



# **PHILIPPINE COCONUT AUTHORITY**



## **CITIZEN'S CHARTER** (2020 Edition)



## FOREWORD

The Philippine Coconut Authority (PCA) is mandated to promote the rapid integrated development and growth of the coconut and other palm oil industry in all its aspects and to ensure that the coconut farmers become direct participants in, and beneficiaries of such development and growth (P.D. 1468, Art. 1, Sec. 2). Pursuant to the Code of Corporate Governance for Good Governance for GOCCs, PCA is also mandated to carry out its governance in a transparent, responsible and accountable manner and with utmost degree of professionalism and effectiveness.

To achieve these mandates and to provide high standard of services to its citizens or clients, the PCA's 2020 Amended Citizen's Charter Handbook is issued and published in a complete, accurate and standardized manner, and as part of our effort to comply with the Memorandum Circular No. 2019-002, or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "*Ease of Doing Business and Efficient Government Service Delivery Act of 2018.*" *And its Implementing Rules and Regulations.*

The Handbook embodies PCA's commitment of service which shall serve as guide for its clients in availing of the Authority's services. It also contains feedback and redress mechanisms for improvement towards client's satisfaction

**BENJAMIN R. MADRIGAL, JR.**  
Administrator



## **I. Mandate**

"It is hereby directed to be the policy of the State to promote the rapid integrated development and growth of the coconut and other palm oil industry in all its aspects and to ensure that the coconut farmers become direct participants in, and beneficiaries of, such development and growth." (*Article 1, Section 2, P.D. No. 1468 or the "Revised Coconut Industry Code"*)

## **II. Vision**

A government institution with a competent workforce and responsive service towards a globally competitive industry by 2025.

## **III. Mission**

The Philippine Coconut Authority shall ensure the development and implementation of responsive and sustainable programs carried out in a participatory manner for the benefit of all stakeholders.

## **IV. Service Pledge**

**We**, the officials and employees of the Philippine Coconut Authority commit to:

**S**erve you promptly, efficiently and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m. without noon break;

**E**nsure strict compliance with service standards, with written explanation for any delays in frontline services;

**R**espond to your complaint about our services the soonest or within the day through our complaint and assistant desk and take corrective measures;

**V**alue every citizen's comments, suggestions and needs including those with special need such as the differently-abled, pregnant women and senior citizens; and

**E**mpower the public through 24/7 access to information on our policies, programs, activities and services through our website.



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- c. Coconut-based Food Product Technologies
- d. Payment of Penalties of Stray Animals
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- f. Genetic Varietal Improvement
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### **2. Training Services**

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## **I. Central Office External**



## A. ASSESSMENT AND COLLECTION OF FEES

### 1. CASHLESS PCA FEE PAYMENT

By virtue of PD 1468 as amended by PD 1854, the Philippine Coconut Authority was authorized to collect an amount equivalent to three centavos (P0.03) per kilo of copra or husked nuts or their equivalent in other coconut products delivered to and/or purchased by copra exporters, oil millers, desiccators and other end-users of coconut products.

This imposition, otherwise referred to by law as PCA fees, was increased to six centavos (P0.06) in 1996 and to P0.12 in 2011 by virtue of PCA Administrative Order Nos. 01, S. 1996 and 2011, respectively.

<b>Office/Division</b>	Assessment & Monitoring Service			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2B - Government to Business			
<b>Who may be avail</b>	PCA fee payors (end-user of copra or husked nuts or their equivalent in other coconut products)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports of Purchases of copra or husked nuts and other coconut products covered by PCA Fee		PCA Fee payor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Submits Purchase Reports of coconut products or response to PCA letter/billing either through: a) Personal delivery to AMS office; or b) online submission of scanned copy of documents through email.	a. AMS (Administrative Assistant) receives and examines the reports and supporting documents and endorses the same to the handling Trade Control Examiner.	None	5 minutes	Administrative Assistant
	b. AMS (Trade Control Examiner) assesses & computes the amount of PCA Fee to be paid	None	5 minutes per report/transaction	Trade Control Examiner



	and issues Order of Payment			
2. Receives the Order of Payment either personally or through email indicating the PCA Fee amount due for deposit or online transfer				
3. Submits the deposit slip or proof of online transfer to Cash Disbursement Division (CDD) either personally or through email	<p>a. Cash Disbursement Division issues Official Receipt based on the Order of Payment and submits the same to either the i) PCA Fee payor personally or ii) AMS in case of online submission of deposit slip/online payment</p> <p>b. AMS endorses the OR to the handling TCE who records the details of payment and thereafter sends the same to the</p>	<p>None</p> <p>None</p>	<p>2 minutes/ transaction</p>	<p>Cash Disbursement Division (CDD)</p> <p>Administrative Assistant &amp; Trade Control Examiner</p>



	PCA Fee payor through email AMS records details of payment			
4. Presents the OR to the TCE for recording purposes if payment was done personally	AMS records details of payment	None	1 minute/ payment	Trade Control Examiner
<b>TOTAL</b>			<b>13 Minutes</b>	



## B. LABORATORY SERVICES

### 1. Laboratory Testing Services

Laboratory Testing Services include Chemical and Microbiological Analyses of Agricultural Samples and Coconut Products and By-Products. There are two laboratories under the Laboratory Services Division (LSD) namely Plant and Soil Analysis Laboratory (PSAL) and Product Quality Control Laboratory (PQCL). PSAL caters plant/fertilizer and other Agro/Bio-related samples while PQCL accommodates analyses for Coconut Products and By-Products.

Office/Division	Laboratory Services Division (LSD): a. Plant and Soil Analysis Laboratory (PSAL) b. Product Quality Control Laboratory (PQCL)	
Classification	Highly Technical	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who May Avail	Stakeholders including, For PSAL: ➤ PCA Internal Clients ➤ Government Institutions ➤ Academe ➤ Private Sector  For PQCL: ➤ Coconut Manufacturers/ Processors ➤ Desiccators ➤ Charcoal Manufacturers ➤ Nata de Coco Processors ➤ Coconut Oil Millers ➤ Virgin Coconut Oil Producers ➤ Coconut Sugar Producers ➤ Coconut Products and By-products processors ➤ Other Government Agencies ➤ Private Sector/Individual ➤ Academe ➤ PCA Internal Clients	
a) Plant and Soil Laboratory (PSAL)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



### 1. Request for Analysis (Letter/ Inquiry/ Walk-In)

#### For Students to Avail 25% Discount on Analysis Fee

- Write letter addressed to:

Ms. Erlene C. Manohar  
Deputy Administrator  
Research & Development Branch  
Philippine Coconut Authority  
Elliptical Rd., Diliman, Quezon City

Thru: Ms. Ma. Celia M. Raquepo  
Division Chief III  
Laboratory Services Division

- Indicate in letter the following:

Title of Thesis or Project  
Number of samples for analysis  
Parameters to be tested  
Request to avail 25% student discount

- Signatories of the letter:

Students involved in Project  
Thesis Adviser or Subject Teacher

### Requesting Party (Customer)

### 2. Sample Requirements:

Sample	Amount Required
a. Leaf/Plant Tissue	50 grams (dried); 250 grams (fresh)
b. Soil	500 grams (air-dried) 1 kilogram (wet)
c. Fertilizer	500 ml (liquid); 500 grams (solid)
d. Coco Peat	1 kilogram
e. Water	250 mL
f. Coconut Methyl Ester (CME)	500 mL
g. Virgin Coconut Oil (VCO)	250 mL



3. Recommended Test Parameters per Sample  
Schedule of PCA Laboratory Analysis Fees  
(based on AO No. 02, s. 2012)

Laboratory Services Division

**[1] Plant/Fertilizer and other Agro/Bio-related Samples**

Parameters	Rate (PhP)
1. Nitrogen, Total (Automated Colorimetric)	600.00
2. Phosphorus, Total (Automated Colorimetric)	500.00
3. Potassium, Total (Flame Photometric)	500.00
4. Calcium, Total (AAS)	600.00
5. Magnesium, Total (AAS)	600.00
6. Sodium, Total (Flame Photometric)	500.00
7. Sulfur, Total (Automated Turbidimetric)	500.00
8. Chlorine, Acid Soluble (Potentiometric)	800.00
9. Boron, Total (Automated Colorimetric)	800.00
10. Iron, Total (AAS)	700.00
11. Iron, Total (ICP-OES)	900.00
12. Manganese, Total (AAS)	700.00
13. Manganese, Total (ICP-OES)	900.00
14. Zinc, Total (AAS)	700.00
15. Zinc, Total (ICP-OES)	900.00
16. Copper, Total (AAS)	700.00
17. Copper, Total (ICP-OES)	900.00
18. Molybdenum (ICP-OES)	900.00
19. Lead (ICP-OES)	900.00
20. Lead (AAS)	700.00
21. Cadmium (ICP-OES)	1,000.00
22. Nickel (ICP-OES)	1,000.00
23. Aluminum (ICP-OES)	1,000.00
24. Chromium (ICP-OES)	1,000.00
25. Selenium (ICP-OES)	1,000.00
26. Arsenic (ICP-OES)	900.00
27. Cobalt (ICP-OES)	1,000.00
28. Mercury (ICP-OES)	1,000.00
29. Moisture (Air-oven)	400.00
30. Organic Carbon (Automated Colorimetric)	300.00
31. Organic Matter	300.00
32. pH (Potentiometric)	200.00
33. Electrical Conductivity (EC)	200.00



## [2] Soil/Soil Conditioners

Parameters	Rate (PhP)
1. Nitrogen, Total (Automated Colorimetric)	600.00
2. Phosphorus, Total (Automated Colorimetric)	400.00
3. Exchangeable Bases <ul style="list-style-type: none"> <li>Potassium (Flame Photometric)</li> <li>Sodium (Flame Photometric)</li> <li>Calcium (AAS)</li> <li>Magnesium (AAS)</li> </ul>	400.00 400.00 600.00 600.00
4. Organic Carbon/Matter (Automated Colorimetric)	300.00
5. Exchangeable Acidity (Titrimetric)	300.00
6. Trace Elements, Available <ul style="list-style-type: none"> <li>Iron (AAS)</li> <li>Copper (AAS)</li> <li>Manganese (AAS)</li> </ul>	500.00 500.00 500.00
7. Boron, Water Soluble (Automated Colorimetric)	500.00
8. Aluminum, Extractable (ICP-OES)	1,000.00
9. Other Heavy/Toxic Metals & Non-Metals (ICP-OES)	1,000.00/Each
10. Electrical Conductivity (EC)	200.00
11. pH (Potentiometric)	200.00
12. Moisture (Air-oven)	400.00

## [3] Water/Waste Water

Parameters	Rate (PhP)
1. Nitrogen (Automated Colorimetric)	400.00
2. Phosphorus (Automated Colorimetric)	400.00
3. Potassium (Flame Photometric)	400.00
4. Calcium (AAS)	500.00
5. Magnesium (AAS)	500.00
6. Sodium (Flame Photometric)	400.00
7. Sulfur (Automated Turbidimetric)	400.00
8. Chlorine (Potentiometric)	500.00
9. Trace Elements <ul style="list-style-type: none"> <li>Boron (Automated Colorimetric)</li> <li>Iron (AAS)</li> <li>Iron (ICP-OES)</li> <li>Copper (AAS)</li> <li>Copper (ICP-OES)</li> <li>Manganese (AAS)</li> <li>Manganese (ICP-OES)</li> </ul>	500.00 500.00 900.00 500.00 900.00 500.00 900.00





• Zinc (AAS)	500.00
• Zinc (ICP-OES)	900.00
• Molybdenum (ICP-OES)	900.00
• Lead (ICP-OES)	1,000.00
• Cadmium (ICP-OES)	1,000.00
10. Other Heavy/Toxic Metals & Non-Metals (ICP-OES)	1,000.00/each
11. Electrical Conductivity (EC)	200.00
12. pH (Potentiometric)	200.00

#### [4] Virgin Coconut Oil

Parameters	Rate (PhP)
1. Arsenic (ICP-OES)	900.00
2. Lead (ICP-OES)	900.00
3. Iron (ICP-OES)	900.00
4. Copper (ICP-OES)	900.00
5. Moisture (Air-Oven)	400.00

#### [5] Coconut Methyl Ester (CME/Biodiesel)

Parameters	Rate (PhP)
1. Phosphorus (ICP-OES)	1,000.00

Notes:

AAS = Atomic Absorption Spectrophotometry  
ICP-OES = Inductively Coupled Plasma-Optical Emission Spectrometry

4. Duration: 10 working days

Laboratory Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample to the laboratory	Evaluate & inspect the sample/s.	None	5 minutes	Laboratory Services Division (LSD) Staff
2. Read and fill-out forms: a. SF-RCV-01 Customer's Contract (for new customer) b. SF-RCV-08 Test Request (Plant and Soil Analysis) Test Request	Review the accomplished request form, assign laboratory code/s for the sample/s  Give 1 copy of the signed Customer's Contract to the customer; keep the other copy for LSD file	None	10 minutes	Laboratory Services Division (LSD) Staff



<p>3. Receive Order of Payment from LSD Staff.</p> <p>a. SF-RCV-10 Order of Payment (PSAL)</p>	<p>Prepare the Order of Payment in triplicate.</p> <p>Give 2 copies then advise the customer to pay to the Cashier.</p> <p>(After payment, attach third copy to the Official Receipt for customer's copy).</p> <p>Record and label the sample/s based on the assigned laboratory code/s.</p>	None	10 minutes	Laboratory Services Division (LSD) Staff
<p>4. Present Order of Payment forms to the PCA Cashier (6th Floor, PCA R&amp;D Bldg.) and pay the fees.</p> <p>a. SF-RCV-10 Order of Payment (PSAL)</p>	<p>Process the payment and issue the official receipt (OR) to the customer.</p>	<p>Refer to Schedule of PCA Laboratory Analysis Fees (based on AO No. 02, s. 2012)</p>	5 minutes	PCA Cashier
<p>5. Present the Official Receipt (OR) and give one copy of Claim Stub to LSD Staff.</p>	<p>Attach one copy of claim stub to the Test Request Form.</p> <p>Advise the customer to present claim stub or official receipt upon claiming the test report on the due date.</p> <p>Submit coded sample to the Analysts concerned for testing.</p>	None	5 minutes	Laboratory Services Division (LSD) Staff



