



PHILIPPINE CROP INSURANCE CORPORATION

CITIZEN'S CHARTER
2020 (2nd Edition)



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I. Mandate

As the implementing agency of the agricultural insurance program of the government under P.D. 1467, as amended by R.A. 8175, PCIC is mandated to provide insurance protection to the country's agricultural producers particularly the subsistence farmers against loss of their crops and or non-crop agricultural assets on account of natural calamities such as typhoons, floods, droughts, earthquakes and volcanic eruptions, plant pests and diseases, and/or other perils.

II. Vision

We envision the PCIC as:

A viable service-oriented government institution attending to every insurance need of subsistence farmers and other agricultural stakeholders with utmost professionalism, integrity and efficiency;

A corporate body working with a strong network of insurance and agricultural intermediaries in the spirit of partnership and oneness of purpose; and

A key factor in realization of a vibrant and progressive rural economy where Filipino farmers work with peace of mind under the protective mantle of agricultural insurance.

III. Mission

PCIC, as an agricultural insurer, is committed to help stabilize the income of agricultural producers and promote the flow of credit in the countryside by:

Providing insurance protection to qualified farmers and other agricultural stakeholders against losses of their crops and produce, including their livestock, farm machineries and equipment, transport facilities and other related infrastructure arising from natural calamities, pests and diseases, and other perils beyond their effective control;

Extending innovative and client-responsive insurance packages and other services thru people's organization including farmers' cooperatives, agricultural lenders and service providers.



IV. Service Pledge

Prompt, efficient, effective and quality service from eight o'clock in the morning to five o'clock in the afternoon, Monday to Friday, and even beyond the regular schedule of work when the exigencies of the service so demand.

Claims Settlement Response Time (CSRT) of twenty (20) working days from receipt of Notice of Loss to issuance of indemnity check especially for rice and corn claims.

Incessant efforts at finding ways to further improve the services of the corporation through strengthening of feedback mechanism, capability enhancement of its employees and inculcation of moral values into the corporate culture and governance.

Consistent adherence to and strict compliance with established service standards to safeguard the rights and interests of the PCIC publics, clientele, program partners and other stakeholders.



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N/A

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HEAD OFFICE

Internal Services



1. Application for Leave

The leave of absence is a right granted to permanently appointed officials and employees not to report for work with or without pay. Special leave privileges for a maximum of three (3) days annually over and above the vacation and sick leaves to mark personal milestones and/or attend to filial and domestic responsibilities.

Office or Division:	Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Form (1 original, 1 photocopy)		Human Resource Management Division		
Special Leave Form (1 original, 1 photocopy)		Human Resource Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Application for Leave Form or Special Leave Form to the Human Resource Management Division	1.1 Receive the approved Application for Leave Form or Special Leave Form, as the case	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.2 Keep the form for administrative purpose.	None	5 Minutes	<i>Department Manager III</i> Originating Department Authorized Signatories
TOTAL		None	8 Minutes	



2. Cash Advances for Operating Expenditures

A cash advance granted to duly designated disbursing officers and employees for current operating expenditures or of the activity of the office undertaken when it is impractical to pay the same by check.

Office or Division:	Finance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Advance Form (1 original, 1 photocopy)		Requesting Division		
General Administrative Fund Voucher (1 original)		Requesting Department via Financial Management System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure approved Cash Advance form	1.1 Issue approved Cash Advance form	None	3 Minutes	<i>Department Manager III</i> Originating Department
	1.2 Receive approved Cash Advance form	None	3 Minutes	<i>Financial Analyst II</i> Accounting Division
	1.3 Proceed to the Processing of DV	None	1 Day	<i>Financial Analyst II</i> Accounting Division
TOTAL		None	1 Day & 6 Minutes	



3. Cash Advances through Petty Cash

A cash advance granted to disbursing officers for petty operating expenses that consist of small payments for maintenance and operating expenses which cannot be paid conveniently by check or are required to be paid immediately.

Office or Division:	Finance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Advance Form (1 original)		Requesting Department via Financial Management System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create Petty Cash Advance Request Form thru FMS	1.1 Process approved Petty Cash Advance Request	None	15 Minutes	<i>Teller II Division Chief III Treasury Division</i>
	1.2 Release the amount requested to the client	None	3 Minutes	<i>Teller II Treasury Division</i>
	1.3 Make the client sign the Petty Cash Advance Form to acknowledge the receipt of cash	None	3 Minutes	<i>Teller II Treasury Division</i>
TOTAL		None	21 Minutes	



4. Liquidation of Cash Advance for Official Travel

A Cash Advance should be settled and liquidated by presenting the detail of the items paid and supported by proper receipts and other evidence of payment.

Office or Division:	Finance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order (1 original, 1 photocopy)		Administrative Department		
Itinerary of Travel (1 original, 1 photocopy)		Administrative Department		
Statement of Liquidation (1 original, 1 photocopy)		Requesting Department		
Certificate of Travel Completed (1 original, 1 photocopy)		Requesting Department		
Certificate of Appearance (1 original, 1 photocopy)		Appropriate Government Office		
Other Supporting Documents such as Official Receipt, Ticket, etc. (1 original, 1 photocopy)		Appropriate Government Office or Private Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Statement of Liquidation with the required supporting documents to Accounting Division	1.1 Receive the approved Statement of Liquidation with the required supporting documents	None	3 Minutes	<i>Financial Analyst II</i> Accounting Division
	1.2 Check for completeness and accuracy	None	30 Minutes	<i>Financial Analyst II</i> <i>Division Chief III</i> Accounting Division
	1.3 Keep the documents for accounting process. If there is a refund or reimbursement advise the client and return the	None	5 Minutes	<i>Financial Analyst II</i> Accounting Division



	documents			
2. <u>For Refund:</u> Submit the Statement of Liquidation with the required supporting documents and pay the amount of refund to the Treasury Division	2.1 Receive the Statement of Liquidation with the required documents and accept the payment for refund.	None	3 Minutes	<i>Financial Analyst II Division Chief III Accounting Division</i>
	2.2 Issue the Official Receipt and forward the Statement of Liquidation with the required documents to the Accounting Division.	None	10 Minutes	<i>Teller II Treasury Division</i>
3. <u>For Reimbursement:</u> Submit the approved Statement of Liquidation with the required supporting documents to Accounting Division	3.1 Receive the Statement of Liquidation with the required documents	None	3 Minutes	<i>Financial Analyst II Division Chief III Accounting Division</i>
	3.2 Proceed to the processing of DV	None	1 Day	<i>Financial Analyst II Accounting Division</i>
TOTAL		None	1 Day & 54 Minutes	



5. Liquidation of Cash Advance for Operating Expenditures

A Cash Advance should be settled and liquidated by presenting the detail of the items paid which is in accordance with the purpose for which the cash advance was granted, and supported by proper receipts and other evidence of payment.

Office or Division:	Finance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Advance Liquidation (1 original, 1 photocopy)		Requesting Department		
Appropriate Documents depending on the nature of expenses incurred (1 original, 1 photocopy)		Administrative Department		
Other supporting Documents such as Sales Invoice, Official Receipt (1 original, 1 photocopy)		Appropriate Government Office or Private Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Cash Advance Liquidation with the required supporting documents to the Accounting Division	1.1 Receive the approved Cash Advance Liquidation with the required documents	None	3 Minutes	<i>Financial Analyst II</i> Accounting Division
	1.2 Check for completeness and accuracy	None	30 Minutes	<i>Financial Analyst II</i> <i>Division Chief III</i> Accounting Division
	1.3 Keep the documents for accounting process. If there is a refund or reimbursement advise the personnel and return the documents to the client.	None	5 Minutes	<i>Financial Analyst II</i> Accounting Division



2. <u>For Refund:</u> Submit the Cash Advance Liquidation with the required supporting documents and pay the amount of refund to the Treasury Division	2.1 Receive the Statement of Liquidation with the required documents and accept the payment for refund.	None	3 Minutes	<i>Teller II Division Chief III Treasury Division</i>
	2.2 Issue the Official Receipt and forward the Statement of Liquidation with the required documents to the Accounting Division.	None	10 Minutes	<i>Teller II Treasury Division</i>
3. <u>For Reimbursement:</u> Submit the approved Statement of Liquidation with the required supporting documents to Accounting Division	3.1 Receive the approved Cash Advance Liquidation with the required documents	None	3 Minutes	<i>Financial Analyst II Accounting Division</i>
	3.2 Check for completeness and accuracy	None	30 Minutes	<i>Financial Analyst II Division Chief III Accounting Division</i>
	3.3 Proceed to the processing of DV	None	1 Day	<i>Financial Analyst II Accounting Division</i>
TOTAL		None	1 Day, 1 Hour & 24 Minutes	



6. Liquidation of Cash Advances through Petty Cash

A cash advance should be settled and liquidated by presenting the detail of the items paid which is in accordance with the purpose for which the cash advance was granted, and supported by proper receipts and other evidence of payment.

Office or Division:	Finance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appropriate Documents depending on the nature of expenses incurred (1 original, 1 photocopy)		Administrative Department		
Other supporting Documents such as Sales Invoice, Official Receipt (1 original, 1 photocopy)		Appropriate Government Office or Private Company		
Petty Cash Advance Liquidation Form (1 original)		Requesting Department via Financial Management System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Petty Cash Liquidation Form with the required documents to the Treasury Division and return excess funds if any	1.1 Receive the Petty Cash Liquidation Form with required documents and excess funds if any	None	3 Minutes	<i>Teller II</i> Treasury Division
	1.2 Check for completeness and accuracy	None	30 Minutes	<i>Teller II</i> <i>Division Chief III</i> Treasury Division
	1.3 Settle the liquidation via Financial Management System	None	30 Minutes	<i>Teller II</i> Treasury Division
TOTAL		None	1 Hour & 3 Minutes	



7. Processing of Disbursement Vouchers (DV)

Disbursement Voucher is required when releasing funds for cash advance, reimbursement and other expenses.

