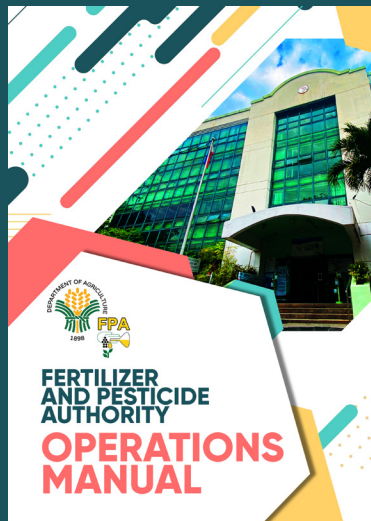


**FERTILIZER
AND PESTICIDE
AUTHORITY**

OPERATIONS MANUAL





FPA Operations Manual

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Department of Agriculture

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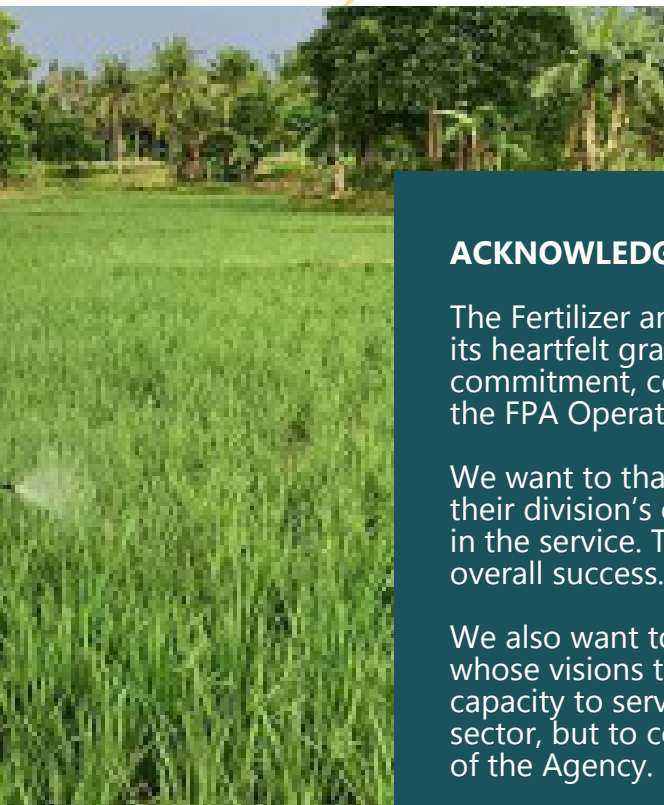
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We want to thank the FPA Division Chiefs who shared their division's operations crafted by years of experience in the service. Their contributions aided in the Manual's overall success.

We also want to express our gratitude to Dr. Myer Mula, whose visions transform and continually augment our capacity to serve - not just the Philippine agricultural sector, but to concurrently develop the brand of service of the Agency.

We extend our appreciation to the Quality Management System's committee, as an ISO9001:2015 certified agency, for their valuable contributions, untiring collaboration for the preparation of this Manual, and for overseeing direction setting towards the harmonization of procedures and operations of each division while adhering to international standards.

Lastly, we would like to recognize the Planning, Management, and Information Division (PMID) team who facilitated the compilation of related documents, and literature to create a cohesive document that can be made available to the public.



MESSAGE FROM THE SECRETARY



Warmest congratulations to the Fertilizer and Pesticide Authority (FPA) of the Department of Agriculture (DA) for the development and publication of its Operations Manual.

This Operations Manual will serve as a valuable guide and reference material for DA-FPA officials and employees – notably the Operating Divisions and Regional Field Units – as they carry out their respective tasks to deliver appropriate and speedy assistance and services to our stakeholders.

We take note of the strategic decision of DA-FPA to integrate both its Quality Management Manual and Citizens Charter in this document, allowing the agency to have a single point of reference in its operations.