6. Wait for the result as scheduled.	1) Prepare sample for analysis:	None		Laboratory Services Division (LSD) Staff
	Leaf/plants:			
	If dried, oven-dry/ grind		5 hours	
	If fresh, clean/ oven-dry/ grind		48 hours	
	Soil:			
	If dried, pulverize/ quarter/ sieve/ label		30 minutes	
	If fresh, air-dry/ oven-dry/ grind/ quarter/ label		1-2 weeks	
	Fertilizer:			
	Quarter/grind		15 minutes	
	2) Chemical Analysis: (weighing, digestion, filtration, dilution; analysis using laboratory instrumentation)			
	Plant/leaf: Routine (13 elements)		8 days	
	Soil/soil conditioners: Routine (18 elements/ parameters)		8 days	
	Fertilizers: NPK (Nitrogen, Phosphorus, Potassium)		4 days	
	Complete analysis including micronutrients		10 days	
	Water: Complete analysis		4 days	



	<p>Cocopeat: Complete analysis pH, moisture, EC</p> <p>Virgin Coconut Oil (VCO): Fe, Cu, As, Pb (Iron, Copper, Arsenic, Lead)</p> <p>Coconut Methyl Ester (CME): P (Phosphorus)</p> <p>Cocosap Sugar: Heavy Metals</p> <p>Special Analysis: Heavy metals/toxic elements</p> <p>3) Data Processing; Prepare Test Report (Refer to SF-REP-01 Test Report)</p>		<p>8 days 2 days</p> <p>8 days</p> <p>8 days</p> <p>10 days</p> <p>8 days</p> <p>20 minutes</p>	
<p>7. Present claim stub or authorization and/or ID upon claiming of test report. Sign on the Receiving copy and logbook.</p> <p>Fill-out SF-CUS- 01 Customer Satisfaction Survey</p>	<p>Release results to the Customer</p> <p>Or</p> <p>Submit to the Unit/ Regional Office Concerned</p>	NONE	5 minutes	Laboratory Services Division (LSD) Staff
<b>TOTAL</b>		Refer to Schedule of PCA Laborator y Analysis Fees (based on AO No. 02, s. 2012)	<b>Total Processing Time PER SAMPLE under normal laboratory conditions:</b> <p>Receiving of Sample = 35 minutes Releasing of Results = 5 minutes Duration of Analysis = 10 Working Days</p>	



## b. Product Quality Control Laboratory (PQCL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE														
<p>1. Request for Analysis (Letter/ Inquiry/ Walk-In)</p> <p><u>For Students to Avail 25% Discount on Analysis Fee</u></p> <ul style="list-style-type: none"> <li>• Write letter addressed to:  Ms. Erlene C. Manohar Deputy Administrator Research &amp; Development Branch Philippine Coconut Authority Elliptical Rd., Diliman, Quezon City</li> <li>Thru: Ms. Ma. Celia M. Raquepo Division Chief III Laboratory Services Division</li> <li>• Indicate in letter the following: Title of Thesis or Project Number of samples for analysis Parameters to be tested Request to avail 25% student discount</li> <li>• Signatories of the letter: Students involved in Project Thesis Adviser or Subject Teacher</li> </ul>	Requesting Party (Customer)														
<p>2. Sample Requirements (Please submit separate packs/bottles for Chemical and Microbiological Tests):</p> <table border="1"> <thead> <tr> <th>Sample</th><th>Amount Required</th></tr> </thead> <tbody> <tr> <td>a. Copra</td><td>5 kilos</td></tr> <tr> <td>b. Copra Meal/Pellets</td><td>1.5 kilos – 2.0 kilos (Chem. &amp; Afla); 500g (Micro)</td></tr> <tr> <td>c. Coconut Shell Charcoal</td><td>1 kilo</td></tr> <tr> <td>d. Coconut Oil (RBD, Crude, Cochin)</td><td>3 bottles (1 liter/ bottle)</td></tr> <tr> <td>e. Acid Oil, Fatty Acid Distillate</td><td>1 liter</td></tr> <tr> <td></td><td></td></tr> </tbody> </table>	Sample	Amount Required	a. Copra	5 kilos	b. Copra Meal/Pellets	1.5 kilos – 2.0 kilos (Chem. & Afla); 500g (Micro)	c. Coconut Shell Charcoal	1 kilo	d. Coconut Oil (RBD, Crude, Cochin)	3 bottles (1 liter/ bottle)	e. Acid Oil, Fatty Acid Distillate	1 liter			Requesting Party (Customer)
Sample	Amount Required														
a. Copra	5 kilos														
b. Copra Meal/Pellets	1.5 kilos – 2.0 kilos (Chem. & Afla); 500g (Micro)														
c. Coconut Shell Charcoal	1 kilo														
d. Coconut Oil (RBD, Crude, Cochin)	3 bottles (1 liter/ bottle)														
e. Acid Oil, Fatty Acid Distillate	1 liter														



f. Virgin Coconut Oil	2 – 500mL (or in company's packaging taken from 1 production batch)
g. Desiccated Coconut	500 grams for every 100 bags per cut
h. Cooked Acidified Nata de Coco	1 bottle or can (as packed) for every 100 box
i. Raw and Processed (Low Acid) Nata de Coco	1 pack of 1 kilo for every 100 box
j. Coco Cream Powder, Creamed Coconut, Macapuno or Young Fruit Preserved, Frozen Coco Milk and Shredded Coconut	1 pouch/ bottle/ plastic (as packed) for every 100 box
k. Canned Coco Milk (Gata), Coconut Juice/Coco Water in cans or tetrapack	1 can or tetrapack (as packed) for every 100 box
l. Vinegar	250 mL
m. Coconut Sugar	250 grams for every 100 box/ packaging size
n. Coconut Flour	250 grams

3. Recommended Test Parameters per Commodity  
Schedule of PCA Laboratory Analysis Fees  
(based on AO No. 02, s. 2012)

Laboratory Services Division

<b>[1] Buko Juice/Coco Water/Coconut Drink (CD)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. (TSS), Brix	100.00
7. Titratable Acidity	400.00
8. pH	250.00



9. Specific Gravity	500.00
10. Potassium (ppm)	500.00
<b>[2] Coconut Acid Oil (AO) / Fatty Acid Distillate (FAD)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Moisture	400.00
2. Moisture & Impurities	1,000.00
3. Free Fatty Acid	500.00
4. Color	200.00
5. Peroxide Value	800.00
6. Iodine Value	800.00
7. Saponification Value	800.00
8. Unsaponifiable Matter	1,200.00
9. Saponifiable Matter	1,200.00
10. Total Fatty Matter	1,200.00
Note: If only saponifiable matter is requested, analysis for moisture is required	
<b>[3] Coconut Flour (CF)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. Staphylococcus aureus	600.00
7. Oil	800.00
8. Moisture	400.00
9. Free Fatty Acid*	500.00*
10. Ash	800.00
11. Protein	1,500.00
12. Peroxide Value	800.00
13. Carbohydrates**	-
* with Solvent Extraction	
** by Computation	
<b>[4] Coconut Sap Sugar (CSSu)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Water Activity	500.00
2. Salmonella	700.00
3. E. coli	500.00
4. Aerobic Plate Count	500.00
5. Coliform Count	500.00
6. Yeast and Mold Count	500.00
7. Ash	800.00
8. Moisture*	400.00
* Chemical Test upon request	



**[5] Coconut Milk/Cream [Canned] (CM or CCr);  
Coconut Milk/Cream Powder (CMP or CCP)**

Parameters	Rate (PhP)
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. Staphylococcus aureus	600.00
7. Oil	800.00
8. Moisture	400.00
9. Free Fatty Acid*	400.00
10. pH	250.00
11. Sulfur Dioxide	500.00
* Chemical Test upon request	

**[6] Coconut Oil Crude (CNO) , Refined-Bleached-  
Deodorized (RBD), Cochin (CO), Paring Oil  
(PO), Hydrogenated Oil (HCO), Shortening,  
etc.**

Parameters	Rate (PhP)
1. Moisture	400.00
2. Moisture & Impurities	1,000.00
3. Free Fatty Acid	400.00
4. Color	200.00
5. Peroxide Value	800.00
6. Iodine Value	800.00
7. Saponification Value	800.00
8. Acid Value	400.00
9. Unsaponifiable Matter	1,200.00
10. Saponifiable Matter	1,200.00
11. Specific Gravity	500.00
12. Salmonella	700.00
13. E. coli	500.00
14. Aerobic Plate Count	500.00
15. Coliform Count	500.00
16. Yeast and Mold Count	500.00

**[7] Coconut Sap Syrup (OCP-F)**

Parameters	Rate (PhP)
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. pH	250.00
7. Brix	100.00





<b>[8] Coconut Vinegar (OCP-F)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Titratable Acidity	400.00
2. Ash	800.00
3. Arsenic	900.00
4. Lead	900.00
5. Copper	900.00
<b>[9] Desiccated Coconut (DCN)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. Oil	800.00
7. Moisture	400.00
8. Free Fatty Acid*	500.00
9. Sulfur Dioxide	500.00
10. Aflatoxin	3,000.00
11. Sulfur Dioxide	500.00
* with Solvent Extraction	
<b>[10] Lambanog (CD)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Titratable Acidity	400.00
<b>[11] Frozen Coconut Food Products (OCP-F) like frozen shredded coconut meat</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. Staphylococcus aureus	600.00
7. Oil*	800.00
8. Moisture*	400.00
* Chemical Test upon request	
<b>[12] Coco Jam (OCP-F)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Aerobic Plate Count	500.00
2. Yeast and Mold Count	500.00
3. Staphylococcus aureus	600.00
4. Brix (Optional)	100.00



<b>[13] Coco Jam (OCP-F)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. Staphylococcus aureus	600.00
<b>[14] Coco Sweets (OCP-F) like Bukayo</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. Staphylococcus aureus	600.00
<b>[15] Macapuno and Other Sweetened Preserves In Can (OCP-F)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. Staphylococcus aureus	600.00
<b>[16] Nata De Coco (NDC)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
<b>Acidified Cooked</b>	
1. Aerobic Plate Count	500.00
2. Coliform Count	500.00
3. Yeast and Mold Count	500.00
4. pH	250.00
<b>Processed (Low Acid)/ Raw</b>	
1. pH	250.00
<b>[17] VIRGIN COCONUT OIL (VCO)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Salmonella	700.00
2. E. coli	500.00
3. Aerobic Plate Count	500.00
4. Coliform Count	500.00
5. Yeast and Mold Count	500.00
6. Staphylococcus aureus	600.00
7. Moisture	400.00



8. Free Fatty Acid	400.00
9. Color	200.00
10. Peroxide Value	800.00
11. Iodine Value	800.00
* Chemical Test upon request	
<b>[18] Coconut Coir (OCP-NF)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
(a) Moisture	400.00
<b>[19] Coconut Pith (OCP-NF)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Moisture	400.00
2. Ash	800.00
<b>[20] Copra (MA)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Oil	800.00
2. Moisture	400.00
3. Free Fatty Acid	500.00
4. Color	200.00
5. Aflatoxin	3,000.00
<b>[21] Copra Meal/Copra Expeller Cake (CEC)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Oil	800.00
2. Moisture	400.00
3. Ash	800.00
4. Aflatoxin	3,000.00
5. Protein	1,500.00
6. Salmonella	700.00
7. E. coli	500.00
<b>[22] Coconut Peat (OCP-NF)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Salmonella	700.00
2. E. coli	500.00
3. Coliform Count	500.00
4. Moisture	400.00
5. pH	250.00
6. Electrical Conductivity	200.00
<b>[23] Coconut Shell Charcoal (CSC)/ Activated Carbon (AC)</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
1. Moisture	400.00



2. Ash	800.00
3. VCM	800.00
Fixed Carbon*	-
4. Iodine Number**	800.00
* By computation	
** for Activated Carbon, upon request	
<b>[24] OTHER PRODUCTS/SERVICES</b>	
<b>Parameters</b>	<b>Rate (PhP)</b>
<b>Water/Beverages (OP)</b>	
1. Heterotrophic Plate Count	500.00
2. Coliform Count	500.00
3. E. coli	500.00
<b>Soil Analysis (OP)</b>	
1. Coliform Count	500.00
2. E. coli	600.00
<b>Proximate Analysis</b>	
1. Moisture	400.00
2. Oil	800.00
3. Ash	800.00
4. Protein	1,500.00
5. Carbohydrates*	-
<b>PAH Analysis</b>	
1. Coconut Oil	6,000.00
2. Copra/ CEC/ DCN	6,800.00
<b>Others</b>	
1. Certification Fee	200.00
2. Training Fee	2,000.00 to 5,000.00

4. Duration: 10 working days

Laboratory Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample to the laboratory.	Evaluate & inspect the sample/s.  Receive the sample in accordance with the requirements. Identify if: a. Export b. Referential c. Experimental d. Survey e. Shelf Life	NONE	5 minutes	Laboratory Services Division (LSD) Staff