Office or Division:	Finance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appropriate Supporting documents (1 original, 1 photocopy)		Various Departments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates Disbursement Voucher thru FMS and submits appropriate supporting documents to the Accounting Division	1.1 Receive the appropriate supporting documents	None	3 Minutes	<i>Financial Analyst II</i> Accounting Division
	1.2 Start processing the request	None	1 Day	<i>Financial Analyst II</i> <i>Division Chief III</i> Accounting Division <i>Teller II</i> <i>Division Chief III</i> Treasury Division
	1.3 Issue the check to the client	None	15 Minutes	<i>Teller II</i> Treasury Division
TOTAL		None	1 Day & 18 Minutes	



8. Processing of Mandatory/Optional Retirement

Optional retirement or compulsory retirement, is the set age at which people who hold certain jobs or offices are required by industry custom or by law to leave their employment, or retire.

Office or Division:	Human Resource Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Retiring Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Letter signifying intention to retire (1 original) 2. Approved Application for Terminal Leave (3 originals) 3. Statement of Assets and Liabilities as of the last day of service (1 original) 4. Authority to Deduct (2 originals) 			PCIC Head Office – Human Resource Management Division or PCIC Regional Office – Administrative and Finance Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Prepare approval memo for retirement, HO/RO Clearances, complete and Updated Service Record, Affidavit of No Pending Administrative and/or Criminal Charges.	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Administrative Services Officer III</i> Administrative and Finance Division
	1.2 Prepare request to CSC for Certificate of No Pending Administrative and/or Criminal Charges	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Administrative Services Officer III</i> Administrative and Finance Division



	1.3 Prepare request to the Office of the Ombudsman for Clearance	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Administrative Services Officer III</i> Administrative and Finance Division
	1.4 Prepare Certificate of Earned Leave Credits	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.5 Compute Terminal Leave Pay	None	5 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.6 Review computation	None	3 Minutes	<i>Division Chief III</i> Human Resource Management Division
	1.7 Secure copies of Latest Appointment, Notice of Step Increment and approved HO/RO clearances	None	5 Minutes to 5 Days (waiting period for the HO/RO clearances to be returned to HO/HRMD)	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.8 Prepare Memorandum for Release of Terminal Leave Pay of the concerned	None	5 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division



	Officer or Employee of the Corporation			
	1.9 Check completeness of documents	None	3 Minutes	<i>Division Chief III</i> Human Resource Management Division
TOTAL			5 Days & 28 Minutes	



9. Processing of Posthumous Separation

The Agency recognizes the right of the legal beneficiaries to the benefits of deceased officer/employee. Processing of the documents of posthumous separation is necessary and vital to the surviving spouse and children.

Office or Division:	Human Resource Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Legal Beneficiary of the Officer or Employee of PCIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate (1 photocopy)		Hospital or LGU or the Philippine Statistics Authority (PSA)		
2. Certificate of Marriage (1 photocopy)		PSA		
3. Certificate of Birth (1 photocopy)		PSA		
4. Application for Terminal Leave Pay (2 photocopies)		Human Resource Management Division or Administrative and Finance Division		
5. Statement of Assets and Liabilities as of last day of service (2 originals)		Human Resource Management Division or Administrative and Finance Division		
6. Authority to Deduct (2 originals)		Beneficiary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required supporting documents	1.1 Prepare approval memo for posthumous separation HO/RO Clearances, Complete and Updated Service Record, Affidavit of No Pending Administrative and/or Criminal Charges.	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Administrative Services Officer III</i> Administrative and Finance Division <i>Division Chief III</i> Administrative and Finance Division <i>Regional Manager II</i> PCIC Regional Office
	1.2 Prepare request to CSC for Certificate of No Pending	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division



	Administrative and/or Criminal Charges			<i>Administrative Services Officer III</i> Administrative and Finance Division
	1.3 Prepare request to the Office of the Ombudsman for Ombudsman Clearance	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Administrative Services Officer III</i> Administrative and Finance Division
	1.4 Prepare Certificate of Earned Leave Credits	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.5 Compute Terminal Leave Pay	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.6 Review computation	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Division Chief III</i> Human Resource Management Division
	1.7 Secure copies of latest appointment, Notice of	None	5 Minutes to 5 Days (waiting period for the HO/RO)	<i>Human Resource Management Officer II</i> Human Resource



	Step Increment, SALN and approved HO/RO clearances		clearances to be returned to HO/HRMD)	Management Division
	1.8 Prepare Memorandum for release Terminal Leave Pay due for the Legal Beneficiary of the Officer or Employee of the Corporation	None	5 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.9 Check completeness of documents	None	3 Minutes	<i>Division Chief III</i> Human Resource Management Division
TOTAL			5 Days & 26 Minutes	



10. Processing of Resignation

Resignation is an act of an Official or employee by which he/she voluntarily relinquishes in writing his/her position effective on a specific date which shall not be less than thirty (30) days from the date of such notice or earlier as mutually agreed upon by the employee and the appointing officer/authority. Processing of the documents of the resigning employee is likewise important to the separated employee.

Office or Division:	Human Resource Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Resigning officials or employees of PCIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Resignation (1 original) 2. Approved Application for Terminal Leave (3 originals) 3. Statement of Assets and Liabilities as of the last day of service (1 original) 4. Authority to Deduct (2 originals)		PCIC Head Office – Human Resource Management Division or PCIC Regional Office – Administrative and Finance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Resigning officer or employee of the PCIC submits the required documents	1.1 Prepare CS Form No. 10 and Memorandum for submission of the required documents	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Administrative Services Officer III</i> Administrative and Finance Division <i>Division Chief III</i> Administrative and Finance Division
	1.2 Prepare HO/RO Clearances	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Administrative Services Officer III</i> Administrative and



	1.3 Prepare updated Service Record	None	3 Minutes	Finance Division <i>Human Resource Management Officer II</i> Human Resource Management Division
	1.4 Prepare affidavit of no Pending Administrative and/or Criminal Case	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.5 Prepare Certificate of Earned Leave Credits	None	5 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.6 Compute Terminal Leave Pay	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.7 Review computation	None	3 Minutes	<i>Division Chief III</i> Administrative and Finance Division
	1.8 Secure copies of Latest Appointment, Notice of Step Increment and approved HO/RO clearances	None	5 Minutes to 5 Days (waiting period for the HO/RO clearances to be returned to HO/HRMD)	<i>Human Resource Management Officer II</i> Human Resource Management Division



	1.9 Prepare Memorandum for Release of Terminal Leave Pay of the concerned Officer or Employee	None	5 minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
	1.10 Check completeness of documents	None	3 Minutes	<i>Division Chief III</i> Human Resource Management Division
	1.11 Forward copies of voluntary written notice of officer/employee of intention to resign/ CSC Form No. 10 s. 2017 acceptance of resignation and proof of notice of resignation	None	3 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division
TOTAL		None	5 Days & 34 Minutes	



11. Request of Cash Advance for Official Travel

Special cash advances granted to permanent officials and employees for travel expenditures including transportation fare, hotel room/lodging expenses, travel allowances, and other expenses incurred in connection with the official travel.

Office or Division:	Finance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order (1 original, 1 photocopy)		Administrative Department		
Itinerary of Travel (1 original, 1 photocopy)		Administrative Department		
General Administrative Fund Voucher (1 original)		Financial Management System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure approved Travel Order and Itinerary of Travel	1.1 Approve Travel Order and Itinerary of Travel	None	3 Minutes	<i>Department Manager III</i> Originating Department
	1.2 Proceed to processing of DV	None	1 Day	<i>Financial Analyst II</i> Accounting Division
TOTAL		None	1 Day & 3 Minutes	



12. Request for Certificate of Employment

A certificate of employment contains an employee's personal data, employee's work history (date of employment and government position/s held). It may also include benefits and compensation received by the employee if this is requested by the employee. It also includes information on the employer such as company name, contact information and the company logo.

Office or Division:	Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original)		PCIC Head Office – Human Resource Management Division or PCIC Regional Office – Administrative and Finance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished request form to the HRMD/AFD	1.1 Prepare Certificate of Employment for the client.	None	15 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Division Chief III</i> Human Resource Management Division <i>Department Manager III</i> Administrative Department
	1.2 Release the Certificate of Employment to the requesting employee	None	1 Day	<i>Human Resource Management Officer II</i> Human Resource Management Division
TOTAL		None	1 Day & 15 Minutes	



13. Request for Claims Fund Transfer

Claims Fund are funds used for payment of insurance claims/indemnity.

Office or Division:	Finance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Claims Fund Request (1 original, 1 photocopy)		Office of the Senior Vice-President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Claims Fund Request to the Finance Department thru the OSVP	1.1 Receive the Claims Fund Request	None	3 Minutes	<i>Teller II</i> Treasury Division
	1.2 Prepare the Fund Transfer Authorization Letter and send to the authorized bank	None	1 Day	<i>Budget Officer IV</i> Finance Department <i>Division Chief III</i> Accounting Division Treasury Division <i>Department Manager III</i> Finance Department <i>Vice-President</i> Support Services Group
TOTAL		None	1 Day & 3 Minutes	



14. Request for General and Administrative Fund Transfer

General and Administrative Fund are funds used for General and Administrative expenses, Payroll, remittances to BIR and Agencies, Financial expenses and other related expenditures

Office or Division:	Finance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General and Administrative Fund Request (1 original, 1 photocopy)		Requesting Regional Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the General and Administrative Fund Request to the Finance Department	1.1 Receive General and Administrative Fund Request from the Regional Office	None	3 Minutes	<i>Teller II</i> Treasury Division
	1.2 Prepare the Fund Transfer Authorization Letter and send to the authorized bank	None	1 Day	<i>Budget Officer IV</i> Finance Department <i>Division Chief III</i> Accounting Division Treasury Division <i>Department Manager III</i> Finance Department <i>Vice-President</i> Support Services Group
TOTAL		None	1 Day & 3 Minutes	



15. Repairs and Maintenance of Motor Vehicles, Furniture, Fixture and Equipment

Restoration of defective asset to a previous operating condition or to keep an asset in its current operating condition.