We are particularly hopeful that the document will help DA-FPA's efforts to stream line the processing of regulatory service, in compliance with the principles of Republic Act 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Likewise, it will provide DA-FPA with the opportunity to align its services with international quality management standards through ISO certification, allowing the agency to continually improve on its issuance of licenses, registrations and permits for fertilizer, pesticide, and other agricultural chemicals.

May the interdependent systems and procedures contained in this document inspire our stakeholders to work together towards the attainment of our vision of a Food-secure and Resilient Philippines with Prosperous Farmers and Fisherfolk.

Mabuhay ang FPA!

WILLIAM D. DAR, PhD



MESSAGE FROM THE **EXECUTIVE DIRECTOR**



We are pleased to share with you the enhanced Operations Manual of FPA. This handbook shall provide in detail the internal operational procedures of the various units and divisions to ensure that FPA continuously provides efficient public service.

This Manual was developed by integrating the FPA's Citizen's Charter and Quality Manual. A product of collaborative effort, this will give us a yardstick from which our employees shall be measured while at the same time, setting the proper standards for performance effectiveness and efficiency. By following the steps outlined in this manual, the agency will be able to establish a higher level of trust and confidence from our stakeholders.

I enjoin FPA employees from the Central Office, Regional Field Units, and our partners to read and internalize the manual. I commend you for your great work in enhancing FPA's Operations Manual.



WILFREDO C. ROLDAN



MESSAGE FROM THE DEPUTY EXECUTIVE DIRECTOR FOR FERTILIZER



The whole-of-nation approach towards transformative development calls every aspect and actors of institutions to move towards one goal.

The impact on development that the agency promotes in the agricultural sector puts our actors, and implementers at the forefront of the agency's operations. This shall be grounded in the processes crafted to efficiently perform the agency's services.

Let us present to you the Fertilizer and Pesticides Authority's (FPA) Operations Manual, a compilation of each divisions' physical targets, processes, functions, and structure of its vision, mandate, and operations. This does not only serve as a guide to the FPA's workforce, clients, and other stakeholders but a binding document between the institution and the Filipino farmers and fishers to the brand of service that the FPA and its partners collaboratively crafted throughout the years to develop and render, guided by its mission to empower actors in the fertilizer and pesticides industry.

May this serve as a reference for the continuity of collaborations and significant contributions to keeping the industry safe, responsible, and always pro-people.



MYER G. MULA, PhD



MESSAGE FROM THE DEPUTY EXECUTIVE DIRECTOR FOR PESTICIDE



To provide the Filipino people with utmost sincerity and excellent service, may we share with you our Operations Manual. This document lays down the structure and operations of the agency. It also includes procedures outlined in the FPA's Citizen's Charter.

This manual serves as a reference for our employees and clients of the processes and systems of the agency towards the fulfillment of our mandate and in empowering our stakeholders.

We acknowledge the invaluable contribution of our partners for their inputs, which enabled us to improve our operations. May this joint effort inspire us to continue our dynamic relationship.

May we continuously serve the Filipino people with competence and integrity for the growth of our country's agricultural sector!



ERIC C. DIVINAGRACIA



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LIST OF ACRONYMS

AO	Administrative Order
ARCO	Accredited Responsible Care Officer
ASD	Accredited Safety Dispenser
AVP	Audio Visual Presentation
BFS	Balanced Fertilization Strategy
BI	Background Investigation
BOC	Bureau of Custom
BOD	Board of Director
BSC	Balanced Scorecard
CA	Corrective Action
CAAP	Civil Aviation Authority of the Philippines
CAAR	Corrective Action Assessment Report
CAIP	Certificate Authorizing Importation of Pesticide
CCC	Citizen's Complaint Center
CDA	Cooperative Development Authority
CLR	Certificate of Laboratory Recognition
CO	Capital Outlay
COA	Commission on Audit
CoA	Certificate of Analysis
CPA	Certified Pesticide Applicator
CPR	Certificate of Product Registration
CSC	Civil Service Commission
CSEMT	Customer Satisfaction Evaluation and Monitoring Team
DA	Department of Agriculture
DAP	Development Academy of the Philippines
DBM	Department of Budget and Management
DC	Drone Controller
DDIRO	Deputy Documented Information and Report Officer
DDRF	Document Delivery Request Form
DEF	Document Entry Form
DIKMT	Documented Information and Knowledge Management Team
DIRO	Documented Information and Report Officer
DPCR	Division Performance Commitment and Review