2. Read and fill-out forms:  a. SF-RCV-01 Customer's Contract (for New Customers)  b. SF-RCV-06 Test Request (Microbiological Testing)  c. SF-RCV-07 Test Request (Chemical Testing)	Review the accomplished request form, assign laboratory code/s for the sample/s  Give 1 copy of the signed Customer's Contract to the customer; keep the other copy for LSD file	NONE	10 minutes	Laboratory Services Division (LSD) Staff
3. Receive Order of Payment from LSD Staff.  a. SF-RCV-09 Order of Payment (PQCL)	Prepare the Order of Payment in triplicate.  Give 2 copies then advise the customer to pay to the Cashier. (After payment, attach third copy to the Official Receipt for customer's copy).  Record and label the sample/s based on the assigned laboratory code/s.	NONE	10 minutes	Laboratory Services Division (LSD) Staff
4. Present Order of Payment forms to the PCA Cashier (6th Floor, PCA R&D Bldg.) and pay the fees.  a. SF-RCV-09 Order of Payment (PQCL)	Process the payment and issue the official receipt (OR) to the customer.	Refer to Schedule of PCA Laboratory Analysis Fees (based on AO No. 02, s. 2012)	5 minutes	PCA Cashier



5. Present the Official Receipt (OR) and give one copy of Claim Stub to LSD Staff.	<p>Attach one copy of claim stub to the Test Request Form.</p> <p>Advise the customer to present claim stub or official receipt upon claiming the test report on the due date.</p> <p>Submit coded sample to the Analysts concerned for testing.</p>	NONE	5 minutes	Laboratory Services Division (LSD) Staff
6. Wait for the result as scheduled.	<p>1) Testing of Sample: Perform analysis</p> <p>Chemical Analysis</p> <p>Aflatoxin Analysis</p> <p>Microbiological Analysis</p> <p>2) Data Processing; Prepare Test Report (Refer to SF-REP-01 Test Report)</p>	NONE	<p>5-10 working days</p> <p>5-10 working days</p> <p>10 continuous working days</p> <p>20 minutes</p>	Laboratory Services Division (LSD) Staff



7. Present claim stub or authorization and/or ID upon claiming of test report. Sign on the Receiving copy and logbook.  Fill-out SF-CUS-01 Customer Satisfaction Survey	Release results to the Customer  Or  Submit to the Unit/ Regional Office Concerned	NONE	5 minutes	Laboratory Services Division (LSD) Staff
<b>TOTAL</b>		Refer to Schedule of PCA Laboratory Analysis Fees (based on AO No. 02, s. 2012)	<b>Total Processing Time PER SAMPLE under normal laboratory conditions:</b>  Receiving of Sample = 35 minutes Releasing of Results = 5 minutes Duration of Analysis = 10 Working Days	



### c. Product Quality Control Laboratory (PQCL) – Shelf Life Study

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request for Analysis (Letter/ Inquiry/ Walk-In)</p> <p><u>For Students to Avail 25% Discount on Analysis Fee</u></p> <ul style="list-style-type: none"> <li>• Write letter addressed to: Ms. Erlene C. Manohar Deputy Administrator Research &amp; Development Branch Philippine Coconut Authority Elliptical Rd., Diliman, Quezon City</li> <li>Thru: Ms. Ma. Celia M. Raquepo Division Chief III Laboratory Services Division</li> <li>• Indicate in letter the following: Title of Thesis or Project Number of samples for analysis Parameters to be tested Request to avail 25% student discount</li> <li>• Signatories of the letter: Students involved in Project Thesis Adviser or Subject Teacher</li> </ul>	<p>Requesting Party (Customer)</p>
<p>2. Sample Requirements (Please submit separate packs/bottles for Chemical and Microbiological Tests):</p> <ol style="list-style-type: none"> <li>All samples for 1 or 2-year shelf life period must be submitted in company's packaging coming from 1 production batch.</li> <li>Amount of samples to be submitted depends on the company's packaging.</li> <li>After passing the baseline analysis, a semi-yearly payment of analysis is collected in advance, depending on the shelf life test schedule.</li> <li>For other details and clarification, please call PCA at 928-4501 to 09 local 525 or 532.</li> </ol>	<p>Requesting Party (Customer)</p>
<p>3. Shelf Life Test Schedule</p> <ol style="list-style-type: none"> <li>VCO and RBD</li> </ol>	<p>Laboratory Services Division</p>





b. Coconut Sap Sugar c. Coconut Milk/Coconut Cream (Canned) d. Coconut Skimmed Milk e. Coconut Milk (Powdered) f. Desiccated Coconut g. Coconut Flour h. Coco Vinegar i. Coconut Water j. Coco Nectar k. Coco Aminos l. Powdered Beverages				
4. Duration: 6 months – 2 years (as per shelf life schedule per commodity)		Laboratory Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all samples for the whole shelf life period (same production batch)	Receive the sample in accordance with the requirements.	NONE	5 minutes	Laboratory Services Division (LSD) Staff
2. Read and fill-out forms:	Review the accomplished request form, assign laboratory code/s for the sample/s	NONE	10 minutes	Laboratory Services Division (LSD) Staff
a. SF-RCV-01 Customer's Contract (for New Customers)	Give 1 copy of the signed Customer's Contract to the customer; keep the other copy for LSD file			
b. SF-RCV-06 Test Request (Microbiological Testing)				
c. SF-RCV-07 Test Request (Chemical Testing)				



d. SF-SLT-## Shelf Life Test Schedule				
3. Receive Order of Payment from LSD Staff.  a. SF-RCV-09 Order of Payment (PQCL)	Prepare the Order of Payment in triplicate.  Give 2 copies then advise the customer to pay to the Cashier. (After payment, attach third copy to the Official Receipt for customer's copy).  Record and label the sample/s based on the assigned laboratory code/s.	NONE	10 minutes	Laboratory Services Division (LSD) Staff
4. Present Order of Payment forms to the PCA Cashier (6th Floor, PCA R&D Bldg.) and pay the fees.  a. SF-RCV-09 Order of Payment (PQCL)	Process the payment and issue the official receipt (OR) to the customer.	Refer to Schedule of PCA Laboratory Analysis Fees (based on AO No. 02, s. 2012)	5 minutes	PCA Cashier
5. Present the Official Receipt (OR) and give one copy of Claim Stub to LSD Staff.	Attach one copy of claim stub to the Test Request Form.  Advise the customer to present claim stub or official	NONE	5 minutes	Laboratory Services Division (LSD) Staff



	<p>receipt upon claiming the test report on the due date.</p> <p>Submit coded sample to the Analysts concerned for testing.</p>			
6. Wait for the result as scheduled.	<p>3) Testing of Sample: Perform analysis</p> <p>Chemical Analysis</p> <p>Aflatoxin Analysis</p> <p>Microbiological Analysis</p> <p>4) Data Processing; Prepare Test Report (Refer to SF-REP-01 Test Report)</p>	NONE	<p>5-10 working days</p> <p>5-10 working days</p> <p>10 continuous working days</p> <p>20 minutes</p>	Laboratory Services Division (LSD) Staff
<p>7. Present claim stub or authorization and/or ID upon claiming of test report. Sign on the Receiving copy and logbook.</p> <p>Fill-out SF-CUS-01 Customer</p>	Release results to the Customer (Baseline)	NONE	5 minutes	Laboratory Services Division (LSD) Staff



Satisfaction Survey				
8. Wait for the result as scheduled	<p>After passing the baseline analysis, a semi-annual payment (every 6 months) of analysis is collected in advance.</p> <p>Repeat Steps 3 to 7 for every payment.</p>	Refer to Steps 3 to 7	Refer to Steps 3 to 7	Refer to Steps 3 to 7
<b>TOTAL</b>		Refer to Schedule of PCA Laboratory Analysis Fees (based on AO No. 02, s. 2012)	<b>Total Processing Time PER SAMPLE under normal laboratory conditions:</b>  Receiving of Sample = 35 minutes Releasing of Results = 5 minutes Duration of Analysis = 6 months – 2 years (as per shelf life schedule per commodity)	



<b>d. No-Contact Transaction For Laboratory Services</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>8. Submit a signed Request Letter through email to <a href="mailto:lsd@pca.gov.ph">lsd@pca.gov.ph</a>.</p> <p>Letter must include the ff:</p> <ul style="list-style-type: none"> <li>a. Company Name</li> <li>b. Sample Description and Details</li> <li>c. Parameters for Analysis</li> <li>d. Indicate if a scanned copy of Test Report is preferred to be received in advance through email. (Note: the Customer may still claim the hard copy personally.)</li> <li>e. Other information and Requests</li> <li>f. Signature of Customer</li> </ul>	<p>Evaluate if LSD is capable to accommodate the request of customer:</p> <ul style="list-style-type: none"> <li>a. If YES – inform the customer on the next steps to be followed.</li> <li>b. If NO – inform the customer on the reasons for declining the request (End of Transaction).</li> </ul>	NONE	5 minutes	Laboratory Services Division (LSD) Staff
<p>9. Submit sample to the laboratory via courier or company messenger.</p>	<p>Evaluate &amp; inspect the sample/s.</p> <p>Receive the sample in accordance with the requirements.</p>	NONE	10 minutes	Laboratory Services Division (LSD) Staff



Sample must be properly labeled with an attached Request Letter or other documents pertaining to the sample or request.	Prepare Test Request, assign laboratory code/s for the sample/s.  If sample condition is not acceptable, inform the customer through email.			
10. Read, fill-out and sign Customer's Contract (for New Customers) then send to LSD through email.	For new customers, send Customer's Contract form through email.	NONE	5 minutes	Laboratory Services Division (LSD) Staff
11. Pay the indicated amount of fees on the Order of Payment through bank deposit or online transfer to PCA Landbank Account.  Account Name: Philippine Coconut Authority Account Number: 0702-1001-86	Prepare then send an accomplished Order of Payment to the customer through email.	Refer to Schedule of PCA Laboratory Analysis Fees (based on AO No. 02, s. 2012)	10 minutes	Laboratory Services Division (LSD) Staff
12. Send a copy of the deposit slip or proof of online transfer to LSD through email.	Forward the deposit slip or proof of online transfer and a copy of Order of Payment to Cash Disbursement Division (CDD) then wait for the	NONE	10 minutes	Laboratory Services Division (LSD) Staff PCA Cashier



	issuance of Official Receipt.			
13. Receive the copy of Official Receipt and Claim Stub	Send a copy of Official Receipt and claim stub to the customer through email.	NONE	5 minutes	Laboratory Services Division (LSD) Staff
14. Wait for the result as scheduled.	Proceed to analysis according to services requested (See previous sections)	NONE	Refer to previous sections	Laboratory Services Division (LSD) Staff
15. Receive a scanned copy of Test Report.  Accomplish Customer Satisfaction Survey then send to LSD through email.	For Customers requesting a scanned copy of Test Report in advance, send the report through email together with Customer Satisfaction Survey form.  Note: Customers may still claim the hard copy personally (See next step).	NONE	5 minutes	Laboratory Services Division (LSD) Staff
16. Present claim stub or authorization and/or ID upon claiming of test report. Sign on the Receiving copy and logbook.  Fill-out Customer Satisfaction Survey	For Customers claiming hard copy of Test Report, release results to the Customer	NONE	5 minutes	Laboratory Services Division (LSD) Staff



<b>TOTAL</b>	Refer to Schedule of PCA Laboratory Analysis Fees (based on AO No. 02, s. 2012)	<b>Total Processing Time PER SAMPLE under normal laboratory conditions:</b>  Receiving of Sample = 45 minutes Releasing of Results = 5 minutes Duration of Analysis = 10 Working Days
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## **II. CENTRAL OFFICE**

### **Internal**



## A. GOVERNING BOARD

The Office of the Corporate Secretary (OCS) designed an internal system and procedure to fill-out the Records Copy Request form, also known as retrieval slip, when departments are requesting physical files and/or documents from the OCS-Corporate File records

### 1. Request of Minutes of Board Committees and Regular Board Meetings

### 2. Dissemination of Certified True Copies

- (a) Minutes of Meetings
- (b) Directives of the Governing Board
- (c) Notices of Meetings
- (d) Board Resolutions

<b>Office/Division</b>	Office of the Corporate Secretary			
<b>Classification</b>	Simple			
<b>Type of Transaction:</b>	G2G – for government services whose client is a government employee or another government agency			
<b>Who May Avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form (OCS-RCR Form-001)		Office of the Corporate Secretary (OCS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure the form from the OCS	The records officer will require two (2) copies of the form in order to process the request	None	1 minute	Records Officer
Fill-in the form	Assess the purpose of request		1-3 minute	Records Officer
	Retrieve the requested document from filing storage		2-5 minutes	Records Officer
	Execute the photocopying of the document/s		2-5 minutes	Records Officer
Receive copy of document/s requested				
<b>TOTAL</b>			10-15 minutes	



## B. SUPPORT SERVICES

### 1. Request for Certificate of No Pending Administrative/Criminal Case

<b>Office/Division</b>	Legal Affairs Service – Office of the Administrator			
<b>Classification</b>	Simple			
<b>Type of Transaction:</b>	Internal Transaction			
<b>Who May Avail</b>	PCA Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request form	Facilitate the certification	None	15 minutes	Legal Assistant and Atty. VI; in his absence, the Atty. V
Receive copy of certification				
<b>TOTAL</b>			15 minutes	



## 2. Order/Request for Legal Opinion/Comment

<b>Office/Division</b>	Legal Affairs Service – Office of the Administrator			
<b>Classification</b>	Complex			
<b>Type of Transaction:</b>	Internal Transaction			
<b>Who May Avail</b>	Governing Board, Office of the Administrator, Branches (Administrative and Finance, Operations, and Research and Development) and Regional Offices/Centers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transmittal/Memorandum				
References/Attachments if applicable				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the request and its attachments	Facilitate the request	None	Within five (5) to ten (10) days or within a reasonable time from the receipt thereof depending on the nature, simplicity or complexity of the subject matter, but not exceeding fifteen (15) days, <i>except</i> for matter/s requiring extreme urgency.	Atty. VI or subordinate Lawyers as may be assigned by Atty. VI
<b>TOTAL</b>				