Office or Division:	Property Management and General Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (P.R.) (2 originals)		Property Management and General Services Division		
2. Accomplished pre/post-inspection report (2 originals)		Requesting Division or Office		
3. Approved Job Order Form (2 originals)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user reports trouble/malfunctioning/poor condition of the asset (i.e. motor vehicle, furniture, fixture and equipment)	1.1 Conducts inspection of the asset per report / observation of the end-user	None	10 Minutes	<i>Property Officer III / Motor Pool Supervisor & Property Inspector PMGSD</i>
	1.2 Accomplished pre-inspection report based on initial finding	None	5 Minutes	<i>Property Officer III / Motor Pool Supervisor & Property Inspector PMGSD</i>
	1.3 Prepares Purchase Request and attached the accomplished pre-inspection report	None	5 Minutes	<i>Property Officer III / Motor Pool Supervisor PMGSD</i>
	1.4 Conducts procurement process in accordance with the			<i>Property Officer III / Motor Pool Supervisor PMGSD</i>



	<p>Implementing Rules and Regulations of R.A. 9184</p> <p>Nego – Small Value Procurement</p> <p>Nego – Direct Contracting</p>	<p>None</p> <p>None</p>	<p>21 Days</p> <p>14 Days</p>	<p><i>Property Officer III</i> PMGSD</p> <p><i>Property Officer III /</i> <i>Motor Pool Supervisor</i> PMGSD</p>
2. Supplier repairs / conducts maintenance on-site or off-site and submits invoice	2.1 Conducts post-inspection report vis-à-vis Job Order or Purchase Order	None	5 Minutes	<i>Property Officer III /</i> <i>Motor Pool Supervisor</i> & <i>Property Inspector</i> PMGSD
	2.2 Prepares documents needed for the payment of services	None	10 Minutes	<i>Property Officer III /</i> <i>Motor Pool Supervisor</i> PMGSD
	2.3 Prepares Disbursement Voucher for the payment	None	5 Minutes	<i>Property Officer III /</i> <i>Motor Pool Supervisor</i> PMGSD
3. End-user checks and receives the repaired asset	3.1 Issues repaired and or maintained asset	None	2 Minutes	<i>Property Officer III /</i> <i>Motor Pool Supervisor</i> PMGSD
TOTAL		None	14 Days & 42 Minutes up to 21 Days & 42 Minutes – covered by special law	



16. Request for Service Record

Service record is a record or document of an employee's employment history that includes the requestor's employment date, date of promotion with corresponding salary and basis of salary adjustments.

Office or Division:	Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 1 (1 original)		PCIC Head Office – Human Resource Management Division or PCIC Regional Office – Administrative and Finance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request Form 1	1.1 Prepare the Service Record for the client	None	15 Minutes	<i>Human Resource Management Officer II</i> Human Resource Management Division <i>Division Chief III</i> Human Resource Management Division <i>Department Manager III</i> Administrative Department
	1.2 Release the Service Record to the requesting employee	None	1 Day	<i>Human Resource Management Officer II</i> Human Resource Management Division
TOTAL		None	1 Day & 15 Minutes	



17. Request for Transportation and Driver Service

Provision of transport services to requesting employees on official travel/business.

Office or Division:	Property Management and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Trip Ticket Form (3 originals) 2. Travel Order or Official Business Form (3 photocopies)		Property Management and General Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned employee accomplish Trip Ticket Form and attach required supporting document/s	1.1 Receives and review the accomplished Trip Ticket Form	None	2 minutes	<i>Motorpool Supervisor PMGSD</i>
2. Submits the accomplished Trip Ticket Form	2.1 Checks if there's available vehicle and driver	None	5 Minutes	<i>Motorpool Supervisor PMGSD</i>
	2.2 Assigns available driver if there's any, if none, inform the requesting employee immediately	None	2 Minutes	<i>Motorpool Supervisor PMGSD</i>
	2.3 Assigns Trip Ticket Number	None	1 Minute	<i>Motorpool Supervisor PMGSD</i>
	2.4 Approves Trip Ticket	None	1 Minute	<i>Division Chief III PMGSD</i>



	2.5 Provide the requested transport service	None	15 Minutes up to 5 Days	<i>Driver</i> PMGSD
	2.6 Record odometer reading	None	1 Minute	<i>Driver</i> PMGSD
	2.7 Secure signature from the passenger	None	1 Minute	<i>Driver</i> PMGSD
TOTAL		None	28 Minutes up to 5 Days & 13 Minutes	



18. Requisitioning and Issuance of Inventory Common Use Supplies and Equipment

Provision of necessary logistical requirements needed by the employees that would enable them to deliver their services and implement their programs in a timely, effective, efficient and adequate manner.

Office or Division:	Property Management and General Services Division (PMGSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Requisition and Issue Slip (3 copies with amienda)		Property Management and General Services Division Requesting Division or Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user/ Requesting Employee prepares Requisition and Issue Slip (RIS) in three copies and have it reviewed and approved by the immediate supervisor	1.1 Receives RIS from requesting personnel	None	1 Minute	<i>Supply Officer II</i> PMGSD
	1.2 Reviews and verifies completeness of information	None	1 Minute	<i>Supply Officer II</i> PMGSD
	1.3 If item/s requested is/are available, prepares the item/s to be issued and indicates the quantity	None	17 Minutes (depending on the volume of requested items)	<i>Supply Officer II</i> PMGSD
	1.4 If item requested is/are not available inform the requesting personnel to prepare	None	1 Minute	<i>Supply Officer II</i> PMGSD



	Purchase Request (P.R.) 1.5 Prepares Inventory Custodian Slip (ICS) and Property Sticker for requested semi-expendable items considered as inventories	None	17 Minutes	<i>Property Officer III</i> PMGSD
2. End-user/ Requesting Employee receives supplies requested and signs in the received by portion of the RIS and/or ICS	2.1 Delivers/Issues the requested supplies or semi-expendable items and signs on the issued by portion of the RIS or ICS	None	10 Minutes	<i>Supply Officer II for Supplies and Property Officer III for Semi-Expendables</i> PMGSD
TOTAL		None	47 Minutes	



19. Requisitioning, Acquisition and Issuance of Non-Common Use Supplies, Equipment and Common Use Supplies not available in stock

Provision of necessary logistical requirements needed by the employees that would enable them to deliver their services and implement their programs in a timely, effective, efficient and adequate manner.

Office or Division:	Property Management and General Services Division (PMGSD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Approved Purchase Request (2 originals) 2. Technical Specifications or Terms of Reference (2 originals) 3. Annual Procurement Plan 			Property Management and General Services Division Requesting Division or Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user/ Requesting Employee prepares Purchase Request (P.R.) and Technical Specifications in two copies, have it reviewed by the immediate supervisor and approved by the authorized signatory based on CASA	1.1 Receives P.R. and assigns control number	None	3 Minutes	<i>Admin. Staff</i>
	1.2 Records and files copy of the P.R. for Procurement Monitoring	None	3 Minutes	<i>Admin. Staff</i>
	1.3 Transfers the numbered P.R. to the assigned officer who shall conduct procurement process of the goods and or services being requisitioned	None	1 Minute	<i>Admin. Staff</i>



	<p>1.4 Reviews and counter checks the items and budget to the approved APP</p> <p>1.5 Conducts procurement process in accordance with the Implementing Rules and Regulations of R.A. 9184 and mode of procurement indicated in the Approved Annual Procurement Plan (APP)</p>	None	5 Minutes	<p><i>Supply Officer II / Property Officer III PMGSD</i></p>
	Bidding	None	136 Days	<i>BAC/BAC Secretariat</i>
	Nego – Small Value Procurement	None	21 Days	<i>Property Officer III / Division Chief III PMGSD</i>
	Nego – Agency to Agency	None	21 Days	<i>Property Officer III / Division Chief III PMGSD</i>
	Shopping	None	14 Days	<i>Property Officer III / Supply Officer II PMGSD</i>



2. Supplier delivers the ordered items and submits Sales Invoice and Delivery Receipt	2.1 Inspects and Accepts delivered goods or services vis-à-vis Purchase Order or Contract	None	15 Minutes (depending on the volume of delivery)	<i>Property Officer III / Supply Officer II / Property Inspector PMGSD</i>
	2.2 Prepares Inspection and Acceptance Report and other documents needed for the payment of goods	None	10 Minutes (depending on the volume of delivery)	<i>Property Officer III / Supply Officer II PMGSD</i>
	2.3 Prepares Disbursement Voucher for the payment	None	5 Minutes	<i>Property Officer III / Supply Officer II PMGSD</i>
3. End-user / Requesting Employee receives goods requested and signs in the received by portion of the appropriate document	3.1 Prepares documents (i.e. property sticker, ICS, MR, RIS) for issuance to end-user/s / requisitioner	None	15 Minutes (depending on the volume of goods for issuance)	<i>Supply Officer II / Property Officer III PMGSD</i>
	3.2 Delivers/Issues the requested goods and signs on the issued by portion of the document	None	15 Minutes (depending on the volume of goods for issuance)	<i>Supply Officer II / Property Officer III PMGSD</i>
TOTAL		None	14 Days & 72 Minutes up to 136 days & 72 minutes (unless there's a failure of bidding/ negotiation) – covered by special law	



Regional Office

External Services



1. Application for Insurance Cover

The process of availing insurance cover where the farmer or fisherfolk submits the required documents and pays premium.

