulate nearest the place of the principal, in case of foreign suppliers
3. Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government
4. Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards
5. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government
6. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

Negotiated Procurement - common to cases of two failed biddings, emergency cases, take-over of contract and small value procurement

1. Price quotation/bids/final offers from at least be three invited suppliers
2. Abstract of submitted Price Quotation
3. BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB)

Negotiated Procurement - In case of two failed biddings

1. Agency's offer for negotiations with selected suppliers, contractors or consultants
2. Certification of BAC on the failure of competitive bidding for the second time
3. Evidence of invitation of observers in all stages of the negotiation
4. Eligibility documents in case of infrastructure projects

Negotiated Procurement - In emergency cases

1. Justification as to the necessity of purchase

Negotiated Procurement - In case of take-over of contracts

1. Copy of terminated contract
2. Reasons for the termination
3. Negotiation document with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors
4. Approval by the Head of the Procuring Agency to negotiate contracts for projects under exceptional cases

Negotiated Procurement - In case of small value procurement

1. Letter/invitation to submit proposals

Negotiated Procurement - For adjacent or contiguous projects

1. Original contract and any document indicating that the same resulted from competitive bidding
2. Scope of work which should be related or similar to the scope of work of the original contract
3. Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay

For procurement through Automatic Debit Arrangement (ADA) or direct payment

1. Same documents required under goods, infrastructure or consulting services depending on the mode of procurement adopted and the nature of expenses
2. Letter request from the Head of the Agency to the Bank to pay/credit the account of the supplier
3. Confirmation from the bank that the account of the supplier has already been credited (for post audit purposes)

Cultural and Athletic Activities

1. Budget estimates approved by the Head of Agency
2. Same requirements under procurement depending on the nature of expense and the mode of procurement adopted

Human Resource Development and Training Program

1. Budget estimates approved by the Head of Agency
2. Schedule of training approved by the Head of the Agency
3. Same requirements under procurement depending on the nature of expense and the mode of procurement adopted

Financial Expenses

1. Loan Agreements/Memoranda of Agreement together with supporting documents
2. Statement of Account
3. Bank Debit memos
4. Other supporting documents deemed necessary depending on the nature of the transaction

Road Right-of-Way (ROW)/Real Property

Land - common to both Negotiated Purchase and Payment by Court Decision

1. Project parcellary survey plan showing that said lot and structures are within the boundaries of the right-of-way
2. Structural Mapping Plan of the lot affected
3. Certification by the implementing agency that the claim is not within the original ROW of a converted local road
4. Certification from the Head of the Implementing Office that there is no previous pending claim and previous payment on subject property
5. Environmental Clearance Certificate (ECC) as required under Section 8 of RA No. 8974
6. Copy of latest updated master list of Project-Affected-Persons (PAP) approved by Agency's authorized representative
7. In case of death of claimant or owner, judicial settlement duly advertised in a newspaper of general circulation

Land - Additional Documentary Requirements - For Negotiated Purchase

1. Independent Appraisal Report/Regional Committee Resolution indicating the valuation of the land. Valuation should be based on the provisions of RANo. 8974

2. Applicable BIR Zonal Valuation
3. Certified Photocopy of Authority/Agency Resolution to Purchase Land or Land Rights indicating the approved/established valuations or BIR Zonal Valuations
4. Deed of Absolute Sale registered with the Register of Deeds where the land is located
5. Certified Photocopy of Tax Clearance from Assessor's Office where the land is located
6. Certificate Authorizing Registration (CAR) Capital Gains Tax (CGT)
7. Documentary Stamp Tax (DST)
8. Transfer Tax

If registered land

1. If whole lot is acquired, Transfer Certificate of Title (TCT) Certificate of Land Ownership Award/Original Certificate Title/Emancipation Patent (CLONOCT/EP) certified as true copy by the Register of Deeds and Tax Declaration (TD) certified as true copy by the Assessor's Office in the name of the procuring entity or previous owner depending on the provisions of the sale
2. If portion of lot is acquired, certified photocopy of TCT and TD in the name of the procuring entity or previous owner with annotation of sale

If unregistered land

1. Certified photocopy of TD in the name of the procuring entity or previous owner with annotation of sale
2. Notarized Affidavit of Ownership
3. Certification from the City/Municipal Treasurer that the claimant is the sole entity paying the taxes for the property for the past five years
4. Notarized joint affidavit of two adjoining landowners or Barangay/Local Officials concerned attesting to the ownership of land
5. Such other documents deemed necessary for the auditorial review and in the technical evaluation thereof
6. If claim for payment or amount of sale exceeds ₱150,000 (EO No. 1035), certified photocopy of Claimant's Surety/Indemnity Bond issued by any Insurance Company duly accredited by the Insurance Commission

For Payment by Court Decision

1. Certified photocopy of Court Decision registered with the Register of Deeds where the land is located including all annexes referred to in the court decision
2. Certified true copy of TCT for registered land, and TD in the name of the previous owner for unregistered land with court decision duly annotated
3. Certificate of Finality of Decision

Structure/House

1. Approved and Notarized Agreement to Demolish and Remove Improvements (ADRI) | Notarized voluntary undertaking to vacate the project area
2. Sketch plan/drawing of house/structure
3. Notarized landowner's waiver of rights/quitclaim to affected houses/structures or establishments if payment will be made to claimants other than the owner
4. Pictures of the structures before, during and after the demolition
5. Certified true copy of owner's identification (ID), Residence Certificate and Barangay Clearance
6. Computation of Replacement Cost duly approved by implementing Office Director supported with current abstract of canvass of construction materials
7. Certificate of Total Demolition
8. Map showing the location of the structure/house in the project-affected area
9. Notarized affidavit of ownership with Waiver or Right/Quitclaim to affected house/structure
10. Copy of masterlist of Project-Affected-Persons (PAPs) indicating the names of affected house/structure owners approved by authorized personnel
11. Certified photocopy of title (TCT/OCT or CLOA/EP) and TD of land where the house/structure is erected

Improvements (trees, plants, growing fruits, etc.)

1. Permit issued by the Department of Environment and Natural Resources (DENR) to cut plants, forest trees and fruit bearing trees on areas affected by the project.
2. Affected Trees/Crops Inventory duly certified by the Agency's Project Committee/Authorized Officer and showing among others

the following: lot number as indicated in the project plan, number of items, specifies classification, diameter, height, lot owner, owner of trees/plants/crops and price

3. Quitclaim or Waiver issued by the lot owner if he is not the claimant
 4. Map/sketch plan showing the location of the improvement in the project affected area
 5. Resolution/approval of valuation of damaged improvement
 6. Copy of the approved valuation of crops, plants and trees issued by concerned government agency
 7. Notarized Affidavit of Ownership with Right/Quitclaim to affected improvements
 8. Copy of the latest updated masterlist of PAPs approved by proper authorities
 9. If registered land: Certified true copy of title (TCT/OCT or CLOA/EP)
- If unregistered land:
10. Certified photocopy of TD
 11. Notarized joint affidavit of two adjoining landowners or barangay/local officials concerned attesting to the ownership of land
 12. If payment through Court Decision: Certified photocopy of Court Decisions (Final Order/Decision or Certificate of Finality of Decision)