### 3. Order/Request for Drafting of Legal Instruments

<b>Office/Division</b>	Legal Affairs Service – Office of the Administrator			
<b>Classification</b>	Complex			
<b>Type of Transaction:</b>	Internal Transaction			
<b>Who May Avail</b>	Office of the Administrator, Branches (Administrative and Finance, Operations, and Research and Development) and Regional Offices/Centers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transmittal/Memorandum				
References/Attachments if applicable				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the request and its attachments	Facilitate the request	None	Within five (5) to ten (10) days or within a reasonable time from the receipt thereof depending on the nature, simplicity or complexity of the subject matter, but not exceeding fifteen (15) days, <i>except</i> for matter/s requiring extreme urgency.	Atty. VI or subordinate Lawyers as may be assigned by Atty. VI
<b>TOTAL</b>				



#### 4. Request for Legal Assistance and for Preparation of Pleadings, Motions and Affidavits

<b>Office/Division</b>	Legal Affairs Service – Office of the Administrator			
<b>Classification</b>				
<b>Type of Transaction:</b>	Internal / External Transaction			
<b>Who May Avail</b>	Governing Board, Office of the Administrator, Branches (Administrative and Finance, Operations, and Research and Development), Regional Offices/Centers, and walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transmittal/Memorandum/Letter-request				
References/Attachments if applicable				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the request and its attachments	Facilitate the request	None	Within five (5) to ten (10) days from receipt thereof or within a reasonable time, provided it is within the reglementary period prescribed by RRACCS or the Rules of Court, or other applicable law and rules.	Atty. VI or subordinate Lawyers as may be assigned by Atty. VI
<b>TOTAL</b>				



## 5. Public Assistance and Complaints Desk (PACD)

To promote effective and efficient public service, pursuant to Administrative Order No. 241 of the Civil Service Commission the Public Assistance and Complaints Desk (PACD) Officer at the Malasakit Desk shall act as public relations officer who shall provide Malasakit to the public by providing information for various needs and concerns. The PACD officer shall be in charge of ensuring that external clients/customers shall have information to PCA services.

<b>Office/Division</b>	Human Resource Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may be avail</b>	Internal: All PCA Employees External: All Clients/Visitors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client Feedback Form		Public Assistance and Complaints Desk (PACD)		
2. ID of the Client/Visitors		Client/Visitor		
3. Health Status Form		PCA Lobby		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. The client/ visitor will approach the Security Officer located at the entrance of PCA Lobby.	The Security Officer will scan the temperature of the client/visitor	None	5 minutes	PCA Security Officer
2. The client/ visitor will proceed to the lobby for identification	The Security Officer will ask the client/visitor to give his/her I and will ask him/her to fill out the Health Status Form	None	5 minutes	PCA Security Officer
3. The client/ visitor will require to submit valid identification card (ID) to the guard and will	Require to register in the logbook	None	5 minutes	PCA Security Officer



be issued visitor's ID and wear at all times while in the vicinity of the PCA building				
4. The client/ visitor will fill-up the logbook at the lobby	Require to register in the logbook	None	5 minutes	PCA Security Officer
5. The client/ visitor will proceed to the Public Assistance and Complaints Desk (PACD)	The Security officer will show the client/visitor the way to PACD	None	5 minutes	PCA Security Officer
6. The client/ visitor will relay to the PACD Officer his/her concern	a.The PACD Officer will ask the client/ visitor to give details about his/her concern b.The PACD Officer will ask the client/ visitor to log in his/her information in the logbook c.The PACD Officer will be the one to call/ask the concerned office regarding the inquiry of the client/visitor	None	10 minutes	PACD Officer





7. The client/ visitor will wait for the feedback at the PACD Room	The PACD Officer will relay the answers to the client/visitor regarding the inquiries	None	20 minutes	PACD Officer
8. The client/ visitor will fill-out the PCA client Feedback Form	The PACD Officer will ask the client/visitor to fill out the PCA Client Feedback Form			
9. The client/ visitor will go back to the Security Officer at the PCA lobby or at the entrance gate before departing. Indicate the time of your departure from the PCA	The Security Officer will ask the client/visitor if he/she is satisfied with the services of PCA	None	5 minutes	PACD Officer
10. The client/ visitor will return the visitor's ID and retrieve own ID				
Total			1 hour and 10 minutes	



## 6. Preparation of Disbursement Voucher (DV)

Disbursement Voucher (DV) is used to pay an obligation to employees, individuals, agencies or creditors for good purchased and services rendered.

Office/Division	General Services Division and Property Division		
Classification	Complex to Highly Technical		
Type of Transaction	G2B - Government to Business; G2C - Government to Citizen; G2G - Government to Government		
Who may be avail	Internal: Permanent Personnel External: Personnel under CoS, Service Providers and Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. GENERAL REQUIREMENTS			
1. 4 copies of Disbursement Voucher		Property Division General Services Div./Procurement Div.	
2. 3 copies of Approved Obligation Request and Status (ORS) or Budget Utilization Request and Status (BURS)			
3. 3 copies of Approved Purchase Request (PR)		General Services Div./Procurement Div	
B. IF SUPPLIER/CONTRACTOR/ SERVICE PROVIDER			
1. Purchase Order (PO)			
(a) Purchase Order duly received by Supplier and COA (1 original, 1 photocopy)		General Services Div./Procurement Division	
(b) Abstract of Canvass Report (1 original)		General Services Div./Procurement Division	
(c) Quotations (1 original per supplier)		General Services Div./Procurement Division	
(d) Special Order if applicable (1 photocopy)		Requesting Party	
(e) Request for Inspection and Inspection and Acceptance Report (3 original)		Property Division and Accounting Division	
(f) Certificate of Acceptance (4 original)		Property Division	
(g) Sales Invoice/Delivery Receipt/Official Receipt/		Service Provider	



Billing Statement (1 original)	
(h) Inventory Custodian Slip (ICS) or Property Acknowledgement Receipt (PAR) if applicable (1 original)	Property Division
<b>2. PO through Direct Contracting</b>	
(a) Purchase Order duly received by Supplier and COA (1 original, 1 photocopy)	General Services Div./Procurement Unit
(b) Quotation (1 original)	General Services Div./Procurement Unit
(c) Distributor Certificate or Sworn Certificate of Guarantee Exclusive Distributorship Agreement (if applicable) (1 original)	Service Provider
(d) Request for Inspection and Inspection and Acceptance Report (3 original)	Property Division and Accounting Division
(e) Certificate of Acceptance (4 original)	Property Division
(f) Sales Invoice/Delivery Receipt/Official Receipt/Billing Statement (1 original)	Service Provider
(g) Inventory Custodian Slip (ICS) or Property Acknowledgement Receipt (PAR) if applicable (1 original)	Property Division
<b>3. If Job Order</b>	
<b>- Repair of Vehicle/Equipment/Facilities</b>	
(a) Pre-repair Inspection Report (1 original)	Property Division and Accounting Division
(b) Purchase Order duly received by Supplier and COA (1 original, 1 photocopy)	Gen. Services Division/Procurement Unit



- |  |   |
|--|---|
| (c) Abstract of Canvass Report (1 original)  | Gen. Services Division/Procurement Unit   |
| (d) Quotations (1 original per supplier)   | Gen. Services Division/Procurement Unit   |
| (e) Request for Inspection and Inspection and Acceptance Report (3 original)       | Property Division and Accounting Division |
| (f) Certificate of Acceptance (4 original)   | Property Division                         |
| (g) Sales Invoice/Delivery Receipt/Official Receipt/Billing Statement (1 original) | Service Provider                          |
| (h) Waste Material Report (WMR)if applicable (1 original)                          | Property Division and Accounting Division |

**- Printing**

- |  |   |
|--|---|
| (a) Purchase Order duly received by Supplier and COA (1 original, 1 photocopy)     | Gen. Services Division/Procurement Unit   |
| (b) Quotations (1 original per supplier)   | Gen. Services Division/Procurement Unit   |
| (c) Approved layout or e-copy of document to be printed (1 original, 1 e-copy)     | Gen. Services Division/Procurement Unit   |
| (d) Abstract of Canvass Report (1 original)  | Gen. Services Division/Procurement Unit   |
| (e) Request for Inspection and Inspection and Acceptance Report (3 original)       | Property Division and Accounting Division |
| (f) Certificate of Acceptance (4 original)   | Property Division                         |
| (g) Sales Invoice/Delivery Receipt/Official Receipt/Billing Statement (1 original) | Service Provider                          |

**- If Agency Procurement Request (APR)**

- |   |                  |
|---|------------------|
| (a) 3 copies of Approved Purchase Request (PR) Mandatory Expenses | Requesting Party |
|---|------------------|





## 7. Sale of Bidding Documents

The Sale of Bidding Documents are the documents issued to prospective bidders of certain goods and services. The Bidders may be asked to pay a fee to recover the cost for the preparation and development of the Bidding Documents pursuant to Appendix 8 of RA 9184's Revised IRR Guidelines on the Sale of Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

<b>Office/Division</b>	Central Office Bids and Awards Committee (CO BAC) Secretariat and General Service Division/Procurement Unit			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2B - Government to Business			
<b>Who may be avail</b>	Prospective Bidder/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present one (1) Valid Company ID		Prospective Bidder Company Representative		
2. Order of Payment		CO BAC Secretariat		
3. Official Receipt (original)		Cash Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
Request for order of payment, present one valid ID and submit copy of Official Receipts (OR) as proof of payment as indicated in the invitation to bid (ITB) for the Bidding Documents.	Received, record in logbook, assign BURS number and forward DV with complete supporting documents to Budget Division	Php500.00-75,000.00 (see table below for fees of bidding documents based on Section 5.0 Appendix 8 of RA9184's Revised IRR	15 mins	CO BAC Secretariat



### **III. REGIONAL/PROVINCIAL OFFICES**

#### **External/Internal**



## A. ISSUANCE OF PCA CLEARANCES/ACCREDITATION

### 1. Issuance of Export and Commodity Clearance

For the issuance of export and commodity clearance required to export coconut and palm oil products and by-products.

Office/Division	PCA Regional Offices			
Classification	Simple			
Type of Transaction	G2B - Government to Business			
Who may be avail	Registered Exporters and Trade Intermediaries of Coconut and Palm Oil Products and By-products			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly accomplished Export Clearance Form (1 original copy)		PCA Central Office - Trade Information and Relations Division PCA Regional Office		
2. Properly accomplished Export Declaration Form (1 original copy)		Department of Trade Industry (DTI) - Export Marketing Bureau DTI Provincial Offices PHILEXPORT Offices		
3. Properly accomplished Export Declaration Form (1 original copy)		PCA Regional Office		
4. Packing List (1 photocopy)		Client		
5. Proforma Invoice (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	OFFICE RESPONSIBLE
1. Submit properly accomplished Export Clearance Form together with other required documents to PCA Regional Office where the business is registered	a. Accept and verify export clearance application and supporting documents. Compute the Regulatory and corresponding Laboratory Analysis Fees	None	20 minutes	Coconut Production and Regulation Officer III (CPRO III)





	b. Prepare Order of Payment and advise client to submit a copy of the receipt	None	5 minutes	CPRO III
2. Pay Regulatory and corresponding Laboratory Analysis Fees and give copy of OR to CPRO III	a. Process payments and issue Official Receipt	None	10 minutes	CPRO III
	b. Record details of payment	None	2 minutes	CPRO III
	c. Collect samples of commodity for Laboratory Analysis	None	1 day	CPRO III
	d. Inspect commodity before loading (for Fresh Coconuts)	None	1 hour	CPRO III
	e. Prepare request for Laboratory Analysis and forward to PCA-Laboratory Services Division (PCA-LSD) together with the sample	None	10 minutes	CPRO III
	f. Prepare Commodity Inspection Report	None	30 minutes	CPRO III



	g. Give back to client the Export Clearance Form and other supporting documents	None	1 minute	CPRO III
3. Proceed to PCA-Assessment and Monitoring Services (PCA-AMS) in PCA Central Office and submit Export Clearance Form and other supporting documents	a. Receive and examine export clearance application, export declaration, and proforma invoice	None	5 minutes	Trade Control Examiner
	b. Compute amount of PCA Fee to be paid based on proforma invoice	None	5 minutes	Trade Control Examiner
	c. Issue Order of Payment and advise client to submit a copy of the receipt	None	5 minutes	Trade Control Examiner
4. Pay the corresponding PCA Fees	Process payment and issue Official Receipt (OR)	None	10 minutes	Cashier
5. Give copy of OR to Trade Control Examiner	a. Record details of payment	None	2 Minutes	Trade Control Examiner
	b. Affix initial signature on the CISF portion of Export Clearance Form and	None	1 minute	Trade Control Examiner



	forward to PCA-AMS Manager  c. Sign on the CISF portion of Export Clearance Form	None	1 minute	PCA AMS Manager
6. Receive the signed Export Clearance Form	Release the signed Export Clearance Form to the Client	None	1 minute	Trade Control Examiner
7. Go back to PCA Regional Office and submit signed Export Clearance Form and other supporting documents	a. Receive signed Export Clearance Form and other supporting documents. Prepare Commodity and Export Clearances to incorporate Laboratory Test/Analysis Results and submit to PCA Regional Manager III / Officer-in-Charge (PCA RM III / OIC-RM)  b. Review application and supporting documents and sign the Export and Commodity Clearances	None	10 minutes	CPRO III