DR	Delivery Receipt
DTI	Department of Trade & Industry
ECC	Environmental Compliance Certificate
EUP	Experimental Use Permit
FAD	Finance and Administrative Division
FAO	Food and Agricultural Organization
FASL	Fertilizer Analytical Services Laboratory
FATA	FPA Accredited Training Associations
FIA	Fertilizer Industry Authority
FLRC	FPA Laboratory Recognition Committee
FOCU	Field Operations and Coordination Unit
FPA	Fertilizer and Pesticide Authority
FPTAC	Fertilizer Policy Technical Advisory Committee
FRD	Fertilizer Regulations Division
FS	Financial Statement
FSTP	Foreign Scholarship Training Program
GAM	Government Accounting Manual
GF	General Fund
GHS	Globally Harmonized System
GPPB	Government Procurement Policy Board
GSS	General Services Section
HRM	Human Resource Management
HRMPSB	Human Resource Management Personnel Selection Board
ICS	Inventory Custodian Slip
ICT	Information and Communications Technology
IDPs	Individual Development Plans
IEC	Information, Education and Communication
IPCR	Individual Performance Commitment and Review
IPM	Integrated Pest Management
IQA	Internal Quality Audit
ISSP	Information System Strategic Plan
IT	Information Technology
ITR	Income Tax Return
JO	Job Order
L&D	Learning and Development
LAP	Learning Application Plan
LAR	Laboratory Assessment Report
LSD	Laboratory Service Division
LSP	Learning Service Provider
LSR	Laboratory Surveillance Report
LTO	License to Operate
MITHI	Medium-Term Information and Communications Technology
MLDI	Master List of Documented Information Harmonization Initiative
MOOE	Maintenance and Other Operating Expenses
MSDS	Material Safety Data Sheet
MSP	Merit and Selection Plan
NC	Nonconformity
NCAR	Nonconformity and Corrective Action
NOV	Notice of Violation
NSW	National Single Window
NT	National Treasury
OED	Office of the Executive Director

OFI	Opportunity for Improvement
OM	Operations Manual
OP	Order of Payment
OPCR	Office Performance Commitment and Review
ORAOHRA	Omnibus Rules on Appointment and Other Humans Resource Actions
PAR	Property Acknowledgement Receipt
PASL	Pesticide Analytical Services Laboratory
PBMBR	Permit to Borrow Methyl Bromide
PCO	Pest Control Operator
PDT	Personnel Development Team
PESTLE	Political, Economic, Social, Technological, Legal, Wand Environmental
PIP	Plant-Incorporated Protectant
PMT	Performance Management Team
PMID	Planning, Management and Information Division
PO	Provincial Officer
PPMP	Project Procurement Management Plan
PPTAC	Pesticide Policy and Technical Advisory Committee
PRAISE	Program on Awards and Incentives for Service Excellence
PRD	Pesticide Regulations Division
PRTE	Pesticide Regulatory Technical Evaluators
PTO	Permit to Operate
PWD	Person with Disability
QMS	Quality Management System
QPS	Quarantine and Pre-Shipment
QWT	Quality Workplace Team
RDS	Records Disposition Schedule
RFQ	Request for Quotation
RFU	Regional Field Units
RIP	Relevant Interested Parties
RMRF	Repair and Maintenance Request Form
RMT	Risk Management Team
RO	Regional Officer
RSPP	Recruitment, Selection and Placement of Personnel
SC	Stock Card
SDS	Safety Data Sheet
SEC	Securities & Exchange Commission
SHRMPSB	Special Human Resource Management Personnel Selection Board
SI	Success Indicator
SIPOC	Supplier, Input, Process, Output, Customer
SOQ	Summary of Quotation
SPMS	Strategic Performance Management System
SUMS	Stop Use, Move, Sale
SWOT	Strengths, Weaknesses, Opportunities and Threats
TAP	Training Activity Plan
TCR	Training Completion Report
TPA	Third-Party Authorization
TUVR	TÜV Rheinland
TRES	Test Result and Evaluation Summary
VAT	Value-Added Tax
VRF	Vehicle Request Form
WHO	World Health Organization