Office or Division:	MARKETING AND SALES DIVISION
Classification:	Complex
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers and Fisherfolk
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RICE AND CORN <ul style="list-style-type: none"> • Application for Crop Insurance (ACI) (1 original) • Individual Farm Plan and Budget (IFPB) (1 original) 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Offices • PCIC Insurance Underwriters • Municipal/City Agriculture Office participating in Agricultural Insurance Program • Lending Institutions/Cooperatives and Farmers' Associations/Organizations
HIGH-VALUE CROP <ul style="list-style-type: none"> • Application for High-Value Crop Insurance (1 original) • Individual Farm Plan and Budget (IFPB) (1 original) 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Offices • PCIC Insurance Underwriters • Municipal/City Agriculture Office participating in Agricultural Insurance Program • Lending Institutions/Cooperatives and Farmers' Associations/Organizations
LIVESTOCK <ul style="list-style-type: none"> • Application Form for PCIC Livestock Mortality Insurance (1 original) • Other documents as maybe required: Certificate of Ownership of 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Offices • PCIC Insurance Underwriters • Municipal/City Agriculturist or Veterinary Offices participating in Agricultural Insurance Program • Lending Institutions/Cooperatives and Farmers' Associations/Organizations • City/Municipality Treasures Office



<p>Large Animal (COLA/COLC) (1 original)</p>	
<p>FISHERIES</p> <ul style="list-style-type: none"> • Application for Fisheries Insurance (AFI) (1 original) • Application for Commercial Fisheries Mortality Insurance (1 original) • Fisheries Farm Plan and Budget (FFPB) (1 original) • Other documents as maybe required: Permit to Operate/ Mayors Permit, and Environmental Clearance (1 original) 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Offices • PCIC Insurance Underwriters • Municipal/City Agriculture Office participating in Agricultural Insurance Program • Lending Institutions/Cooperatives and Farmers' Associations/Organizations • City/Municipal LGU • Bureau of Fisheries and Aquatic Resources • Department of Environment and Natural Resources
<p>NON-CROP AGRICULTURAL ASSETS</p> <ul style="list-style-type: none"> • Letter of Intent/Request for Insurance Coverage (1 original) • Application for Fire Insurance, Property (1 original) 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Offices • PCIC Insurance Underwriters • Municipal/City Agriculture Office participating in Agricultural Insurance Program • Lending Institutions/Cooperatives and Farmers' Associations/Organizations

<ul style="list-style-type: none"> • Floater and motorized/non-motorized banca • Appraisal Report for Fire Insurance (1 original) • Other documents as may be required: Proof of ownership/Receipt (Floater), Blueprint of Detailed Engineering, Drawing of Building signed by Engineer (Fire) (1 original) 	<ul style="list-style-type: none"> • Farmer/Fisherfolk/Applicant • MARINA
<p>CREDIT, LIFE AND TERM INSURANCE</p> <ul style="list-style-type: none"> • Application for <ul style="list-style-type: none"> - Accident and Dismemberment Security Scheme (1 original) - Agricultural Producers Protection Plan (1 original) - Loan Repayment Protection Plan (1 original) 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Offices • PCIC Insurance Underwriters • Municipal/City Agriculture Office participating in Agricultural Insurance Program • Lending Institutions/Cooperatives and Farmers' Associations/Organizations



<ul style="list-style-type: none"> Other documents as may be required: Medical Abstract/ Health Certificate (1 original) 	<ul style="list-style-type: none"> Attending Physician/Hospital where patient was admitted 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the Guard on Duty, Client will apply for Agricultural Insurance	1.1 Facilitate client's logbook registration 1.2 Usher client to the receiving area, to Insurance Underwriter or officer of the day/receiving clerk	None	5 Minutes	Guard on Duty
2. Submit required documents	2.1 OD/Receiving clerk checks completeness of data required. If data is incomplete, request client to supply required data. If complete, forward application to IU	None	5 Minutes	Designated Officer of the Day (OD)
	2.2 IU conducts briefing on salient features of the program	None	30 Minutes	<i>Insurance Underwriter Marketing and Sales Division / Designated Officer of the Day (OD)</i>
	2.2.1 For HVC, NCI, and Fisheries, IU conducts eligibility or ocular inspection, prepare report and compute premium	None	3 Days (distance of farm matters)	<i>Insurance Underwriter Marketing and Sales Division</i>
	2.3 IU computes for premium requirement	None	10 Minutes	<i>Insurance Underwriter Marketing and Sales Division</i>
	Premium Rate – a. Rice Insurance	2.39% - 19.52% (depends on farm)		



		location)		
	b. Corn Insurance	2.96% - 36.62% (depends on farm location)		
	c. HVC			
	Basic Premium	2-7%		
	Premium Tax	2% of basic premium		
	Doc stamp	12.5% of basic premium		
	d. Livestock Mortality Non-Commercial			
	Large animals			
	• Cattle and	5.00% to 6.75% ++		
	• Carabao			
	• Horses			
	Swine			
	• Breeding	3.00% to 3.50% ++		
	• Fattening	1.50% to 1.75% ++		
	Goat and sheep			
	• Breeding	12.00% ++		
	• Fattening	10.00% ++		
	Chicken			
	• Broilers Premium Loading typhoon/flood/fire	0.52% to 1.05% ++		
	• Pullets/Layers Note: + Premium Tax + Doc Stamp	2.60% ++		
	e. Non-Crop Agri. Assets			

	<p>1. Fire Insurance</p> <ul style="list-style-type: none"> • Basic • Loading – Typhoon Flood Earthquake + VAT + Doc Stamp 	<p>0.336% ++</p> <p>0.015% to 0.15%</p> <p>0.01% to 0.06%</p> <p>0.144% to 0.48%</p> <p>12.00% of Basic Premium</p> <p>12.50% of Basic Premium</p>		
	<p>2. Property Floater - same as fire insurance</p>	<p>0.075% to 1.50%++</p>		
	<p>f. Fisheries Banca</p> <ul style="list-style-type: none"> • Motorized • Non-motorized + VAT + Doc Stamp 	<p>2.00%++ 3.00%++</p> <p>12.00% of Basic Premium</p> <p>12.50% of Basic Premium</p>		
	<p>g. Credit and Life Term Insurance</p>	<p>ADSS: 0.10% to 0.50% of the sum insured</p> <p>APPP: 0.75% of the sum insured</p>		



		LRPP: 0.375% to 1.50% of approved loan or sum insured		
3. Client pays the premium required and other charges, if any	3.1 Teller receives payment, issues O.R. and forward documents to IU	Computed Premium	5 Minutes	<i>Teller I</i> Administrative and Finance Division
	3.2 For Rice and Corn, IU issues Certificate of Insurance Cover	None	5 Minutes	<i>Insurance Underwriter</i> Marketing and Sales Division
	3.3 For Livestock: IU prepares IDS and submit to Insurance Processor	None	15 Minutes (10 heads)	<i>Insurance Processor</i> Marketing and Sales Division
	3.4 For HVCI/NCI/Fisheries: IU forwards documents to Processor	None	2 Minutes	<i>Insurance Processor</i> Marketing and Sales Division
	3.5 Processor conduct: <ul style="list-style-type: none"> Pre-processing 	None	15 Minutes	<i>Insurance Processor</i> Marketing and Sales Division
	<ul style="list-style-type: none"> Logbook entry 	None	3 Minutes	<i>Admin. Staff</i> Administrative and Finance Division
	<ul style="list-style-type: none"> Encoding/Transact 	None	1 Hour	<i>Insurance Processor</i> Marketing and Sales Division
	<ul style="list-style-type: none"> Print Summary Report 	None	3 Minutes	<i>Insurance Processor</i> Marketing and Sales Division
	<ul style="list-style-type: none"> Evaluate 	None	20 Minutes	<i>Insurance Processor</i> Marketing and Sales Division
	<ul style="list-style-type: none"> Block letter (all programs) 	None	3 Minutes	<i>Insurance Processor</i> Marketing and Sales Division



	<ul style="list-style-type: none"> Issue policy: <ul style="list-style-type: none"> - Livestock/HVCI/ NCI/Fisheries (recheck and printing) 	None	15 Minutes	<i>Insurance Processor Marketing and Sales Division</i>
TOTAL			3 Days, 2 Hours and 54 Minutes, depending on type of application	



2. Filing for Claims Indemnity

The process where farmer or fisherfolk files claims for indemnity or notice of loss for claims verification and settlement by PCIC.

Office or Division:	Claims and Adjustment Division (CAD)			
Classification:	Highly Technical			
Types of Transaction:	Government to Citizen (G2C)			
Who may avail:	Farmers and Fisherfolk			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
RICE AND CORN <ul style="list-style-type: none"> Claim for Indemnity (1 original) 	<ul style="list-style-type: none"> PCIC Regional Office PCIC Extension Office PCIC Service Desk LGU – Mun. Agri. Office (MAO)/City Agri. Office (CAO) Insurance Adjuster/Insurance Underwriter for sending thru electronic mail Lending Conduits/Coops 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the Guard on Duty and state the purpose of visit	1.1 Facilitate client's logbook registration; provide requested information; and direct the client to the receiving area or to the Public Assistance Desk	None	5 Minutes	Guard on duty
2. Fill out Claim for Indemnity (CI) forms & submit to Designated OD	2.1 Receive and review CI for completeness & compliance with existing policies/guidelines	None	2 Minutes/CI	Designated Officer of the Day (OD)

3. LGU MAO/CAO Representative submits CI to PCIC RO/Extension Office by Group or Bulk	3.1 OD reviews CI for Completeness & compliance with existing policies/guidelines	None	2 Minutes/CI (depending on the number of CI's received)	Designated Officer of the Day (OD)
	3.2 All CI received from 8:00 AM to 3:00PM are encoded on PCIC Automated Business System (PABS)	None	2 Days (depending on the Number of CI's received)	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office
	3.3 Prepare Notice of Claims Investigation Assignment (NCIA)	None	2 Days (depending on the Number of CI's received)	<i>Claims Processor/Claims Adjustment Division (CAD) Chief</i> PCIC Regional Office/Provincial Extension Office
	3.4 Adjustment of assigned NCIA and submission of Claims Adjustment and Verification Report (CAVR)	None	7 Days	<i>Insurance Adjuster</i> Claims Adjustment Division
	3.5 Receive and Process submitted CAVR	None	4 Days	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office
	3.6 Check and approve Computation and Settlement Sheet (CSS)	None	3 Days	<i>Division Chief III/Regional Manager II</i> PCIC Regional Office/Provincial Extension Office



	3.7 If approved, forward to CP for DV's preparation	None	1 Day	Claims Processor PCIC Regional Office/Provincial Extension Office
	3.8 Check preparation	None	1 Day	Teller I Administrative and Finance Division
TOTAL		None	20 Days & 9 Minutes	