8. Receive signed Export and Commodity Clearances with Laboratory Test/Analysis Results	Release signed Export and Commodity Clearances together with the Laboratory Test/Analysis Results	None	1 minute	CPRO III
TOTAL			1 Day, 3 hours 4 minutes	



**Table 1. PCA Regulatory and Laboratory Analysis Fees**

SERVICE	REGULATORY AND LABORATORY ANALYSIS FEES
Export Processing Fee (per Export Declaration)	PHP 320.00
Laboratory Analysis Fees	Kindly refer to PCA Administrative Order No. 02, series of 2012
<b>Inspection and Supervisory Fees</b>	
A. Bulk Loading	
Copra	PHP 4.40 per MT + PHP 3,100.00
Crude Coconut Oil	PHP 5.40 per MT + PHP 3,100.00
Copra Cake/M meal/Pellets	PHP 4.00 per MT + PHP 3,100.00
B. Desiccated Coconut	PHP 940.00 per Export Declaration (E.D.), maximum of 2 container vans per E.D. + PHP 3,100.00
C. Conventional cargo packed in drums, boxes, bags, sacks, crates, etc.	PHP 626.00 per E.D., maximum of 2 container vans per E.D. + PHP 3,100.00

**Table 2. PCA Fees as Authorized by PCA Board Resolution No. 035-95**

COMMODITY	PCA FEES
Copra	PHP 0.12 per kg
Fresh Young Coconuts	PHP 0.02820 per kg
Crude Coconut Oil	PHP 0.19355 per kg
Desiccated Coconut	PHP 0.18553 per kg
Cochin Oil	PHP 0.20374 per kg
Edible Coconut Oil/Refined, Bleached, Deodorized Oil (RBD)	PHP 0.20482 per kg
Toilet Soap/Bath Soap*	
Laundry Soap*	
Coconut Methyl Ester*	
Fatty Alcohol*	
Fatty Acid*	
Coconut Milk (Liquid)	PHP 0.11611 per kg
Coconut Milk (Powder)	PHP 0.55512 per kg
Virgin Coconut Oil	PHP 0.46028 per kg

*\*Assessment rates shall be determined on the basis of the company's production data. The PCA Fee shall be computed based on the crude coconut oil content of these products.*



## 2. Accreditation of Oil Palm Nurseries

Oil palm nursery operators must be registered and accredited by the PCA as per Administrative Order no. 2, series of 2018

<b>Office/Division</b>	PCA Regional/Provincial Offices			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2B - Government to Business; G2C Government to Citizen			
<b>Who may be avail</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DTI Certificate (Business Name), Articles of Partnership or Incorporation and By-laws		PCA Regional Office		
2. City or Municipal Business Permit issued by the Mayor;				
3. Business Plan or Project Feasibility Study;				
4. Rated Capacity, by month and year, of the proposed nursery in terms of number of seedlings or planting materials grown and hectareage allocator				
5. Location map of the proposed nursery site which should be located within an oil palm plantation, or in area reasonably near an oil palm plantation either existing or to be developed;				
6. Name/s and address/es of the supplier/s, the variety and source of the oil palm germinated seeds whether of local or foreign origin;				
7. Certificate issued by the Philippine Palm Oil Development Council, Inc. (PPDCI) certifying that the personnel of the nursery or to be employed thereat have been trained in oil palm nursery operations and management.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	OFFICE RESPONSIBLE
1. Submit filled out registration form and requirements to PCA Provincial Office having	a. Receive and review application along with all the attached documentary requirements to	None	1 calendar day	Agriculturist



jurisdiction on the location of the nurseries	<p>identify the completeness</p> <p>b. Prepares notification letter for Nursery Inspection Agreement and prepares Order of Payment</p> <p>c. Sign notification letter on Nursery Inspection Agreement and Order of Payment</p> <p>d. Release Notification for the execution of Nursery Inspection Agreement and Order of Payment</p> <p>e. Receipt of Nursery Inspection Agreement and Order of Payment</p>			
2. Payment of Accreditation Fee	<p>a. Receive and process payment</p> <p>b. Issuance of an Official Receipt (OR)</p>	Php 25,000.00	1 minute	Trade Control Examiner
3. Visit and inspection on the proposed or existing nurseries	<p>a. Prepare Order of Inspection</p> <p>b. Approve and sign Order of Inspection</p> <p>c. Conducts visit and inspection on the proposed or existing nurseries</p>	None	10 minutes	CPRO



	d. Prepare Recommendations and Certificate of Accreditation for the approval of the Regional Manager			
4. Pay the corresponding renewal fees	Process payment and issue Official Receipt	See table below	10 minutes	Cashier
5. Give copy of official receipt (OR) to CPRO III	Record details of payment	None	2 minutes	CPRO III
6. Receive signed Certificate of Registration	Release signed Certificate of Registration with PCA Dry Seal	None	1 minute	
<b>TOTAL</b>			<b>1 Hour 9 Minutes</b>	





## B. ISSUANCE OF CERTIFICATE OF REGISTRATION

### 1. New Registration of Business Entities Involving Coconut and Palm Oil Products and By-Products

For the new registration of coconut and oil palm growers and nursery operators, coconut and palm oil millers and refiners, processors, traders, trade intermediaries, importers, and exporters of coconut and palm oil products and by-products, and laboratories rendering services for coconut and palm oil products and by-products.

Office/Division	PCA Regional/Provincial Offices		
Classification	Simple		
Type of Transaction	G2B – Government to Business		
Who may be avail	Coconut and Oil Palm Growers and Nursery Operators, Coconut and Palm Oil Millers and Refiners, Processors, Traders, Trade Intermediaries, Importers, and Exporters of Coconut and Palm Oil Products and By-products, Laboratories Rendering Services for Coconut and Palm Oil Products and By-products		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>I. Processors of Coconut and Palm Oil Products and By-Products</b>			
<b>A. Corporation/Partnership/ Cooperative</b>			
(2) Properly Accomplished and Notarized Application Form (1 original copy)		PCA Central Office-Trade Information and Relations Division PCA Regional Offices/Provincial Offices	
(3) Registration Certificate (1 photocopy)		Securities and Exchange Commission (Corporation and Partnership) - Company Registration and Monitoring Department  Cooperative Development Authority (Cooperatives) - Registration Division	
(4) Articles of Incorporation/ Partnership and By-laws (1 photocopy each)		Client	
(5) City/Municipal Permit/ License (1 photocopy)		City or Municipality where the manufacturing plant is located - Business Permit and Licensing Office/Department	
(6) Building Plan and Permits (For manufacturing plants only) (1 photocopy each)		City or Municipality where the manufacturing plant is located - City/Municipal Building Office/Department	
(7) Feasibility Study (For new millers, manufacturers, and		Client	



processors only) (1 photocopy)	
(8) License to Operate (For all processed coconut and palm oil food products) (1 photocopy)	Food and Drug Administration - Center for Food Regulation and Research
<b>B. Single Proprietorship</b>	
(1) Properly Accomplished and Notarized Application Form (1 original copy)	PCA Central Office - Trade Information and Relations Division <b>PCA Regional Offices</b>
(2) Registration Certificate (1 photocopy)	Department of Trade and Industry - Business Name Registration System (Online application)
(3) City/Municipal Permit/License (1 photocopy)	City or Municipality where the manufacturing plant is located - Business Permit and Licensing Office/Department
(4) Building Plan and Permits (For manufacturing plants only) (1 photocopy)	City or Municipality where the manufacturing plant is located - City/Municipal Building Office/Department
(5) Feasibility Study (For new millers, manufacturers, and processors only) (1 photocopy)	Client
(6) License to Operate (For all processed coconut and palm oil food products) (1 photocopy)	Food and Drug Administration - Center for Food Regulation and Research
<b>II. Importers / Exporters/ Traders of Coconut and Palm Oil Products</b>	
<b>A. Corporation/Partnership / Cooperative</b>	
(1) Properly Accomplished and Notarized Application Form (1 original copy)	PCA Central Office - Trade Information and Relations Division PCA Regional Offices
(2) Registration Certificates (1 photocopy)	Securities and Exchange Commission (Corporation and Partnership) - Company Registration and Monitoring Department



		Cooperative Development Authority (Cooperatives) - Registration Division		
(3) Articles of Incorporation/Partnership and By-laws (1 photocopy each)		Client		
(4) City/Municipal Permit/License (1 photocopy)		City or Municipality where the company office is located - Business Permit and Licensing Office/Department		
<b>B. Single Proprietorship</b>				
(1) Properly Accomplished and Notarized Application Form (1 original copy)		PCA Central Office - Trade Information and Relations Division  PCA Regional Offices		
(2) Registration Certificates (1 photocopy)		Department of Trade and Industry - Business Name Registration System (Online application)		
(3) City/Municipal Permit/License (1 photocopy)		City or Municipality where the company office is located - Business Permit and Licensing Office/Department		
<b>III. Trade Intermediaries</b>				
1. Properly Accomplished and Notarized Application Form (1 original copy)		PCA Central Office - Trade Information and Relations Division  PCA Regional Offices		
2. Broker's License (1 photocopy)		Professional Regulation Commission		
3. Registration Certificates (1 photocopy)		Department of Trade and Industry - Business Name Registration System (Online application)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Submit complete documents for registration to PCA Regional Office having jurisdiction to the location of the processing plant (for oil millers, refiners, and manufacturers)	a. Receive and review application for registration and supporting documents and inform the client on the amount of Registration Fees	None	15 Minutes	Coconut Production and Regulation Officer III (CPRO III)
	b. Conduct information	None	<b>2 days</b>	Coconut Production and Regulation



or company office (for traders, trade intermediaries, importers, and exporters)	verification. Prepare report of inspection and Certificate of Registration			Officer III (CPRO III)
	c. Review and evaluate application for registration and supporting documents and sign Certificate of Registration	None	5 minutes	PCA Regional Manager III (RM III) / Officer-in-Charge (OIC-RM)
	d. Issue Order of Payment and advise client to submit a copy of the receipt	None	5 minutes	CPRO III
2. Pay the corresponding Registration Fees	Process payment and issue Official Receipt	See table below	10 minutes	Cashier
3. Give copy of OR to CPRO III	Record details of payment	None	2 minutes	CPRO III
4. Receive signed Certificate of Registration	Release signed Certificate of Registration with PCA Dry Seal	None	1 minute	CPRO III
<b>TOTAL</b>			<b>2 days 38 minutes</b>	



**Table 3. PCA Registration Fees**

<b>AUTHORIZED CAPITAL</b>	<b>REGISTRATION FEES</b>
PHP 50,000.00 and BELOW	PHP 200.00
Over PHP 50,000.00 to PHP 100,000.00	PHP 500.00
Over PHP 100,000.00 to PHP 300,000.00	PHP 1,500.00
Over PHP 300,000.00 to PHP 1.5 Million	PHP 2,500.00
Over PHP 1.5 Million to PHP 2.0 Million	1/5 of 1% of Authorized Capital
Over PHP 2.0 Million to PHP 10.0 Million	1/5 of 1% of Authorized Capital
Over PHP 10.0 Million to PHP 25.0 Million	1/5 of 1% of Authorized Capital
Over PHP 25.0 Million to PHP 50.0 Million	1/5 of 1% of Authorized Capital
Over PHP 50.0 Million to PHP 100.0 Million	1/5 of 1% of Authorized Capital
Over PHP 100.0 Million	1/5 of 1% of Authorized Capital



## 2. Renewal of Registration of Business Entities Involving Coconut and Palm Oil Products and By-Products

For the renewal of registration of coconut and oil palm growers and nursery operators, coconut and palm oil millers and refiners, processors, traders, trade intermediaries, importers, and exporters of coconut and palm oil products and by-products, and laboratories rendering services for coconut and palm oil products and by-products.