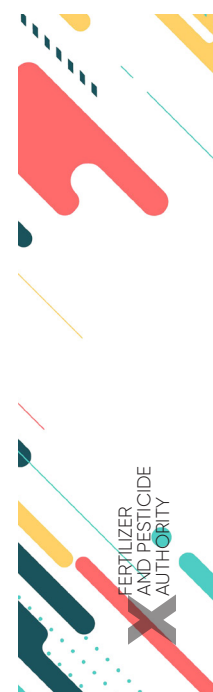




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FPA OVERVIEW

01



I. INTRODUCTION

The Fertilizer and Pesticide Authority (FPA) was created through Presidential Decree (PD) 1144 in 1977, as a technical regulatory and one of the science-based agencies attached to the Department of Agriculture (DA). Its legal mandates are the following: assure the agricultural sector of adequate supplies of fertilizer and pesticide at reasonable prices, rationalize the manufacture and marketing of fertilizer, protect the public from the risks inherent in the use of pesticides, and educate the agricultural sector in the use of these inputs.

The vision of FPA is to have “an improved quality of life, through increased farm incomes, productivity, and food production using safe and appropriate fertilizer and pesticide inputs” (FPA Strategy Map, 2022-2026).

To support this vision, FPA shall put in place policies, rules, and programs to ensure proper and adequate fertilizer and pesticide regulation, education and product stewardship, harmonization with international standards, and good governance (FPA Strategy Map, 2022-2026).

The FPA constantly re-engineers its processes in the issuance of registrations, permits and licenses. This is to comply with the established Quality Management System and statutory requirements of the Anti-Red Tape Authority (ARTA), Civil Service Commission (CSC), and other legal requirements. As a result of the conscious and collaborative efforts, FPA is now ISO 9001:2015 certified covering the processes in the Central Office. Its laboratory is also an ISO/IEC 17025 Certified. Finally, the Agency has an updated Citizen’s Charter.

II. GENERAL FUNCTIONS

FPA has five divisions in the Central Office namely: Fertilizer Regulations Division (FRD), Pesticide Regulations Division (PRD), Laboratory Services Division (LSD), Planning, Management and Information Division (PMID), and Finance and Administrative Division (FAD). It also has 15 Regional Field Units.

The following are the general functions of the agency:

Fertilizer Product Registration

Fertilizer products in organic or inorganic forms (solid and liquid), raw materials as ingredients for fertilizer, which are imported or produced locally, should be registered with the FPA.

Registration requirements include the submission of product specifications supported by chemical analysis, mode of action, product type, and the result of efficacy trials conducted by an FPA accredited and independent researcher. The set of data is evaluated by a registration consultant.

With the continued production of new grades, brands, and types of locally produced and imported fertilizers, to take advantage of the increasing market demand, a wide range of products for selection is provided. Registration of these commercially processed fertilizers is therefore needed to give greater assurance that the quality of each brand is maintained as the specified standards (characteristics and effort) as claimed by the registrants.

Fertilizer handlers such as importers, distributors, exporters, manufacturers, bulk blenders, and processors should register their products with FPA.

Pesticide Product Registration

This is a mechanism to generate relevant information to ensure safety, public health, and environmental protection in the use of pesticides. Data and information generated are required to support the product label statement for effective application and precaution for safe use. This includes specific instructions in case of poisoning.

Registration of biorational pesticide that includes biochemical and microbial pest control agents which are naturally occurring or must be structurally identical to naturally occurring chemicals if synthesized.

Fast-tracking of registration of less hazardous, less persistent, environmentally-friendly, target and Integrated Pest Management (IPM) compatible pesticide products. Harmonization of pesticide registration requirements envisioned to share expertise and pooled resources to build the necessary capabilities for such purpose.