Office or Division:		Claims and Adjustment Division (CAD)		
Classification:		Highly Technical		
Types of Transaction:		Government to Citizen (G2C)		
Who may avail:		Farmers and Fisher folk		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LIVESTOCK				
<ul style="list-style-type: none"> Loss Report (1 original) Veterinary Disease Report (1 original) Livestock Death Certificate (1 original) 		<ul style="list-style-type: none"> PCIC Regional Office PCIC Extension Office Municipal Agriculture Office Insurance Adjuster/ Insurance Underwriter 		
<ul style="list-style-type: none"> Necropsy / Laboratory Reports (if performed) (1 original) 		<ul style="list-style-type: none"> Municipal Veterinary Office City Veterinary Office 		
<ul style="list-style-type: none"> Photograph of the dead animal / Showing clearly the identifying marks (1 original) 		<ul style="list-style-type: none"> Municipal Agriculture Office Assured Farmer 		
<ul style="list-style-type: none"> Original Copy of Certificate Of Ownership/ Memorandum Receipt or Loan Contract for government dispersed animals (1 original) 		<ul style="list-style-type: none"> Municipal Agriculture Office Assured Farmer 		
<ul style="list-style-type: none"> Affidavit of two (2) disinterested Persons signed by Municipal Mayor or Notary Public (1 original) 		<ul style="list-style-type: none"> Office of the Municipal Mayor Notary Public 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the Guard on duty and state the purpose of visit	1.1 Facilitate Client's logbook registration; provide requested information; and direct the client into the receiving area or to the public assistance desk	None	5 Minutes	Guard on duty
2. Fill out Notice of Loss Forms and submit to designated	2.1 Receive and review NOTICE OF LOSS for Completeness	None	15 Minutes	Designated Officer of the Day (OD)



<p>OD together with the required documents</p>				
<p>3. Submit the supporting documents within 30 calendar days from the death of the insured animal</p>	<p>3.1 Encode on PABS</p> <p>3.2 Prepare Notice of Claims Investigation Assignment (NCIA)</p> <p>3.3 Adjustment of assigned NCIA and submission of CAVR</p> <p>3.4 Receive and Process submitted Claims Adjustment and Verification Report (CAVR)</p> <p>3.5 Check and approve Computation and Settlement Sheet (CSS)</p> <p>3.6 If approved, forward to CP for DV's preparation</p> <p>3.7 Check preparation</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>Maximum of 60 days processing time upon submission of complete docs</p> <p>This is in reference to PD 1467 and R.A 8175</p>	<p><i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office</p> <p><i>Claims Processor/ CAD Chief</i> PCIC Regional Office/Provincial Extension Office</p> <p><i>Insurance Adjuster</i> Claims Adjustment Division</p> <p><i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office</p> <p><i>Division Chief III/ Regional Manager II</i></p> <p><i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office</p> <p><i>Teller I</i> Administrative and Finance Division</p>



TOTAL		None	60 Days & 20 Minutes (covered by special laws)	

Office or Division:	Claims Adjustment Division (CAD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Farmers and Fisherfolk			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
High Value Crops (HVC): <ul style="list-style-type: none"> • Claim for Indemnity/ Notice of Loss (1 original); • Agricultural Technician Report (1 original); and • Other Documents as maybe required 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Office • PCIC Service Desk • LGU – Mun. Agri. Office (MAO)/City Agri. Office (CAO) • Insurance Adjuster/Insurance Underwriter for sending thru electronic mail • Lending Conduits/Coops 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the Guard on Duty and state the purpose of visit	1.1 Facilitate client's logbook registration; provide requested information; and direct the client to the receiving area or to the Public Assistance Desk	None	5 Minutes	Guard on Duty
2. Fill out Claim for Indemnity (CI) forms & submit to Designated OD	2.1 Receive and review CI for completeness & compliance with existing policies/guidelines	None	2 Minutes/CI	Designated Officer of the Day (OD)



3. LGU MAO/CAO Representative submits CI to PCIC RO/Extension Office by Group or Bulk	3.1 OD reviews CI for Completeness & compliance with existing policies/guidelines	None	2 Minutes/CI (depending on the number of CI's received)	Designated Officer of the Day (OD)
	3.2 All CI received from 8:00 AM to 3:00PM are encoded on PCIC Automated Business System (PABS)	None	2 Days (depending on the Number of CI's received)	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office
	3.3 Prepare Notice of Claims Investigation Assignment (NCIA)	None	2 Days (depending on the Number of CI's received)	<i>Claims Processor/ CAD Chief</i> PCIC Regional Office/Provincial Extension Office
	3.4 Adjustment of assigned NCIA and submission of Claims Adjustment and Verification Report (CAVR)	None	7 Days	<i>Insurance Adjuster</i> Claims Adjustment Division
	3.5 Receive and process submitted CAVR	None	4 Days	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office
	3.6 Check and approve Computation and Settlement Sheet (CSS)	None	3 Days	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office
	3.7 If approved, forward to CP for DV's preparation	None	1 Day	<i>Division Chief III/ Regional Manager II</i> PCIC Regional Office/Provincial Extension Office



	3.8 Check preparation	None	1 Day	Teller / Administrative and Finance Division
TOTAL		None	20 Days & 9 Minutes	

Office or Division:	Claims Adjustment Division (CAD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Farmers and Fisherfolk			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Fisheries: <ul style="list-style-type: none"> • Claim for Indemnity/ Notice of Loss (1 original); • BFAR Certification for seaweeds/ Permit to Operate from LGU's (1 original) • Other Documents as maybe required 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Office • PCIC Service Desk • LGU – Mun. Agri. Office (MAO)/City Agri. Office (CAO) • Insurance Adjuster/Insurance Underwriter for sending thru electronic mail • Lending Conduits/Coops 			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the Guard on Duty and state the purpose of visit.	1.1 Facilitate client's logbook registration, provide requested information and direct the client into the receiving area or to the Public Assistance Desk.	None	5 Minutes	Guard on Duty



2. Fill out NL/CI forms & submit to Designated OD	2.1 Receive & review NL/CI for completeness & compliance with existing policies/ guidelines	None	2 Minutes/CI	Designated Officer of the Day (OD) and/or Claims Processor in Charge for Fisheries
3. LGU-MAO/CAO representative submits CI to PCIC RO or Extension office by bulk or group	3.1 From receiving, NL/CI would be forwarded to Claims Processor to assigned NCIA and the names of the farmers will be forwarded to MSD for issuance of Certificate of Cover	None	2 Days	<i>Claims Processor/ Insurance Processor</i> PCIC Regional Office/Provincial Extension Office
	3.2 CAVR and other document needed will be submitted in the office. Check and received by the assigned Claims Processor	None	7 Days	<i>Insurance Adjuster/Claims Processor</i> PCIC Regional Office/Provincial Extension Office
4. Submit the supporting document within the required reglementary period; must submit required documents within 15 days from the date of deficiency or not later than 30 days from the date of denial	4.1 Retrieve and attach CI/NL & other supporting documents. Manual computation will be done, check and	None	2 Days	<i>Claims Processor/ Claims Adjuster/ Division Chief III/ Regional Manager II</i> PCIC Regional Office/Provincial Extension Office



	review by COD. Forward to RM for approval			
	4.2 If approved, forward to CP for DV's preparation	None	1 Day	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office
	4.3 Check Preparation	None	1 Day	<i>Teller I</i> Administrative and Finance Division
TOTAL		None	13 Days & 7 Minutes	

Office or Division:	Claims Adjustment Division (CAD)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Non-Crop Insurance (NCI):</p> <ul style="list-style-type: none"> • Notice of Loss/Claim for Indemnity/ Immediate Loss Report/Personal Accident Report/ (1 original) • Fire Loss Report/Police Report/Motor Vehicle accident or Affidavit of Loss/Report or Police report (1 original) 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Office • PCIC Service Desk • LGU – Mun. Agri. Office (MAO)/City Agri. Office (CAO) • Insurance Adjuster/Insurance Underwriter for sending thru electronic mail • Lending Conduits/Coops • Barangay Hall (for Barangay Certificate) or Police Station (for Police Report)

<ul style="list-style-type: none"> Other documents that may be required (Affidavit of two disinterested persons) 	<ul style="list-style-type: none"> Office of the Municipal Mayor Notary Public Barangay Hall 			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Register with the Guard on Duty and state the purpose of visit.</p>	<p>1.1 Facilitate client's logbook registration, provide requested information and direct the client into the receiving area or to the Public Assistance Desk</p>	<p>None</p>	<p>5 Minutes</p>	<p>Guard on Duty</p>
<p>2. Fill out NL/CI forms & submit to Designated OD</p>	<p>2.1 Receive & review NL/CI for completeness & compliance with existing policies/ guidelines</p>	<p>None</p>	<p>2 Minutes/CI</p>	<p>Designated Officer of the Day (OD) and/or Claims Processor in Charge for NCI</p>
<p>3. LGU-MAO/CAO representative submits CI to PCIC RO or Extension office by bulk or group</p>	<p>3.1 From receiving, NL/CI would be forwarded to Claims Processor to assigned NCIA and the names of the farmers will be forwarded to MSD for issuance of Certificate of Cover</p>	<p>None</p>	<p>2 Days</p>	<p><i>Claims Processor/ Insurance Processor</i> PCIC Regional Office/Provincial Extension Office</p>



	3.2 CAVR and other document needed will be submitted in the office. Check and received by the assigned Claims processor	None	7 Days	<i>Insurance Adjuster/Claims Processor</i> PCIC Regional Office/Provincial Extension Office
4. Submit the supporting document within the required reglementary period; must submit required documents within 15 days from the date of deficiency or not later than 30 days from the date of denial	4.1 Retrieve and attach CI/NL & other supporting documents. Manual computation will be done, check and review by COD. Forward to RM for approval	None	2 Days	<i>Claims Processor/ Claims Adjuster/ Division Chief III/ Regional Manager II</i> PCIC Regional Office/Provincial Extension Office
	4.2 If approved, forward to CP for DV's preparation	None	1 Day	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office
	4.3 Check Preparation	None	1 Day	<i>Teller I</i> Administrative and Finance Division
TOTAL		None	13 Days & 7 Minutes	