<b>Office/Division</b>	PCA Regional Offices			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2B - Government to Business			
<b>Who may be avail</b>	Registered Exporters and Trade Intermediaries of Coconut and Palm Oil Products and By-products			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Properly Accomplished and Notarized Application Form (1 original copy)		PCA Central Office - Trade Information and Relations Division PCA Regional Office		
2. Certification of No PCA Fee Obligation (1 original copy)		PCA Central Office – Assessment and Monitoring Services (AMS)		
3. PCA Certificate of Registration from the previous year (1 original copy)		PCA Regional Office		
4. City/Municipal Permit/License (1 photocopy)		City or Municipality where the manufacturing plant or company office is located - Business Permit and Licensing Office/Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Submit properly accomplished and notarized application form for renewal of registration to PCA-AMS in PCA Central Office	a. Receive and evaluate application form and other supporting documents	None	5 minutes	Trade Control Examiner
	b. Verify from the PCA-AMS records the status of company's compliance on the	None	5 minutes	Trade Control Examiner



	<p>payment of PCA fees and submission of reportorial requirements</p> <p>c. Prepare Certification of No PCA Fee Obligation to be signed by the PCA-AMS Manager</p> <p>d. Review the documents and sign the Certification of No PCA Fee Obligation</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Trade Control Examiner</p> <p>PCA-AMS Manager</p>
2. Sign the receipt of the Certification of no PCA Fee obligation	Release the Certification of No PCA Fee Obligation and documents for renewal of registration	None	1 minute	Trade Control Examiner
3. Submit documents for renewal of registration together with the signed Certification of No PCA Fee Obligation to PCA Regional Office where the business is previously registered	<p>a. Receive and review application for renewal of registration and inform the client on the amount of Renewal Fees</p> <p>b. Issue Order of Payment and advise client to submit a copy of the receipt</p>	None	10 minutes	CPRO



	c. Prepare evaluation and Certificate of Registration  d. Review and evaluate application for renewal of registration and supporting documents and sign Certificate of Registration			
4. Pay the corresponding renewal fees	Process payment and issue Official Receipt	See table below	10 minutes	Cashier
5. Give copy of official receipt (OR) to CPRO III	Record details of payment	None	2 minutes	CPRO III
6. Receive signed Certificate of Registration	Release signed Certificate of Registration with PCA Dry Seal	None	1 minute	
<b>TOTAL</b>			<b>1 Hour 44 Minutes</b>	





**Table 4. PCA Renewal Fees**

<b>AUTHORIZED CAPITAL</b>	<b>RENEWAL FEES</b>	<b>SURCHARGE (LATE PAYMENT FEES)*</b>
PHP 50,000.00 and BELOW	PHP 200.00	PHP 28.00
Over PHP 50,000.00 to PHP 100,000.00	PHP 500.00	PHP 70.00
Over PHP 100,000.00 to PHP 300,000.00	PHP 750.00	PHP 105.00
Over PHP 300,000.00 to PHP 1.5 Million	PHP 1,250.00	PHP 175.00
Over PHP 1.5 Million to PHP 2.0 Million	PHP 2,000.00	PHP 280.00
Over PHP 2.0 Million to PHP 10.0 Million	PHP 3,000.00	PHP 420.00
Over PHP 10.0 Million to PHP 25.0 Million	PHP 5,000.00	PHP 700.00
Over PHP 25.0 Million to PHP 50.0 Million	PHP 8,000.00	PHP 1,120.00
Over PHP 50.0 Million to PHP 100.0 Million	PHP 10,000.00	PHP 1,400.00
Over PHP 100.0 Million	PHP 20,000.00	PHP 2,800.00

\*14% of renewal fee



### 3. Registration of Coco Lumber Traders/Processors

Pursuant to RA 8048 as amended by RA 10593, PCA shall also, in coordination with the local government unit concerned, require the registration of all sawmills “**lumberyards, coconut wood dealers**” and other persons or entities dealing in the processing, sawing of coconut trees

<b>Office/Division</b>	PCA Provincial Offices			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may be avail</b>	Coco lumber traders/processors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>a. Single Proprietor-Domestic</b>				
1. Articles of Incorporation and By-Laws		Client		
2. Registration from the Securities and Exchange Commission (SEC)		Client		
3. Municipal's Mayor Permit		Municipal Government		
4. PTR (BIR-Optional)				
5. Notarized Application Form (Form No. AF-007)				
<b>b. Corporation</b>				
1. SEC Registration				
2. Articles of Incorporation and By-Laws				
3. Municipal's Mayor Permit				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Secure and accomplish application form	Provide application form and the list of required supporting documents	Capitalization: Less than Php 1 million - New – - Php 2,000.00 - Renewal – - Php 5000.00 Php 1M-5M - New – 6,000.00 - Renewal – 1,500.00 Over Php 5M	1 hour	Agriculturist/ CPRO



		- New 10,000.00 - Renewal— 2,500.00 Surcharge 14%		
2. Submit duly accomplished and notarized application form with complete supporting documents	a. Receive and review the application and its supporting documents  b. Issuance of Order of Payment	None	10 minutes	Agriculturist/ CPRO
3. Pay the corresponding fees	a. Process payment and issue Official Receipt  b. Prepare Certificate of Registration  c. Forward the Certification of Registration to the RM/PCDM for signature and approval	See table	5 minutes  5 minutes  10 minutes	Cashier  Agriculturist/ CPRO  Agriculturist/ CPRO
4. Receive the Certificate of Registration	Release the Certificate of Registration		5 minutes	Agriculturist/ CPRO
<b>TOTAL</b>			<b>1 hour 35 minutes</b>	



#### 4. Registration of Chainsaws

All tools/equipment to be used in cutting coconut trees must be registered with PCA

<b>Office/Division</b>	PCA Provincial Offices			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may be avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. DENR Registration		Department of Environment and Natural Resources		
2. Chainsaw unit		Proponent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Secure Application form from any PCA Field offices and other relevant documents				
2. Submit Application form and other documentary requirements to PCA field offices	Receive and verify the accuracy of the information contained in the application and supporting documents	None		Applicant
3. Payment of Fees	a. Issuance of Order of Payment  b. Receive and process of payment	Original registration and renewal fee – PhP 1,000.00 Late registration shall incur a	1 calendar day	Agriculturist  Cashier/Division Chief



	c. Issuance of an Official Receipt (OR  d. Preparation of Chainsaw Sticker and Registration Certificate  e. Approval and Signing of Registration Certificate and Chainsaw Sticker	surcharge of 50% of the current year's rate		Cashier/Division Chief  Agriculturist  Division Chief
4. Present Official Receipt for the releasing of the Chainsaw Sticker and Registration Certificate	Verify Official receipt and release Registration Certificate and Chainsaw Sticker			
<b>TOTAL</b>			<b>1 Calendar Day</b>	



## C. ISSUANCE OF PERMIT

### 1. Issuance of Permit to Cut Coconut Trees (PTC)

RA 8048 as amended by RA10593, no coconut tree or trees shall be cut unless a permit therefore, upon due application being made, has been issued by the PCA pursuant to Section 6 of this Act.

<b>Office/Division</b>	PCA Regional/Provincial Offices			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may be avail</b>	Landowner or authorized representative Controlling majority of the co-owners Any authorized representative of a corporation Tenant, worker, tiller or farmer Barangay Captain or owner of land/property that is endangered by coconut trees planted in adjacent land			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PCA prescribed application form		PCA Field Offices		
2. Valid ID or Community Tax Certificate				
3. Proof of ownership or legal possession of affected land (TCT;s, Tax Declaration, etc.)				
4. Affidavit of non-encumbrance				
5. Additional Requirements: a. Duly notarized written consent of Special Power of Attorney (SPA) if applicant is through a representative b. Duly approved board resolution for corporation c. Notarized written consent of co-owners d. Sangguniang barangay resolution e. Final conversion order issued by DAR/Certificate of Conversion to other crops issued by DA				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Secure Application form from any PCA Field offices and				Applicant



other relevant documents				
2. Submit Application form and other documentary requirements to PCA field offices where the applied coconut trees situated/located	a. Receive and review application along with all the attached documentary requirements to identify the completeness  b. Issuance of Order of Payment		1 calendar day	Agriculturist
3. Payment of Fees.	a. Receive and process of payment  b. Issuance of an Office Receipt (OR)	Filing/processor Fee to be paid in the following rates (See table below)		Agriculturist  Cashier
4. Field inspection, verification, recommendation and approval of the application for cutting	a. Conduct verification, field and ocular inspection and consultations to determine veracity of documents  b. Posting of the application in Brgy. Hall and the site/area subject of application  c. Submit recommendation to the Division Chief whether application should be		1 day  7 days  5 days	Agriculturist  Agriculturist  Agriculturist



	granted or not and shall be posted in Brgy. Hall			
	d. Approval and Signing of Permit to Cut (PTC)		10 minutes	Division Chief/ Regional Manager
5. Present Official Receipt for the releasing of the PTC	Verify Official receipt and release approved PTC to the applicant			Agriculturist/ Division Chief
<b>TOTAL</b>			<b>9 days 10 minutes</b>	





**Table 5 – Article IV-Application for Permit to Cut (PTC)**

Number of Trees	Processing Fee
1 to 5	Php 100.00
6 to 50	Php 200.00
51 to 100	Php 500.00
101 to 500	Php 1,000.00
501 to 1,000	Php 2,000.00
In excess of 1,000	Php 2,000.00 = Php 200 for every tree thereafter

**Table 6 – Article VI - Issuance of Permit to Cut (PTC)**

Number of Trees	Recommending	Approving
1 to 1,000	Agriculturist	Division Chief I
1,001 to 2,500	Division Chief	Regional Manager
2,501 or more	Regional Manager	Administrator

**Table 7 – Validity of Permit to Cut (PTC)**

Number of Trees	Number of Days
1 to 20	2 days
21 to 50	3 days
51 to 100	5 days
Note: Additional one (1) day validity shall be given for every 100 trees in excess	



## 2. Issuance of Permit to Consolidator Transport Coconut Lumber (CPTT)

Any processed coconut lumber to be consolidated and transported must be accompanied by a Consolidators Permit to Transport

<b>Office/Division</b>	PCA Provincial Offices			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may be avail</b>	Any person and entity which intends to transport cut coconut logs/lumber			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PCA prescribed application		PCA Field Offices		
2. Any identification that sufficiently identified the applicant (Valid I.D.)				
3. Original copy of Permit to Cut				
4. Original copy of Transport Permit				
5. Certificate of Quantity/Volume of Coconut lumber				
7. Additional Requirements: a. Copy of PCA Registration Certificate of the Consignee				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Secure Application form from any PCA Field offices and other relevant documents				Applicant
2. Submit Application form and other documentary requirements to PCA field offices where the Permit to Cut was issued	a. Receive and verify the accuracy of the information contained in the application and supporting documents	None	1 calendar day	Agriculturist
3. Payment of Fees	a. Issuance of Order of Payment	Php 500.00 regardless of volume		Agriculturist



	b. Receive and process of payment  c. Issuance of an Official Receipt (OR)  d. Approval and Signing of Consolidator Permit to Transport (CPPT)			Cashier/Division Chief  Cashier/Division Chief  Division Chief
4. Present Official Receipt for the releasing of the CPPT	Verify Official receipt and release CPPT to the applicant			
<b>TOTAL</b>		<b>Php 500.00</b>	<b>1 calendar day</b>	



**Table 8 – Issuance of Transport Permit**

<b>Type of Vehicle</b>	<b>Maximum Load (in bd. ft.)</b>
Smaller Jeep	2,000
Jeep	3,500
Elf or Six Wheeler Truck	4,000
Forward	7,000
Ten Wheeler Truck	12,000
Prime Mover	18,000
Note: Php 0.30 centavos fees per board foot	

**Table 9 – Validity of Transport Permit**

<b>No. of Trees</b>	<b>Maximum Validity</b>
Within the Municipality	1 day
Within the Province	2 days
Within Region	3 days
Outside the Region/Inter island	5 to 7 days



### 3. Issuance of Permit to Transport Coconut Lumber (PTT)

Any processed coconut lumber to be transported must be accompanied by a permit to transport

<b>Office/Division</b>	PCA Provincial Offices			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may be avail</b>	Any person and entity which intends to transport cut coconut logs/lumber			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PCA prescribed application		PCA Field Offices		
2. Any identification that sufficiently identified the applicant (Valid I.D.)				
3. Original copy of Permit to Cut				
4. Certificate of Quantity/Volume of Coconut lumber				
5. Additional Requirements: a. Copy of PCA Registration Certificate of the Consignee				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Secure Application form from any PCA Field offices and other relevant documents				
2. Submit Application form and other documentary requirements to PCA field offices where the Permit to Cut was issued	a. Receive and verify the accuracy of the information contained in the application and supporting documents	None	1 calendar day	Applicant
	b. Issuance of Order of Payment	30 centavos per board foot		Agriculturist



3. Payment of Fees	a. Receive and process of payment			Agriculturist
	b. Issuance of an Official Receipt (OR)			Cashier/Division Chief
	c. Approval and Signing of Consolidator Permit to Transport (PPT)			Division Chief
4. Present Official Receipt for the releasing of the PPT	Verify Official receipt and release CPPT to the applicant			Agriculturist
TOTAL			1 calendar day	



#### 4. Issuance of Certificate of Inspection and Verification (CIV) for Land Use and Conversion

Transaction involving land conversion must secure CIV to support the application with the Department of Agriculture. The certificate is also needed in obtaining Permit to Cut for the subject area.

<b>Office/Division</b>	PCA Regional/Provincial Offices			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may be avail</b>	Landowner or Authorized Representative with Notarized Consent			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Simple Letter Request address to the PCA Regional Manager where the land is situated/located  2. Any identification that sufficiently identified the applicant (Valid I.D.)  3. Notarized SPA or written consent of the land owner(s)  4. Proof of ownership  5. Site Map		PCA Regional Offices/Provincial Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Submit letter request and other documentary requirements to PCA field offices where the applied/affected land is situated/located	a. Receive and review application along with all the attached documentary requirements to identify the completeness  b. Issuance of Order of Payment		20 minutes	Agriculturist
2. Payment of Fees	Receive and process of payment	FILING FEE: (PhP1,000/title and INSPECTION FEE (PhP20,000/titl e) with an area less than or	10 minutes	Agriculturist/ CPRO and the applicant representative



		equal to five (5) hectares . FILING FEE: (PhP2,000/ title with an area larger than five (5) hectares and INSPECTION FEE of PhP30,000/titl e of area larger than 5 hectares		
3. Field inspection, verification, recommendation and approval of the Certificate of Inspection & Verification for Land Use Conversion (CIV)	a. Conduct field and ocular inspection to determine veracity of documents	None	1 day	Agriculturist/ CPRO
	b. Submit field inspection report and recommendation to the Division Chief			
	c. Preparation and endorsement of CIV to the Regional Office		10 minutes	Division Chief
	d. Approval and signing of CIV			Regional Manager
4. Present Official Receipt for the release of the CIV	Verify Official receipt and release approved CIV to the applicant	None	10 minutes	Agriculturist Division Chief
<b>TOTAL</b>			<b>1 day 50 minutes</b>	





## D. PCA PROGRAMS AND PROJECTS

### 1. Participatory Coconut Planting Project (PCPP) - Incentivized Coconut Planting and Replanting

Provision of coconut seedlings to interested individuals for planting in their backyard/farms