Licensing of Handlers. Licensing is required as a condition precedent to the importation, export, manufacture, formulation, repacking, distribution, delivery, sale, transport, storage and use of any fertilizer, pesticide and other agricultural chemicals.

Product Quality and Adherence to Safety. In coordination with government product standards agencies, the FPA designs and implements quality control standards for fertilizer and pesticide products. It also monitors the safe handling, use, application and compliance with industrial health and safety in manufacturing and formulation plants, and imposes penalties and sanctions for violation of set rules and standards.

Institutionalizing Products Stewardship Program. The pesticide industry and end-users, manufacturers, sellers, and buyers are enjoined to adopt and undertake a cradle-to-grave approach to pesticide management, primarily the training of handlers and the public on the safe and judicious use of pesticide and the dissemination of information materials. The program is required for every pesticide product wherein registrants are made primarily responsible for the conduct of stewardship programs for their products.

Import Control. Import control has been strengthened and institutionalized. From an agreement with the Bureau of Customs (BOC), shipments of pesticides will only be released by the BOC if covered by a corresponding FPA Certificate Authorizing Importation of Pesticide (CAIP).

Developmental. This includes fertilizer and pesticide industry coordination and support, promotion of safe and judicious use of fertilizer and pesticides, and coordination with other government agencies relative to the further development of the Philippine agriculture sector.

Formation



1973

Creation of the Fertilizer Industry Authority (FIA) by virtue of Presidential Decree No. 135 signed by former President Ferdinand Marcos on February 22, 1973.



1977

FIA was abolished and the Fertilizer and Pesticide Authority (FPA) was created by virtue of P.D. 1144 signed by former President Ferdinand Marcos on May 30, 1977.



2007

The Supreme Court ruled that pesticides for urban/household use are not within FPA's jurisdiction. Instead, these should be regulated by the FDA.



2010

Transfer of the regulation of organic products to Bureau of Agriculture and Fisheries Standards (BAFS) with the passage of Republic Act 10068 (Organic Agriculture Act of 2010).



2013

RA 10611 or the Food Safety Act was passed to put in place a farm to fork food safety regulatory system that ensures a high level of food safety, promotes fair trade and advances the global competitiveness of Philippine foods and food products.

DEVELOPMENT

Development



1986

With the liberalization of the fertilizer industry, FPA issued Memorandum Circular No. 1 series of 1986 which provides the decontrol guidelines for the fertilizer industry.

The issuance relinquished the FPA of its control over procurement of fertilizers particularly on the determination of import requirements and allocation of import volume, and conducting tenders or canvasses for fertilizer importations.



1997

Section 109 (B) of the National Internal Revenue Code of 1997 exempts fertilizer subsidiaries from payment of the 10% Value-Added Tax (VAT). The rate was increased to 12% in 2006 when the EVAT (Expanded VAT) was implemented.

Availment of the tax exemption requires fertilizer industry stakeholders to apply first for VAT Exempt Certificate from FPA. The exemption of fertilizers from the VAT is reiterated in the AFMA Law.



2014

FPA was transferred to the Office of the President through Executive Order No. 165 signed by President Benigno Aquino on May 5, 2014.



2018

On September 17, 2018 by virtue of Executive Order 62 signed by President Rodrigo Duterte, FPA was brought back to the administration of the Department of Agriculture.