Office or Division:	Claims and Adjustment Division (CAD)
Classification:	Highly Technical
Types of Transaction:	Government to Citizen (G2C)
Who may avail:	Farmers and Fisherfolk
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Credit and Life Term Insurance (CLTI): <ul style="list-style-type: none"> • Notice of Death (1 original) • Death Certificate (1 original) • Medical Abstract and Complete Medical Records (1 original) • Official Receipt of Medical Expenses (1 original) • Marriage Contract (1 original) • Birth Certificate of Assured (1 original) • Birth Certificate of Beneficiary (if child) (1 original) • Police Report, in case of accident (1 original) 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Office • PCIC Service Desk • LGU – Mun. Agri. Office (MAO)/City Agri. Office (CAO) • Insurance Adjuster/Insurance Underwriter for sending thru electronic mail • Lending Conduits/Coops • Hospital where assured admitted • LGU - Municipal Local Civil Registrar • LGU - Municipal Local Civil Registrar • Philippine Statistics Authority (PSA) • Police Station



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the Guard on Duty and state the purpose of visit	1.1 Facilitate client's logbook registration; provide requested information; and direct the client into the receiving area or to the Public Assistance Desk	None	5 Minutes	Guard on Duty
2. Fill out CLTI Notice of Claim & submit to designated OD	2.1 Receive and review CLTI Notice of Claim for completeness & compliance with existing policies/guidelines	None	20 Minutes	Designated Officer of the Day (OD) and/or Claims Processor in-charge for CLTI
<i>For: Agricultural Producers Protection Plan (AP3)</i>	3. Encoding of CLTI Notice of Claim	None	5 Minutes	<i>Claims Processor PCIC Regional Office/Provincial Extension Office</i>
4. Submit the supporting document within the required reglementary period; Must submit required docs within 30 days from the date of deficiency letter or not later than 90 days from the date of death	4.1 Receive and review the submitted/required documents; Process CLTI Claims; Review processed CLTI Claim; For approval/Denial	None	3 Days	<i>Claims Processor/Division Chief III/Regional Manager II PCIC Regional Office/Provincial Extension Office</i>

	4.2 If approved, forward to CP for DV's preparation	None	1 Day	Claims Processor PCIC Regional Office/Provincial Extension Office
	4.3 If disapproved, forward to CP for denial letter printing and transmittal preparation	None	2 Days	Claims Processor PCIC Regional Office/Provincial Extension Office
	TOTAL (AP3):	None	6 Days & 30 Minutes	
For: Accident and Dismemberment Security Scheme (ADSS)	5. Encoding of CLTI Notice of Claim	None	5 Minutes	Claims Processor PCIC Regional Office/Provincial Extension Office
6. Submit the supporting document within the required reglementary period; Must submit required docs within 30 days from the date of deficiency letter or not later than 90 days from the date of death	6.1 Receive and review the submitted/required documents; Process CLTI Claims; Review processed CLTI Claim; For approval/Denial	None	3 Days	Claims Processor/Division Chief III/Regional Manager II PCIC Regional Office/Provincial Extension Office
	6.2 If approved, forward to CP for DV's preparation	None	1 Day	Claims Processor PCIC Regional Office/Provincial Extension Office
	6.3 If disapproved, forward to CP for denial letter printing and transmittal preparation	None	2 days	Claims Processor PCIC Regional Office/Provincial Extension Office



	6.4 If cause of death is natural death/murder/assault and with complete requirements: Process Burial Benefit - 2,000.00	None	2 Days	Claims Processor/Division Chief III/Regional Manager II PCIC Regional Office/Provincial Extension Office
	TOTAL (ADSS):	None	8 Days & 30 Minutes	

For:

Loan Repayment Protection Plan (LRPP)

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
<ul style="list-style-type: none"> • Notice of Claim (1 original) • Death Certificate (1 original) • Medical Abstract and Complete Medical Records (1 original) • Police Report, in case of accident (1 original) • Claimant Statement Form; Loan Ledger (1 original) 	<ul style="list-style-type: none"> • PCIC Regional Office • PCIC Extension Office • PCIC Service Desk • LGU – Mun. Agri. Office (MAO)/City Agri. Office (CAO) • Insurance Adjuster/Insurance Underwriter for sending thru electronic mail • Lending Conduits/Coops • Hospital where assured admitted • LGU - Municipal Local Civil Registrar • Police Station • Lending Conduits



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 <i>If claim needs additional required documents:</i> Sends deficiency letter to DA MAO Technician (addressee) via snail mail, hand carried by Insurance Underwriter/ Insurance Adjuster	None	8 Days, depending on IU/IAs availability during field work	<i>Claims Processor/ Insurance Underwriter/ Insurance Adjuster</i> PCIC Regional Office/Provincial Extension Office
	1.1 Prepares Notice of Claims Investigation Assignment 1.2 Subject for Validation	None	3 Minutes 6 Days, depending on IAs availability during field work	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office <i>Insurance Adjuster</i> PCIC Regional Office/Provincial Extension Office
2. Submit the supporting document within the required reglementary period; must submit required docs within 30 days from the date of deficiency letter or not later than 90 days from the date of death	2.1 Receive and review the submitted/required documents; Process CLTI Claims; Review processed CLTI Claim; For approval/Denial	None	2 Days	<i>Claims Processor/Division Chief III/Regional Manager II</i> PCIC Regional Office/Provincial Extension Office



	2.2 If approved, forward to CP for DV's preparation	None	1 Day	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office
	2.3 If disapproved, forward to CP for denial letter printing and transmittal preparation	None	2 Days	<i>Claims Processor</i> PCIC Regional Office/Provincial Extension Office
<i>For:</i> <i>APPP, ADSS, LRPP</i>	3. Check Preparation	None	1 Day	<i>Teller I</i> Administrative and Finance Division
TOTAL		None	20 Days & 3 Minutes	



Regional Office

Internal Services



1. Application for Leave

The leave of absence is a right granted to permanently appointed officials and employees not to report for work with or without pay. Special leave privileges for a maximum of three (3) days annually over and above the vacation and sick leaves to mark personal milestones and/or attend to filial and domestic responsibilities.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Form (1 original, 1 photocopy)		Administrative and Finance Division		
Special Leave Form (1 original, 1 photocopy)		Administrative and Finance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Application For Leave Form and submit to his/her Division Chief.	1.1 Receives and sign the Recommending Approval/ Disapproval of the Application for Leave Form and submit to the Administrative and Finance Division for certification of leave balances.	None	5 Minutes	<i>Division Chief III</i> Originating Division
	1.2 Fill out and certify the leave credit balances and forward the application form to the Regional Manager.	None	7 Minutes	<i>Division Chief III</i> Administrative and Finance Division
	1.3 Approves/Disa	None	3 Minutes	<i>Regional Manager II</i> Office of the



Regional Manager

	<p>pproves the Application for Leave and return the approved application form to the Administrative and Finance Division.</p> <p>1.4 Receives and keep the approved Application for Leave Form for administrative purposes.</p>	None	5 Minutes	<p><i>Administrative Services Officer III</i> Administrative and Finance Division</p>
TOTAL		None	20 Minutes	



2. Cash Advances for Operating Expenditures

Cash Advances granted to duly designated disbursing officers and employees for current operating expenditures or of the activity of the office undertaken when it is impractical to pay the same by check.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Advance Form (1 original, 1 photocopy)		Requesting Division		
General Administrative Fund (GAF) Voucher (1 original)		Requesting Division via Financial Management System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Liquidation Statement and attached the supporting documents (i.e. Official Receipts, etc) and submit to Administrative and Finance Division	1.1 Receive and check the completeness of supporting documents and accuracy of the Liquidation Statement and determine if for refund or reimbursement.	None	10 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	1.2 If for Refund, submit the Liquidation Statement and supporting documents to the Teller.	None	3 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	1.3 If for Reimbursement, proceed to processing of DV.	None	15 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
2. If for Refund, pay the amount at the	2.1 Receive the Liquidation	None	10 Minutes	<i>Teller I</i> Administrative and



Teller	Statement with the supporting documents and issue the Official Receipt for the refund.			Finance Division
TOTAL		None	38 Minutes	



3. Cash Advances through Petty Cash

A cash advance granted to disbursing officers for petty operating expenses consisting of small payments for maintenance and operating expenses which cannot be paid conveniently by check or are required to be paid immediately.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Advance Form (1 original)		Requesting Division via Financial Management System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create Petty Cash Advance Request Form thru FMS	1.1 Process approved Petty Cash Advance Request	None	15 Minutes	<i>Teller I</i> Administrative and Finance Division
	1.2 Release the amount requested to the client	None	3 Minutes	<i>Teller I</i> Administrative and Finance Division
	1.3 Make the client sign the Petty Cash Advance Form to acknowledge the receipt of cash	None	3 Minutes	<i>Teller I</i> Administrative and Finance Division
TOTAL		None	21 Minutes	



4. Issuance of Certificate of Employment, Service Record and other Personnel Records

Certificate of Employment is used to verify employment history of a former or current employee. Service Record is a record of services rendered by an official or employee in the government.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officer and Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
Request Form (1 original, 1 photocopy)		Administrative and Finance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form to the Administrative and Finance Division	1.1 Prepare the requested document	None	4 Hours	<i>Administrative and Service Officer III</i> Administrative and Finance Division
	1.2 Issue the requested document to the client	None	3 Minutes	<i>Division Chief III</i> Administrative and Finance Division <i>Regional Manager II</i> Office of the Regional Manager
TOTAL		None	4 Hours & 3 Minutes	