<b>Office/Division</b>	PCA Regional/Provincial Offices			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may be avail</b>	1. Individual coconut farmers (landowner, owner-tiller, tenant) and would-be coconut farmers 2. Must have at least 0.5 ha. To maximum of 1.0 ha of coconut land to be planted 3. Coconut Farmers Organizations/Cooperatives (CFOs/CFCs) 4. Agrarian Reform Beneficiaries (ARBs) 5. Integrated Social Forestry (ISF) Beneficiaries 6. Indigenous Peoples (IPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must have the readily available area for coconut planting and/or replanting of at least 0.50 hectares to a maximum of 5.00 hectares. 2. Must show proof of land ownership (if landowner or owner-tiller, ARBs and ISFBs) and landowner's letter of consent (if tenant). 3. Must have readily available source of good quality seednuts/planting materials. 4. Willing to adopt PCA recommended technologies on seednut nursery establishment and maintenance and transplanting and management of seedlings. 5. Willing to provide counterpart fund in the form of seednuts and labor for nursery operations and maintenance and transplanting.		PCA Regional Offices/Provincial Offices		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	OFFICE RESPONSIBLE
1. Enlist at the nearest PCA Municipal or Barangay offices or PCA designated registration areas located in the barangay	a. Interview and enlist would-be farmer participants	None	2 hours	Agriculturist
	b. Inspect and review proof of ownership/ letter of consent or authorization letter presented	None	15 Minutes	Agriculturist
2. Undergo Farmers' Training on GAP on proper nursery operations and maintenance and seedlings transplanting and care and maintenance	a. Conduct project briefing/ orientation seminar and training	None	4 hours	Agriculturist
	b. Conduct nursery inspection and evaluation under Phase I and Coconut Planting Inspection and Evaluation Report under Phase II	None	2 hours	Municipal Evaluation Team (MET); Regional Evaluation Team (RET)
3. Avail of the incentive under Phases I and II and acknowledge receipt of check and affix signature in Certificate of Payment, Payroll and Acknowledgement Receipt	a. Meet and discuss with the participants the result of nursery evaluation	None	1 day	Agriculturist/SA/ Division Chief/ RTS/ Regional Manager/ LGUs
	b. Liquidation of PCPP incentives		2 months	Agriculturist/ Division Chief/ RTS
<b>TOTAL</b>			2 months 1 day 8 hours & 15 mins	



## 2. Coconut Fertilization Project (CFP)

To provide coconut farmers readily available coconut fertilizers for application to their coconut farms to increase coconut production.

<b>Office/Division</b>	PCA Regional/Provincial Offices
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business
<b>Who may be avail</b>	7. Individual coconut farmers (landowner, owner-tiller, tenant) and would-be coconut farmers 8. Must have at least 0.5 ha. To maximum of 1.0 ha of coconut land to be planted 9. Coconut Farmers Organizations/Cooperatives (CFOs/CFCs) 10. Agrarian Reform Beneficiaries (ARBs) 11. Integrated Social Forestry (ISF) Beneficiaries 12. Indigenous Peoples (IPs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Must have the readily available area for coconut planting and/or replanting of at least 0.50 hectares to a maximum of 5.00 hectares. 3. Must show proof of land ownership (if landowner or owner-tiller, ARBs and ISFBs) and landowner's letter of consent (if tenant). 4. Must have readily available source of good quality seednuts/planting materials. 5. Willing to adopt PCA recommended technologies on seednut nursery establishment and maintenance and transplanting and management of seedlings. 6. Willing to provide counterpart fund in the form of seednuts and labor for nursery operations and maintenance and transplanting.	PCA Regional Offices/Provincial Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	OFFICE RESPONSIBLE
1. Enlist at the nearest PCA Municipal or	a. Interview and enlist would-be	None	2 hours	Agriculturist



Barangay offices or PCA designated registration areas located in the barangay	farmer participants b. Inspect and review proof of ownership/ letter of consent or authorization letter presented	None	15 Minutes	Agriculturist
2. Undergo Farmers' Training on GAP on proper nursery operations and maintenance and seedlings transplanting and care and maintenance	a. Conduct project briefing/ orientation seminar and training	None	4 hours	Agriculturist
	b. Conduct nursery inspection and evaluation under Phase I and Coconut Planting Inspection and Evaluation Report under Phase II	None	2 hours	Municipal Evaluation Team (MET); Regional Evaluation Team (RET)
3. Avail of the incentive under Phases I and II and acknowledge receipt of check and affix signature in Certificate of Payment, Payroll and Acknowledgement Receipt	a. Meet and discuss with the participants the result of nursery evaluation	None	1 day	Agriculturist/SA/ Division Chief/ RTS/ Regional Manager/ LGUs
	c. Liquidation of PCPP incentives		2 months	Agriculturist/ Division Chief/ RTS
<b>TOTAL</b>			2 months 1 day 8 hours & 15 mins	



### 3. Coconut Seednuts/Seedling Dispersal Project (CSDP)

Provision of coconut seednuts/seedlings to interested farm owners for planting in their farms

<b>Office/Division</b>	PCA Regional/Provincial Offices			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Must have at least 0.5 ha. of coconut land planted with bearing coconut trees 2. Must show proof of land ownership (TCT, Tax Declaration) and authorization if tenant 3. Willing to plant the coconut seedlings 4. Willing to adopt PCA recommended technologies 5. Provide counterpart in the form of labor in hauling and planting the seednuts/seedlings.		PCA Regional Offices/Provincial Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Register at the nearest PCA Municipal or barangay Offices or PCA designated registration areas located in the barangay.	Interview and enlist would-be Farmer Participants (Master listing of Participants)	None	30 Minutes	Agriculturist CDO and Division Chief I
4. Present the proof of ownership/ letter of consent or authorization letter.	Inspect, Review and Consolidate the proof of ownership/ letter of consent or authorization letter	None	15 Minutes	Agriculturist and Division Chief I
5. Undergo Project briefing/ orientation and	Conduct training, project briefing and orientation	None	4 hours	Agriculturist and Division Chief I



training on proper nursery operations/ maintenance & seedling transplanting and care & maintenance				
6. Pick up seedlings/ seednuts. Receive and acknowledge receipts of seedlings/ seednuts	Distribute the Coconut Seednuts/ Seedlings to participants	None	4 hours (waiting time for requests approval depends on the availability of the Regional Manager	Agriculturist and Division Chief I
7. Plant the seedlings	Monitoring of farms of participants	None	2 days (depends on the no. of approved seedlings)	Agriculturist and Division Chief I
8. Allow access to the farm for monitoring	Monitoring of farms of participants	None	2 hours	Agriculturist and Division Chief I
9. Avail of the incentive and acknowledge receipt of check and affix signature in Certificate of Payment, Payroll, Acknowledgement Receipt (CPPAR)	Meet and discuss with the participants the result of nursery evaluation	None	2 hours	Agriculturist/ SA/Division Chief I/RTS/ Regional Manager/LGUs
TOTAL				



#### 4. Indigenous People Outreach Program (IPOP)

<b>Office/Division</b>	PCA Regional/Provincial Offices			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may be avail</b>	Indigenous People			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Must have at least 0.5 ha. of coconut land planted with bearing coconut trees. 2. Certificate from the tribal chieftain as a proof that you are Indigenous People. 3. Proof of ownership (optional) 4. Willing to plant the coconut seedlings/seednuts. 5. Willing to adopt PCA recommended salt fertilization technologies. 6. Provide <i>counterpart</i> in the form of labor in hauling and planting the seednuts/seedlings.		PCA Regional Offices/Provincial Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Register at the nearest PCA Municipal or barangay Offices or PCA designated registration areas located in the barangay	Interview and enlist would-be Farmer Participants (Master listing of Participants)	None	30 mins-1 hr	Agriculturist/ CCDO/Division Chief I
2. Present the proof of ownership/letter of consent or authorization letter.	Inspect, Review & consolidate the proof of ownership/letter of consent or authorization letter	None	15 minutes	Agriculturist and Division Chief I



3. Undergo Project briefing/ orientation and training on proper nursery operations and maintenance and seedling transplanting and care and maintenance	Conduct Training, project briefing and orientation	None	4 hours	Agriculturist and Division Chief I
4. Pick up seedlings/ seednuts, Receive and acknowledge receipts of seedlings/ seednuts	Distribute the Coconut Seednuts/ Seedlings to participants	None	4 hours (waiting time for requests approval depends on the availability of the Regional Manager)	Agriculturist and Division Chief I
5. Plant the seedlings	Monitoring of farms of participants	None	2 days (depends on the no. of approved seedlings)	Agriculturist and CCDO
6. Allow access to the farm for monitoring	Meet and discuss with the participants the result of nursery evaluation	None	2 hours	Agriculturist and CCDO
7. Avail of the incentive and acknowledge receipt of check and affix signature in Certificate of Payment, Payroll and Acknowledgement Receipt (CPPAR)	Liquidation of IPOP incentives	None	1 day	Agriculturist/SA/ Division Chief/ RTS/Regional Manager/LGUs
<b>TOTAL</b>				





## 5. Accreditation/Registration of Farmer's Association (FA)/Coconut Farmer's Organization (CFO)/COOP

In consistent with PCA's mandate of promoting the growth of the coconut industry, strengthening PCA's Accreditation System of Coconut Farmers Organizations/ Coops/Association is hereby institutionalized through Memorandum Order No. 02 series of 2004.

<b>Office/Division</b>	PCA Regional/Provincial Offices			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application letter duly signed by authorized person 2. Copy of Constitution and By-Laws 3. Securities and Exchange Commission (SEC) Registration in the case of NCFOs, For Regional, Provincial, Municipal and Barangay CFOs, DOLE/CDO Registrations shall be sufficient 4. Minutes of last General Assembly Meeting, together with Attendance Sheet 5. Complete list of members 6. List of elected Directors and Officers as of last General Assembly 7. Attestation and endorsement of the PCA Representative present during the General Assembly, in the case of Regional and National CFOs 8. Other documents (Registration from BPI, etc.)		PCA Regional Offices/Provincial Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Submit all above requirements	a. Assess the documents	None	1 hour	Project Development Officer



	b. Prepare Order of Payment	None	3 Minutes	Project Development Officer
2. Pay the corresponding amount	a. Receive the payment and issue the Official Receipt (OR) if paid	Barangay Level - PhP100.00; National Level - PhP1,000.00	5 minutes	Cashier
	b. Prepare the Registration Certificate	None	2 minutes	Project Development Officer
	c. Signing of the Registration Certificate	None	5 minutes	Regional Manager
3. Receive the Certificate of Registration	Issue the Certificate of Registration	None	2 minutes	Project Development Officer
<b>TOTAL</b>			<b>1 hour 17 minutes</b>	



## 6. Kaanib Enterprise Development Project (KEDP)

Provision of budget for business enterprise under coconut farms.

<b>Office/Division</b>	PCA Regional/Provincial Offices			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may be avail</b>	Coconut Farmers' Organization/Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of intent of authorized person 2. Registered Coconut Based Organization (CBO), Coconut Farmers Association 3. Engage in business preferably coconut-based 4. With at least 50 active members, majority are coconut farmers 5. With at least an aggregate of 50 hectares with existing stand of coconut palms at productive bearing age 6. CBO Profile 7. Barangay Profile 8. List of Members 9. Business Plan 10-. Baseline Survey 11. Deed of Undertaking		PCA Regional Offices/Provincial Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
1. Register your Cooperative, association or Organization at the nearest Provincial or Regional Office.	Community Profiling or Participatory Rural Appraisal (PRA)	None	1 day	Agriculturist In charge
2. Attend briefing/ Orientation	Conduct Briefing and Orientation	None	4 hours	Agriculturist In charge
3. Submission of qualification	Identifying CBO/MSME	None	1 week	Agriculturist In charge



documents (DOLE, SEC or CDA Certificate of Registration)				
4. Attend meeting/ workshop for creating Project Implementation Plan (PIP)	Identifying CBO/MSME	None	1 day	Agriculturist In charge
5. Filling up of an Expression of Interest (EOI), Business Plan and Project Implementation Plan	Identification and Planning of KAANIB Enterprise	None	1 day	Agriculturist In charge
6. Signing/Execute a Deed of Undertaking	Prepare a Business Plan and Implementation Plan	None	4 hours	Agriculturist In charge
7. Participate and attend the Organizational Readiness Training (ORT)	Endorse to the Administrator	None	1 day	Agriculturist In charge
8. Wait for the PIP approval and release funds	Conduct an Organizational Enhancement Training	None	1 month	Agriculturist In charge
9. Receiving and Acknowledging Receipt of Project Inputs (Intercrops, Livestock, Machineries and Equipment's)	Endorse to the Administrator	None	15 days	Agriculturist In charge
<b>TOTAL</b>				



## **E. RESEARCH CENTERS**

### **Internal/External**



## 1. Technical Services

<b>Office/Division</b>	Albay Research Center (ARC)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – for government services whose client is the transacting public			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner, Interested Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request 2. Identification Card		PCA-Albay Research Center, Banao, Guinobatan Albay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
<b>a. Coconut Pest and Disease Identification</b>				
Submit request for technical assistance	Provide technical advice, IEC materials or arrangement for farm inspection	None	30 minutes to 1 hour	Biotechnology Division  Office of the Department Manager
<b>b. Good Manufacturing Practices in Coconut Processing</b>				
Submit request for technical assistance	Provide technical advice, IEC materials or arrangement for visit to ARC	None	30 minutes to 1 hour	Office of the Department Manager
<b>c. Coconut-based Food Product Technologies</b>				
Submit request for technical assistance	Provide technical advice, IEC materials or arrangement for visit to ARC	None	30 minutes to 1 hour	Food Product Development Division  Office of the Department Manager
<b>TOTAL</b>				