III. FPA's ORGANIZATIONAL STRUCTURE

A. Organizational Chart

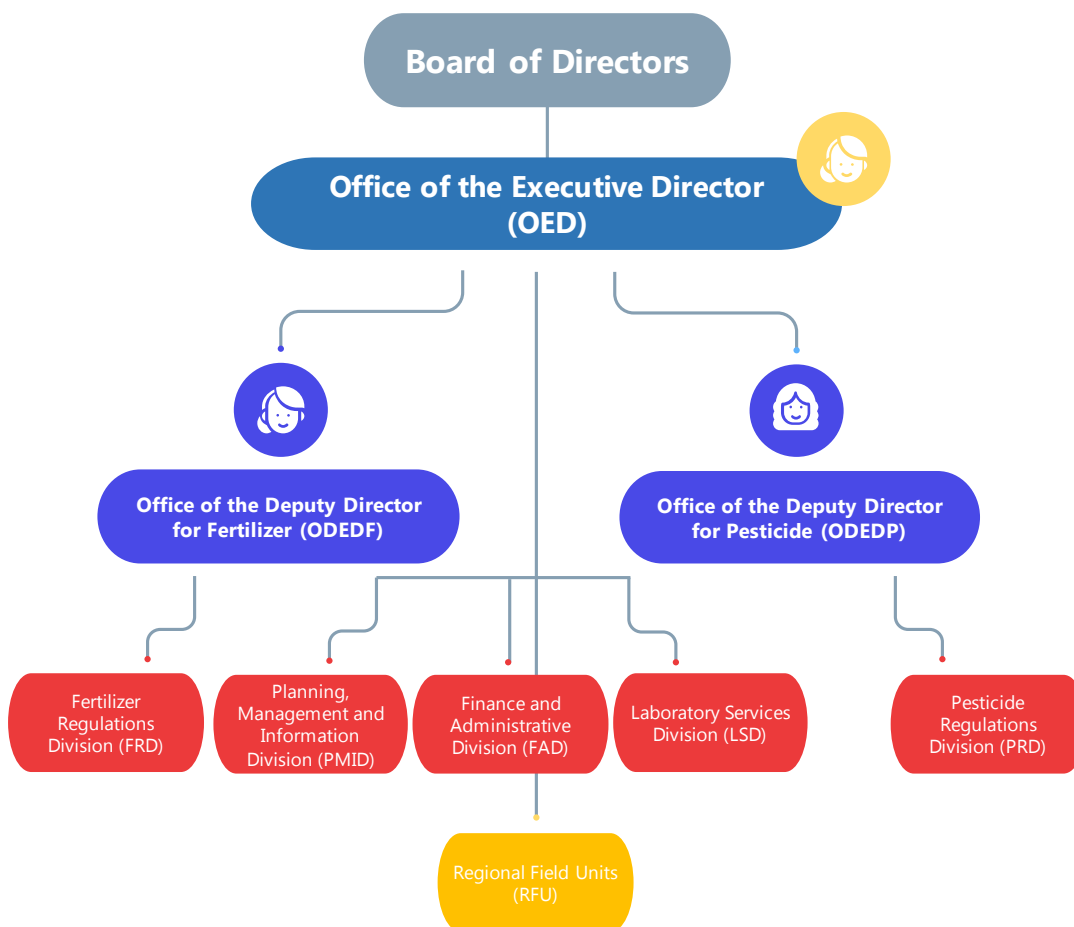


Figure 1. Organizational Chart of the Fertilizer and Pesticide Authority

B. Key Officials

FPA Board of Directors (BOD)

The powers and functions of the FPA are vested in and exercised by a Board of Directors, which is composed of the following officials:

- Secretary of Agriculture - Chairperson
- Secretary of Industry - Member
- Secretary of Finance - Member
- Secretary of Trade - Member
- Governor, Bangko Sentral ng Pilipinas - Member
- President, Philippine National Bank - Member
- Director, Bureau of Plant Industry - Member
- Director, Environmental Management Bureau - Member
- Secretary-General, Food and Drug Administration - Member

The Board shall appoint all the officers of the FPA, establish a compensation scheme including allowances and benefits, working hours, and such other conditions of employment as it may deem proper, discipline and/or remove for cause, and exercise such other powers over its personnel as may be necessary for the effective and efficient operation of the FPA.

C. Office of the Executive Director (OED)

The Office of the Executive Director is composed of three executive officials: the Executive Director, the Deputy Executive Director for Fertilizer, and the Deputy Executive Director for Pesticide. As shown in Figure 2, OED is likewise supported by the Regional Field Units, Field Operations Coordinating Unit, and the Legal Unit.



Figure 2. Organizational Chart of the Office of the Executive Director

The OED exercises supervision and control over all divisions and units to ensure that policies, rules, and regulations are effectively and efficiently implemented. Second, it regularly reviews the agency's performance vis-à-vis its targets, guidelines, and internal processes through the conduct of management reviews, midyear and year-end assessments. In addition, OED is responsible for submitting policy proposals to the Board for its review and approval. Lastly, it shall serve as clearinghouse for all communications issued.