5. Liquidation of Cash Advance for Operating Expenditures

A cash advance should be settled and liquidated by presenting the detail of the items paid which is in accordance with the purpose for which the cash advance was granted, and supported by proper receipts and other evidence of payment.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Advance Liquidation (1 original)		Requesting Division		
Appropriate Documents depending on the nature of expenses incurred (1 original, 1 photocopy)		Client		
Other supporting Documents such as Sales Invoice, Official Receipt (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Cash Advance Liquidation with the required supporting documents to Administrative and Finance Division	1.1 Received the approved Cash Advance Liquidation with the required documents	None	3 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	1.2 Check for completeness and accuracy	None	30 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	1.3 Keep the documents for accounting process. If there is a refund or reimbursement advise the personnel and return the documents to the client	None	5 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division



2. <u>For Refund:</u> Submit the Cash Advance Liquidation with the required supporting documents and pay the amount of refund to the Administrative and Finance Division	2.1 Receive the Cash Advance Liquidation with the required documents and accept the payment for the refund	None	3 Minutes	<i>Teller I</i> Administrative and Finance Division
	2.2 Issue the Official Receipt and the Cash Advance Liquidation with the required documents to the Accounts Analyst II.	None	10 Minutes	<i>Teller I</i> Administrative and Finance Division
3. <u>For Reimbursement:</u> Submit the approved Statement of Liquidation with the required supporting documents.	3.1 Receive the approved Cash Advance Liquidation with the required documents	None	2 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	3.2 Check for completeness and accuracy	None	30 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	3.3 Proceed to the Processing of DV	None	1 Day	<i>Accounts Analyst II</i> Administrative and Finance Division
TOTAL		None	1 Day, 1 Hour & 23 Minutes	



6. Liquidation of Cash Advance from Official Travel

A Cash Advance should be settled and liquidated by presenting the detail of the items paid and supported by proper receipts and other evidence of payment.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order (1 original, 1 photocopy)		Administrative and Finance Division		
Itinerary of Travel (1 original, 1 photocopy)		Administrative and Finance Division		
Statement of Liquidation (1 original)		Administrative and Finance Division		
Certificate of Travel Completed (1 original)		Administrative and Finance Division		
Certificate of Appearance (1 original, 1 photocopy)		Appropriate Government Office		
Other Supporting Documents such as Official Receipt, Ticket, etc. (1 original, 1 photocopy)		Appropriate Government Office or Private Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Liquidation Statement and supporting documents (Travel Order, Original Itinerary of Travel, Revised Itinerary of Travel, Certificate of Travel Completed, Certificate of Appearance, bus tickets, RER, etc.) and submit to her / his Division Chief.	1.1 Receives and checks the completeness of supporting documents and accuracy of the Liquidation Statement	None	5 Minutes	<i>Designated Job-Order Personnel</i> Originating Division
	1.2 Signs the Liquidation Certification, Revised Itinerary of Travel and the Certificate of Travel Completed and submit to the Administrative and Finance Division.	None	2 Minutes	<i>Division Chief III</i> Originating Division



2. If for Refund, pay the amount at the Teller I, Administrative and Finance Division	1.3 Receives and checks the completeness of supporting documents and accuracy of the Liquidation Statement and determines if for refund or reimbursement	None	10 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	1.4 If for Refund, submit the Liquidation Statement and supporting documents to the Teller.	None	3 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	1.5 If for Reimbursement, proceed to processing of DV.	None	30 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	2.1 Receives the Liquidation Statement with the supporting documents and issue the Official Receipt for the refund and return the liquidation and supporting documents to the Accounts Analyst II for accounting entry.	None	5 Minutes	<i>Teller I</i> Administrative and Finance Division
	2.2 Prepare the	None	10 Minutes	<i>Accounts Analyst II</i>



	accounting entry for the liquidation and keep them for submission to COA.			Administrative and Finance Division
TOTAL		None	1 Hour & 5 Minutes	



7. Liquidation of Cash Advance through Petty Cash

A cash advance should be settled and liquidated by presenting the detail of the items paid which is in accordance with the purpose for which the cash advance was granted, and supported by proper receipts and other evidence of payment.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appropriate Documents depending on the nature of expenses incurred (1 original, 1 photocopy)		Administrative and Finance Division		
Other supporting Documents such as Sales Invoice, Official Receipt (1 original, 1 photocopy)		Appropriate Government Office or Private Company		
Petty Cash Advance Liquidation Form (1 original)		Requesting Division via Financial Management System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Petty Cash Liquidation Form with the supporting documents (Official Receipts, Canvass Sheet, Approved Purchase Request) to the Teller I who is the Petty Cash Custodian	1.1 Receives and check completeness of documents and determines if for refund or reimbursement.	None	2 Minutes	<i>Teller I /Petty Cash Custodian</i> Administrative and Finance Division
	1.2 Process settlement thru the FMS.	None	2 Minutes	<i>Teller I /Petty Cash Custodian</i> Administrative and Finance Division
TOTAL		None	4 Minutes	



8. Processing of Disbursement Vouchers (DV)

Disbursement Voucher is required when releasing funds for cash advance, reimbursement and other expenses.

Office or Division:	Administrative and Finance Division (AFD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Office Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appropriate Supporting documents		Various Divisions/Originating Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates Disbursement Voucher thru the FMS and submit supporting documents to the Administrative and Finance Division	1.1 Receives the documents and encode the accounting entry thru the FMS and submit to the Division Chief, Administrative and Finance Division for cash / documents checking	None	2 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	1.2 Receives and check completeness of supporting documents and accuracy of computation. Click the appropriate process in the FMS and submit to the Teller for check printing	None	10 Minutes	<i>Division Chief III</i> Administrative and Finance Division
	1.3 Prepare the check, routes	None	5 Minutes	<i>Teller I</i> Administrative and



	to signatories and release it to the payee			Finance Division
TOTAL			17 Minutes	



9. Request for Authority to Travel

Travels are considered Official when it is essential to the effective performance of an official or employee's mandates and functions; it is required to meet the needs of the office or there is substantial benefit to be derived by the State; the presence of the official or employee is critical to the outcome of the official activity to be attended; and the projected expenses are not excessive or involve minimum expenditure.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order (1 original, 1 photocopy)		Office of the Regional Manager		
Itinerary of Travel (1 original, 1 photocopy)		Originating Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Itinerary of Travel and Travel Order Form and submit to his / her Division Chief for review.	1.1 Receives, review the Itinerary of Travel and recommends approval.	None	3 Minutes	<i>Division Chief III</i> Originating Division
	1.2 Approves / Disapproves the Travel Order and Itinerary of Travel and return to the client / employee concerned.	None	3 Minutes	<i>Regional Manager II</i> Office of the Regional Manager
TOTAL		None	6 Minutes	



10. Request for Cash Advance for Official Travel

A special cash advances granted to permanently appointed officials and employees for travel expenditures including transportation fare, hotel room/lodging expenses, travel allowances, and other expenses incurred in connection with the official travel.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order (1 original, 1 photocopy)		Administrative and Finance Division		
Itinerary of Travel (1 original, 1 photocopy)		Administrative and Finance Division		
Cash Advance Form (1 original, 1 photocopy)		Requesting Division		
General Administrative Fund (GAF) Voucher (1 original)		Requesting Division via Financial Management System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create disbursement voucher thru FMS and submit to the Administrative and Finance Division the approved Travel Order, Itinerary of Travel, approved cash advance form for fuel.	1.1 Receives the documents and encode the accounting entry thru the FMS and submit to the Division Chief, Administrative and Finance Division for cash/ documents checking.	None	2 Minutes	<i>Accounts Analyst II</i> Administrative and Finance Division
	1.2 Receives and check completeness of supporting documents and accuracy of computation. Click the appropriate process in the FMS and	None	10 Minutes	<i>Division Chief III</i> Administrative and Finance Division



	<p>submit to the Teller for check printing</p> <p>1.3 Prepare the check, routes to signatories and release it to the payee</p>	None	5 Minutes	<p><i>Teller I</i> Administrative and Finance Division</p>
TOTAL		None	17 Minutes	



11. Repairs and Maintenance of Motor Vehicles, Furniture, Fixture and Equipment

Restoration of defective asset to a previous operating condition or to keep an asset in its current operating condition.

Office or Division:	Administrative and Finance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (2 copies; 1 original and 1 duplicate or Job Order)		Administrative and Finance Division		
Accomplished pre-inspection report (2 copies) Approved Job Order Form (2 copies)		Requesting Division or Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests pre-inspection of the defective FFE.	1.1 Conduct Pre-inspection of the defective FFE.	None	30 Minutes	Designated Property Inspector
2. Fill out the Job Order form for the repair of the defective FFE and submit to approving officers.	2.1 Reviews the Job Order Form for the repair of the defective FFE and forward to the Regional Manager.	None	2 Minutes	<i>Division Chief IIII</i> Administrative and Finance Division
	2.2 Approves the Job Order request and return to requesting employee.	None	3 Minutes	<i>Regional Manager II</i> Office of the Regional Manager
3. If cost is less than Php 50,000.00, prepares Request for Price Quotation and sends to 3 suppliers.	3.1 Opens, reviews and checks the Request for Price Quotation submitted by the suppliers.	None	1 Hour	<i>Administrative Service Officer III</i> Administrative and Finance Division

<p>4. If cost is more than Php 50,000.00</p>	<p>Then prepares the Abstract of Quotation and submit to the Bids and Awards Committee (BAC).</p> <p>4.1 Review and determine the winning bidder/s and return the Request for Price Quotation and Abstract of Quotation to the Administrative Service Officer III.</p> <p>4.2 Return the approved Job Order Form together with the RPQ and AQ and award the Job Order to the winning bidder thru the requesting employee.</p> <p>4.3 Posts to Philgeps.</p> <p>4.4 After the required posting period at Philgeps, proceed to step numbers</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 Hours</p> <p>15 Minutes</p> <p>7 days</p>	<p><i>Bids and Awards Committee (BAC) Regional Office</i></p> <p><i>Administrative Service Officer III Administrative and Finance Division</i></p> <p><i>Designated IT Regional Office</i></p>
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	3.1 to 3.3.			
TOTAL		None	3 Hours & 48 Minutes	