<b>Office/Division</b>	Davao Research Center (DRC)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – for government services whose client is the transacting public			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner, Interested Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request 2. Identification Card		Davao Research Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
<b>d. Payment of Penalties of Stray Animals</b>				
1. Log-in to Guard on Duty				
2. Go to Accounting Office		Php1,000.00/ animal	5 minutes	Accounting Staff
3. Proceed to Cashier for payment			5 minutes	Cashier
4. Go on to Guard			5 minutes	Guard on Duty
<b>e. Phytosanitary Certification of Coconut Seednuts and Seedlings</b>				
Log-in to Guard on Duty		Php 100.00	5 minutes	Property and Supply Office Staff
<b>TOTAL</b>				



**f. Coconut Varietal Improvement**

Genetic Identification/Characterization; Coconut Varieties/Planting Materials; Coconut Breeding Research Techniques; Seed garden / Seed farm establishment; High Value and Emerging Products from Coconut; Coconut-Based Farming Systems and processing

**g. Non-Food Products Development Division:**

Technical Training and Inquiry on various fields, such as but not limited to:

- 1) Coco Wood Logging, Sawmilling, and Processing;
- 2) Coconut Husk Processing (Decorticating);
- 3) Coir Processing (Twine Making, Loom Weaving/Geonet Making, etc.);
- 4) Coconut Shell Charcoal Making;
- 5) Buko Husk Processing;
- 6) Coconut-based Furniture, Handicrafts and Novelties Making;
- 7) Coir Novelty Products Making;
- 8) Coconut-based Mushroom Cultivation and Organic Farming;
- 9) Coconut Biomass, Ethyl Alcohol, and Biofuels

<b>Office/Division</b>	Zamboanga Research Center (ZRC)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – for government services whose client is the transacting public			
<b>Who may be avail</b>	Group Visitors/Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Request Letter		Zamboanga Research Center, San Ramon, Zamboanga		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
<b>Group Visitors/Guests:</b>  Submit an official letter of request addressed to the Department Manager (DM)	ODM-Secretary to disseminate the request per instruction of the DM	None	<b>Group Visitors/Guests:</b>  Within 1-3 days  <b>Walk-In Client:</b> 5 – 30 minutes	Department Manager and Plant Genetic Resources Conservation and Utilization Division (PGRCUD) Chief





<b>Walk-in Client/s:</b>  Proceed to the Office of the ODM- Secretary				or  Department Manager and Non-Food Products Development Division (NFPDD) Chief
TOTAL				



## 2. Training/Tours Services

### a. Farmers' Training

<b>Office/Division</b>	Albay Research Center ARC)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – for government services whose client is the transacting public			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner, Interested Individual			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request 2. Identification Card			PCA-Albay Research Center, Banao, Guinobatan Albay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
<b>a. Coconut Embryo Culture Technology</b>				
Submit request for training, purpose and list of participants	Arrange training scheduled	To be arranged	30 minutes to 1 hour	Biotechnology Division Office of the Department Manager
<b>b. Coconut Pest and Disease Management</b>				
Submit request for training, purpose and list of participants	Arrange training scheduled	To be arranged	30 minutes to 1 hour	Office of the Department Manager
<b>c. Coconut-based Food Product Technologies</b>				
Submit request for training, purpose and list of participants	Arrange training scheduled	To be arranged	30 minutes to 1 hour	Food Product Development Division Office of the Department Manager
<b>d. Briefing/Visit of ARC facilities</b>				
Submit request for tour, purpose and number of visitors	Arrange tour scheduled	None	30 minutes to 1 hour	Food Product Development Division Office of the Department Manager
<b>TOTAL</b>				



**b. Technical Assistance, Consultations and Referrals**

<b>Office/Division</b>	Davao Research Center (DRC)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – for government services whose client is the transacting public			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner, Interested Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request 2. Identification Card		PCA-Davao Research Center, Davao City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
Log-in to Guard on Duty	Inquiries (ASFD) - Coconut Nutrition - Farming Systems - Fertilizer Recommendation - Coconut Intercropping	None	Depends on the need of the client (Coconut Farmers/ Students/ Investors/ LGUs)	ASPD Researchers
Log-in to Guard on Duty	Inquiries (ICPD) - Coconut Pest/ Disease(s) - Control Formulation/ Measure			ICPD Researchers
<b>TOTAL</b>				



### c. Farm Visits

<b>Office/Division</b>	Albay Research Center (ARC)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – for government services whose client is the transacting public			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner, Interested Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request 2. Identification Card		PCA-Albay Research Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
<b>Farm Visit and Evaluation</b>				
Submit request for tour, purpose and number of participants/visitors	Arrange visit/briefing facilities	None	By schedule	Information and Documentation Committee



<b>Office/Division</b>	Davao Research Center (DRC)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – for government services whose client is the transacting public			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner, Interested Individual			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request 2. Identification Card			PCA-Davao Research Center, Davao City	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
<b>Farm Visit and Evaluation</b>				
Log-in to Guard on Duty	Client brought to Integrated Crop Protection  Division's Agronomy, Soils and Farming Systems  Division's Researcher for consultation/briefing	None	Depends on the need of the client (Coconut Farmers/ Students/ Investors/ LGUs)	ASFSD/CPD Researchers



### 3. SALE OF PLANTING MATERIALS AND OTHER COCO-BASED PRODUCTS

#### a. Sale/Release of PCA Recommended Coconut Planting Materials and Coconut R&D Products

<b>Office/Division</b>	Zamboanga Research Center (ZRC)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – for government services whose client is the transacting public			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner, Interested Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authority to Withdraw 2. Identification Card		Zamboanga Research Center, San Ramon, Zamboanga		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
<b>1. Existing PCA National Programs like CSDP/IPOP/PCPP:</b>  a. Secure “Authority to Withdraw” from PCA Regional &/or Provincial Offices;  b. Present the documents to the Office of the Department Manager thru its Secretary;  c. Secure Release Order of planting materials at the Property and Supply Office		<b>Planting Materials under existing PCA Programs:</b>  NO COST  <b>Transport Cost:</b>  Charged to Farmer-Recipient	<b>Walk-In Client:</b>  3 minutes to 1 hour (depending on the volume)  <b>For Big Volume/Large Item transactions:</b>  Standard Bid Quotation is followed	Department Manager/ PGRCUD Chief/NFPDD Chief/ Administrative Officer III (Property and Disbursing Units)



<b>2. Procurement of Planting Materials &amp; Coconut R&amp;D Products:</b>  a. Secure Release Order from the Property Unit;  b. Present the Approved Release Order at the Disbursing Unit for payment;  c. Claim the purchased product/s;  d. Before leaving the Center, surrender the release order to the Security guard-on-duty		<b>(a) Planting Materials:</b> per Center Memorandum March 27, 2018;  <b>(b) Coconut R&amp;D Products:</b> Center Special Order No. 10, s. 2016		
<b>TOTAL</b>				



- b. Selling of Coconut Seednuts and Seedlings
- c. Selling of Embryo-Cultured Makapuno Seedlings
- d. Selling of Fruits from Intercrops produced

<b>Office/Division</b>	Davao Research Center (DRC)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – for government services whose client is the transacting public			
<b>Who may be avail</b>	Coconut Farmer, Farm Owner, Interested Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request 2. Identification Card		PCA-Davao Research Center, Davao City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>OFFICE RESPONSIBLE</b>
Payment		See Table	5 minutes	Property and Supply Office Staff
Gate Pass				
<b>TOTAL</b>				





**Table 10 – Prices of Seedlings and other Coco-based products**

Particular	Price
Dwarf/tall seednut	Php 25.00
Dwarf/tall seedling	27.00
Hybrid and aromatic seedling	50.00
Hybrid (ordinary nursery)	100.00
Hybrid (polybag nursery)	125.00
ECM seedling	500.00
Coco shell/pair of splitted shell	0.20
Coco Vinegar/liter	10.00
Coco Charcoal/kg	15.00
Wood charcoal/kg	15.00
Vermicompost/kg	10.00
GMF/kg	500.00
Coco Sugar (Premium)/kg	200.00
Coco Sugar (Class A)/kg	180.00
Coco Sugar (Class B)/kg	150.00
Coco Syrup/350 ml	50.00
Price of Makapuno splitted-nut, Copra, Cacao (beans & tablea), and Fruits depend on market price	



## V. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk</p> <p>Contract Info: Send your feedback through e-mail at <a href="mailto:hrddrcd@gmail.com">hrddrcd@gmail.com</a></p>
How feedback is processed	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback</p> <p>The answer of the office is then relayed to the citizen</p> <p>For inquiries and follow-up, clients may contact the following telephone numbers 8928-45-01 to 06</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front at the Public Assistance and Complaints Desk</p> <p>Complaints can also be foiled via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"><li>- Name of person being complained</li><li>- Incident</li><li>- Evidence</li></ul>



	For inquiries and follow-ups, clients may contact the following telephone number: 8928-45-01 to 06
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a <b><u>daily basis</u></b> and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 928-45-01 to 06</p>
Contract Information	It shall also include the following hotline: 8888 – Presidential Complaints Center 0908-8815454 – CSC Contact Center ng Bayan 478-5093 – Anti-Red Tape Authority 8928-45-01 to 06 – Philippine Coconut Authority

**THANK YOU for helping us continuously improve our services.**



Form "A"



## PHILIPPINE COCONUT AUTHORITY

Elliptical Road, Diliman, Quezon City

Tel. Nos. 8928-4501 to 09

P.O. Box 3386, Manila

[www.pca.gov.ph](http://www.pca.gov.ph)

### CUSTOMER/CLIENT INFORMATION

Date: \_\_\_\_\_ Time: \_\_\_\_\_

NAME: \_\_\_\_\_

Office Name/Address: \_\_\_\_\_

Position/Designation: \_\_\_\_\_

Contact Nos. \_\_\_\_\_

Type of Services Requested:

Assessment & Collection of PCA Fees

Laboratory Analysis

Issuance of Export and Commodity Clearance

Registration of Processors, Exporters and Traders

Chainsaw Registration

Accreditation on Coconut Seednuts/Seedlings Producers

Issuance of Permit to Cut

Issuance of Permit to Transport Coconut Lumber

Application of Land Use Conversion

Participation in PCA Programs and Projects

Other Services (Specify) \_\_\_\_\_

Attended by: \_\_\_\_\_

Desk Officer of the Day

**Form “B”****PHILIPPINE COCONUT AUTHORITY**

Elliptical Road, Diliman, Quezon City

Tel. Nos. 8928-4501 to 09

P.O. Box 3386, Manila

www.pca.gov.ph

**FEEDBACK FORM**

(Pananaw or Puna)

Please let us know how we served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box. Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo o mungkahi. Mangyaring i-tsek ang kahong naayon.

<input type="checkbox"/>	<b>COMPLIMENT</b> Papuri	<input type="checkbox"/>	<b>COMPLAINT</b> Reklamo	<input type="checkbox"/>	<b>SUGGESTION</b> Mungkahi
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Person(s)/Unit/Office Concerned or Involved:

(Mga) tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office:

(Rekomendasyon/Mungkahi/NAis na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name (optional) : \_\_\_\_\_ Office/Agency: \_\_\_\_\_

(Pangalan)

(Tanggapan/Ahensya)

Address:

(Tirahan)

Contact Number(s) (if any) : \_\_\_\_\_ E-mail Address (if any): \_\_\_\_\_

(Telepono)

Signature : \_\_\_\_\_

(Lagda )

Date: \_\_\_\_\_

(Petsa)



## VI. LIST OF OFFICES

### GOVERNING BOARD

Tel. 8928-4501-09 Loc. 101/ 103/ 104

Tel/Fax: (632) 8920-2968

pcacorpsec8@yahoo.com.ph

	<p><b>SEC. WILLIAM DOLLENTE DAR Ph.D, Chairman</b></p> <p><b>Telephone Number :</b> +632 736-1008</p> <p><b>Email Address :</b> <a href="mailto:chairman@pca.gov.ph">chairman@pca.gov.ph</a> <a href="mailto:osec@cabsec.gov.ph">osec@cabsec.gov.ph</a></p>
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## KEY OFFICERS

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OFFICE OF THE ADMINISTRATOR (OFAD)		
CENTRAL OFFICE	ADDRESS	CONTACT INFORMATION
CARLOS B. CARPIO Board Secretary V	Office of the Corporate Secretary 8 <sup>th</sup> floor, PCA R & D Bldg., Elliptical Road, Diliman Quezon City	8928-4501-09 Local 103; 104; 106 DL(02) 8920-2968 <a href="mailto:pcacorpsec8@yahoo.com.ph">pcacorpsec8@yahoo.com.ph</a> <a href="mailto:corsec@pca.gov.ph">corsec@pca.gov.ph</a>
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### CERTIFICATE OF COMPLIANCE


*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficiency Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **Benjamin R. Madrigal, Jr.**, Filipino, of legal age, PCA Administrator, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

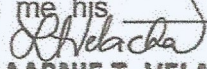
- 1) The Philippine Coconut Authority (PCA) has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency;
  - b. Government services offered:
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iv. Maximum time needed to conclude the process;
    - v. Document/s to be presented by the applicant or requesting party, if necessary;
    - vi. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted, as an information billboard through interactive information kiosk, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this \_\_\_\_\_ of \_\_\_\_\_, 2020 in Quezon City, Metro Manila, Philippines.

  
**BENJAMIN R. MADRIGAL, JR.**  
Administrator  
Philippine Coconut Authority

**SUBSCRIBED AND SWORN** to before me this NOV 24 2020 in Quezon City, Philippines, with affiant exhibiting to me his [Signature] issued on \_\_\_\_\_ at \_\_\_\_\_

  
**ATTY. LAARNIE T. VELACHA, CPA**  
Notary Public for Quezon City  
Until Dec. 31. 2020