The following units are directly supervised by the OED namely:

A. Legal Unit

Provides legal services which include giving advice to the various divisions and units on substantive and procedural questions of law arising from administrative functions of the agency. In addition, part of its function is the preparation, review, execution and implementation of legal instruments entered into by the agency to ensure compliance with existing statutory rules and regulations.

B. Regional Field Units or FUs

Serve as the operating arms of the agency specifically enforcement and monitoring at the regional and provincial levels. Each RFU is headed by a Supervising Agriculturist or the Regional Officer who shall serve as the manager of the Regional Office, develop plans and activities, and monitor the activities of the provincial officers. The Supervising Agriculturist is assisted by an Agriculturist II, or the Provincial Officer, who in turn conducts monitoring and enforcement activities at the provincial level.

C. Field Operations Coordination Unit (FOCU)

In charge of the coordination of the activities and operations, and consolidates reports submitted by the field units (FUs). It also serves as the link between the FUs and the Central Office.

D. Core Divisions

Fertilizer Regulations Division (FRD)

The Fertilizer Regulations Division (FRD) is responsible for the issuance of licenses, registrations, and permits on fertilizer. This is to ensure that fertilizer products pass the safety and quality standards and remain available in the market at reasonable prices. The Division is also responsible for studying and analyzing domestic and international market situations to aid in the decision-making process of top management. It shall also propose



guidelines, rules, and regulations to top management to harmonize with international best practices on fertilizer regulations. Figure 3 shows the FRD's functional structure and the three main sections supporting its duties, namely: the Registration Section, the Licensing Section, and the Technical Services Section.

In addition, it shall be the function of FRD to:

1. Facilitate the formulation and updating of policies and guidelines relative to fertilizer registration and licensing of handlers in coordination primarily with the Fertilizer Policy and Technical Advisory Committee (FPTAC) and other stakeholders;
2. Generate and maintain statistical data on fertilizers and provide technical information; and
3. Monitor and review the services provided by the FUs relative to fertilizer product registration and licensing of handlers.
4. Coordinate with other DA agencies in the formulation of the Balanced Fertilization Strategy.