12. Requisitioning and Issuance of Inventory Common Use Supplies and Equipment

Provision of necessary logistical requirements needed by the employees that would enable them to deliver their services and implement their programs in a timely, effective, efficient and adequate manner.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Requisition and Issue Slip (3 copies with amienda)		Administrative and Finance Division Requesting Division or Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user/ Requesting Employee prepares Requisition and Issue Slip (RIS) in three copies and have it reviewed and approved by the immediate supervisor	1.1 Receives RIS from requesting personnel	None	1 Minute	<i>Administrative Services Officer III</i> Administrative and Finance Division
	1.2 Reviews and verifies completeness of information	None	1 Minute	<i>Administrative Services Officer III</i> Administrative and Finance Division
	1.3 If item/s requested is/are available, prepares the item/s to be issued and indicates the quantity	None	17 Minutes (depending on the volume of requested items)	<i>Administrative Services Officer III</i> Administrative and Finance Division
	1.4 If item requested is/are not available inform the requesting personnel to prepare Purchase Request (P.R.)	None	1 Minute	<i>Administrative Services Officer III</i> Administrative and Finance Division



	1.5 Prepares Inventory Custodian Slip (ICS) and Property Sticker for requested semi-expendable items considered as inventories	None	17 Minutes	<i>Administrative Services Officer III</i> Administrative and Finance Division
2. End-user/ Requesting Employee receives supplies requested and signs in the received by portion of the RIS and/or ICS	2.1 Delivers/Issues the requested supplies or semi-expendable items and signs on the issued by portion of the RIS or ICS	None	10 Minutes	<i>Administrative Services Officer III</i> Administrative and Finance Division
TOTAL		None	47 Minutes	



13. Requisitioning, Acquisition and Issuance of Non-Common Use Supplies, Equipment and Common Use Supplies not available in stock

Provision of necessary logistical requirements needed by the employees that would enable them to deliver their services and implement their programs in a timely, effective, efficient and adequate manner.

Office or Division:	Administrative and Finance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Purchase Request (2 originals) 2. Technical Specifications or Terms of Reference (2 originals) 3. Annual Procurement Plan			Administrative and Finance Division Requesting Division or Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user/ Requesting Employee prepares Purchase Request (P.R.) and Technical Specifications in two copies, have it reviewed by the immediate supervisor and approved by the authorized signatory based on CASA	1.1 Receives P.R. and assigns control number	None	3 Minutes	<i>Administrative Services Officer III</i> Administrative and Finance Division
	1.2 Records and files copy of the P.R. for Procurement Monitoring	None	3 Minutes	<i>Administrative Services Officer III</i> Administrative and Finance Division
	1.3 Transfers the numbered P.R. to the assigned officer who shall conduct procurement process of the goods and or services being requisitioned	None	1 Minute	<i>Administrative Services Officer III</i> Administrative and Finance Division
	1.4 Reviews and	None	5 Minutes	<i>Administrative</i>



	counter checks the items and budget to the approved APP			<i>Services Officer III Administrative and Finance Division</i>
	1.5 Conducts procurement process in accordance with the Implementing Rules and Regulations of R.A. 9184 and mode of procurement indicated in the Approved Annual Procurement Plan (APP)			
	Bidding	None	136 Days	<i>BAC/BAC Secretariat</i>
	Nego – Small Value Procurement	None	21 Days	<i>Administrative Services Officer III/ Division Chief III Administrative and Finance Division</i>
	Nego – Agency to Agency	None	21 Days	<i>Administrative Services Officer III/ Division Chief III Administrative and Finance Division</i>
	Shopping	None	14 Days	<i>Administrative Services Officer III/ Division Chief III Administrative and Finance Division</i>



2. Supplier delivers the ordered items and submits Sales Invoice and Delivery Receipt	2.1 Inspects and Accepts delivered goods or services vis-à-vis Purchase Order or Contract	None	15 Minutes (depending on the volume of delivery)	<i>Administrative Services Officer III</i> Administrative and Finance Division
	2.2 Prepares Inspection and Acceptance Report and other documents needed for the payment of goods	None	10 Minutes (depending on the volume of delivery)	<i>Administrative Services Officer III</i> Administrative and Finance Division
	2.3 Prepares Disbursement Voucher for the payment	None	5 Minutes	<i>Administrative Services Officer III</i> Administrative and Finance Division
3. End-user / Requesting Employee receives goods requested and signs in the received by portion of the appropriate document	3.1 Prepares documents (i.e. property sticker, ICS, MR, RIS) for issuance to end-user/s / requisitioner	None	15 Minutes (depending on the volume of goods for issuance)	<i>Administrative Services Officer III</i> Administrative and Finance Division
	3.2 Delivers/Issues the requested goods and signs on the issued by portion of the document	None	15 Minutes (depending on the volume of goods for issuance)	<i>Administrative Services Officer III</i> Administrative and Finance Division
TOTAL		None	14 Days & 72 Minutes up to 136 days & 72 minutes (unless there's a failure of bidding/ negotiation) – covered by special law	



14. Request for the use of Government Vehicle

The use of government motor vehicles shall be authorized only through the issuance of a trip ticket, duly signed by the Chief or the Administrative Officer of the office concerned in the Driver's Trip Ticket.

Office or Division:	Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regional Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order (1 original, 1 photocopy)		Administrative and Finance Division		
Itinerary of Travel (1 original, 1 photocopy)		Administrative and Finance Division		
Trip Ticket (1 original, 2 photocopies)		Administrative and Finance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Driver's Trip Ticket, enter in the Logbook and assign Trip ticket Number. Submit to his Division Chief and Administrative and Finance Division	1.1 Signs the Driver's Trip ticket.	None	2 Minutes	<i>Division Chief IIII</i> Originating Division
	1.2 Reviews and signs the Driver's Ticket	None	2 Minutes	<i>Division Chief III</i> Administrative and Finance Division
TOTAL		None	4 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback maybe submitted through the following channels:</p> <ol style="list-style-type: none"> 1. GCG Whistleblowing Web Portal <ul style="list-style-type: none"> • www.whistleblowing.gcg.gov.ph • Email Address: whistleblower@pcic.gov.ph 2. PCIC Legal Office <ul style="list-style-type: none"> • Email address: whistleblower@pcic.gov.ph • Postal Service: Office of the General Counsel 7th Flr., Building A., NIA Complex, EDSA, Diliman, Quezon City
How feedbacks are processed	<p>Feedbacks received thru the GCG whistleblowing web portal will be forwarded to the Head Office of the PCIC.</p> <p>The feedbacks forwarded by the GCG and those received by the PCIC Legal Department shall be answered appropriately by the concerned PCIC office or department.</p> <p>The Corporation shall then coordinate with the sender(s) on the actions taken by the concerned PCIC office or department; copy furnish the GCG if feedback coursed through them.</p>



<p>How to file a complaint</p>	<p>Send the complaint letter to the GCG Whistleblowing Web Portal: www.whistleblowing.gcg.gov.ph, or to the whistleblower@pcic.gov.ph, or write to the PCIC Legal Department. The letter shall follow the following steps:</p> <ol style="list-style-type: none"> a. Indicate clearly your name, complete address and contact number; b. Explain clearly the details of your complaint; and c. Include photocopies of pertinent documents that will help in understanding your concern and in determining the appropriate department or office for your concern. <p>Follow-ups will be entertained thru phone call to PCIC Legal Department at telephone number +63(2)-8441-1323.</p>
<p>How complaints are processed</p>	<p>The complaints sent through the GCG whistleblowing portal shall be forward to the PCIC through an official letter.</p> <p>The PCIC shall inform the complainant of the receipt his/her letter forwarded by GCG or addressed to the PCIC Legal Department, and provide him/her of information on initial actions taken. PCIC may request additional information from the complainant, if necessary.</p> <p>The concerned PCIC office or department on the complaint shall then report to the Head of Agency of the resolution, and then inform the complainant, copy furnish the GCG.</p>
<p>Contact Information of PCC, ARTA and CCB</p>	<p>PCC: 8888 ARTA: complaints@arta.gov.ph 1-ARTA (2782) CCB: 0908-8816565 (SMS)</p>



Office	Address	Contact Information
PCIC Head Office	7/F NIA Building A., NIA Complex EDSA, Diliman, Quezon City	(02) 8441-1323
PCIC Regional Office I	3/F. S and P North Bldg., Nancayasan, Mc Arthur Highway, Urdaneta City, Pangasinan 2428	(075) 8632-3248
PCIC Regional Office II	Regional Government Center, Carig, Tuguegarao City, Cagayan 3500	(078) 8844-1225
PCIC Regional Office III	2/F Garcia Building, Villa Corazon, San Agustin, Mc Arthur Highway, San Fernando City Pampanga 2000	(045) 8961-5717
PCIC Regional Office III-A	2/F CBNE Building, Maharlika Highway, Cabanatuan City, Nueva Ecija 3100	(044) 8600-2080
PCIC Regional Office IV	2/F Rizal Commercial Center, J.P. Rizal St. cor. M.H. Del Pilar St., Calamba City, Laguna 4207	(049) 8536-2129
PCIC Regional Office V	BB Andes Building, Zone 8, SOLS Subdivision, Bitano, Legaspi City 4500	(052) 8742-6613
PCIC Regional Office VI	2/F Regional Science Laboratory Building, Department of Agriculture, Fort San Pedro, Iloilo City 5000	(033) 8323-3402
PCIC Regional Office VII	2/F DBP Building, Osmeña Boulevard, Cebu City 6000	(032) 8253-8686
PCIC Regional Office VIII	3/F F. Mendoza Realty Complex, 141 Sto. Niño Street Tacloban City, 6500	(053) 8321-3013
PCIC Regional Office IX	4/F City Commercial Center (C3) Rizal Avenue, Pagadian City,	(062) 8925-0700



	Zamboanga Del Sur 7016	
PCIC Regional Office X	3/F One Montecarlo Building, Annex, Corrales-Hayes St., Cagayan De Oro City 9000	(088) 8857-2983
PCIC Regional Office XI	2/F SCGCC Building, Alunan Avenue, Koronadal City, South Cotabato 9506	(083) 8228-2556
PCIC Regional Office XII	Veraj Building, Mabini Street, Poblacion 2, Midsayap, North Cotabato 9410	(064) 8521-0817