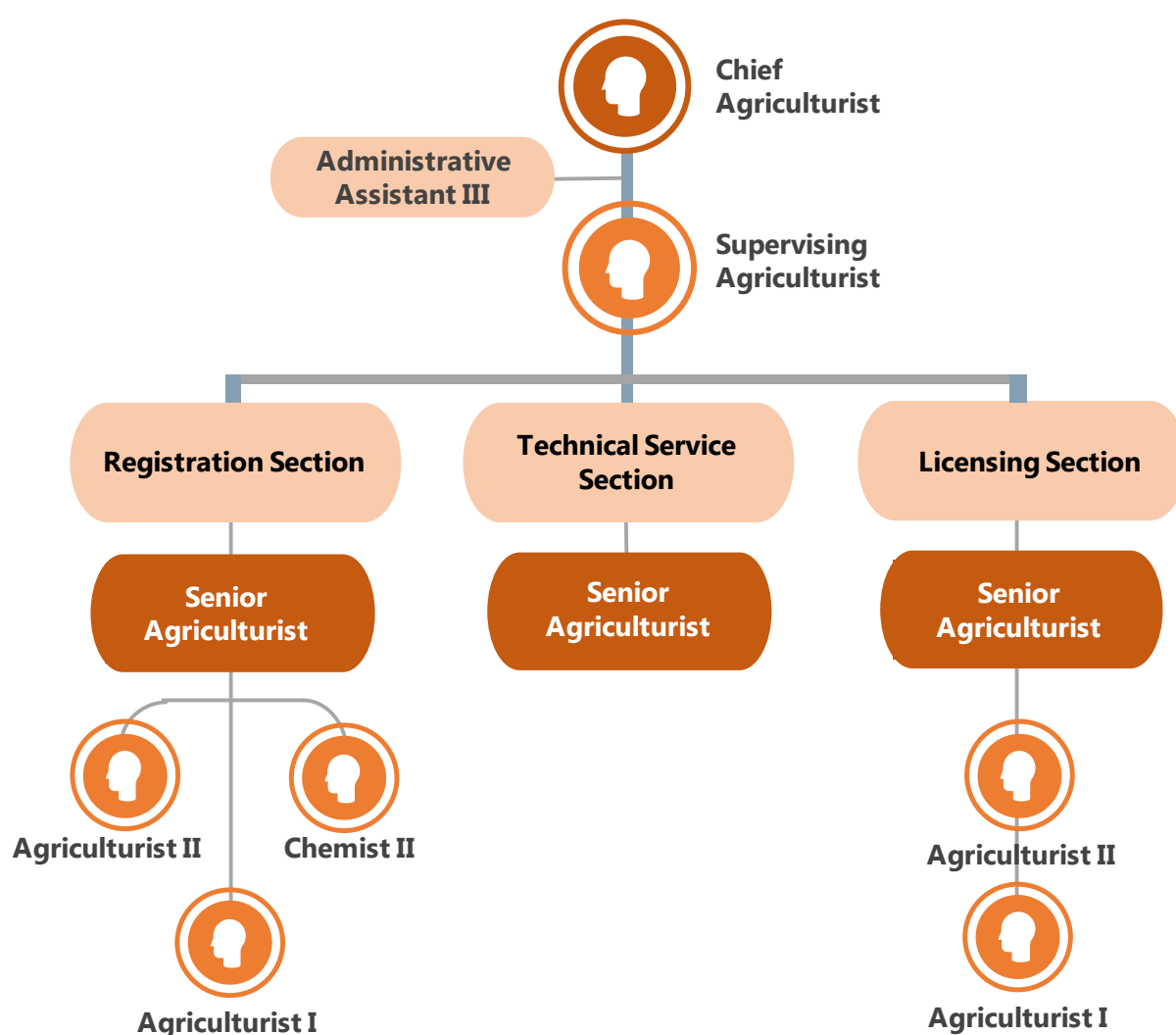


Figure 3. Organizational Chart of the Fertilizer Regulations Division



Registration Section. Responsible for the registration of inorganic fertilizers, biostimulants, fortified organic fertilizer, decomposers, soil conditioners/soil amendment, plant growth regulators and raw materials for fertilizer, which are imported or produced locally.

Licensing Section. Responsible for the licensing of fertilizer handlers, which are composed of exporters, importers, indentors, processors, bulk blenders, manufacturers, formulators, suppliers, distributors, bulk handlers, area distributors, dealers and dealer-repackers of fertilizer, warehouses for fertilizer inputs and other agricultural chemicals. In addition, it is also responsible for inspection of manufacturing plants in coordination with the field units.

Technical Services Section. Responsible for promoting appropriate fertilizer inputs through the conduct of learning and development activities. The technical services unit is also responsible in providing information to students, researchers, and stakeholders relative to the different FPA programs and activities. More specifically, the Section shall be primarily responsible for formulating the Balanced Fertilization Strategy.

Pesticide Regulations Division (PRD)

The Pesticide Regulations Division (PRD) is responsible for the issuance of registrations, licenses, and permits on pesticides. This is to ensure that pesticides available in the market remain effective and environmentally friendly.

More specifically, PRD shall:

1. Ensure the safety and efficacy of pesticides, and other agricultural chemicals marketed and used by farmers/end-users through product registration and issuance of experimental use permits, which involves technical evaluation of the product specification, bioefficacy, toxicology, human exposure and safety, environmental effects, environmental fate, and transport, and residue on food;
2. Ensure the compliance to safety standards of pesticide handlers, pesticide dealers, and pest control operators by the issuance of licenses;
3. Regulate pesticide import and export by the issuance of permits and certification; and
4. Facilitate the formulation of new policies and updating of existing policies related to pesticide regulations.

The PRD's functional structure and the two main sections supporting its duties are shown in Figure 4.



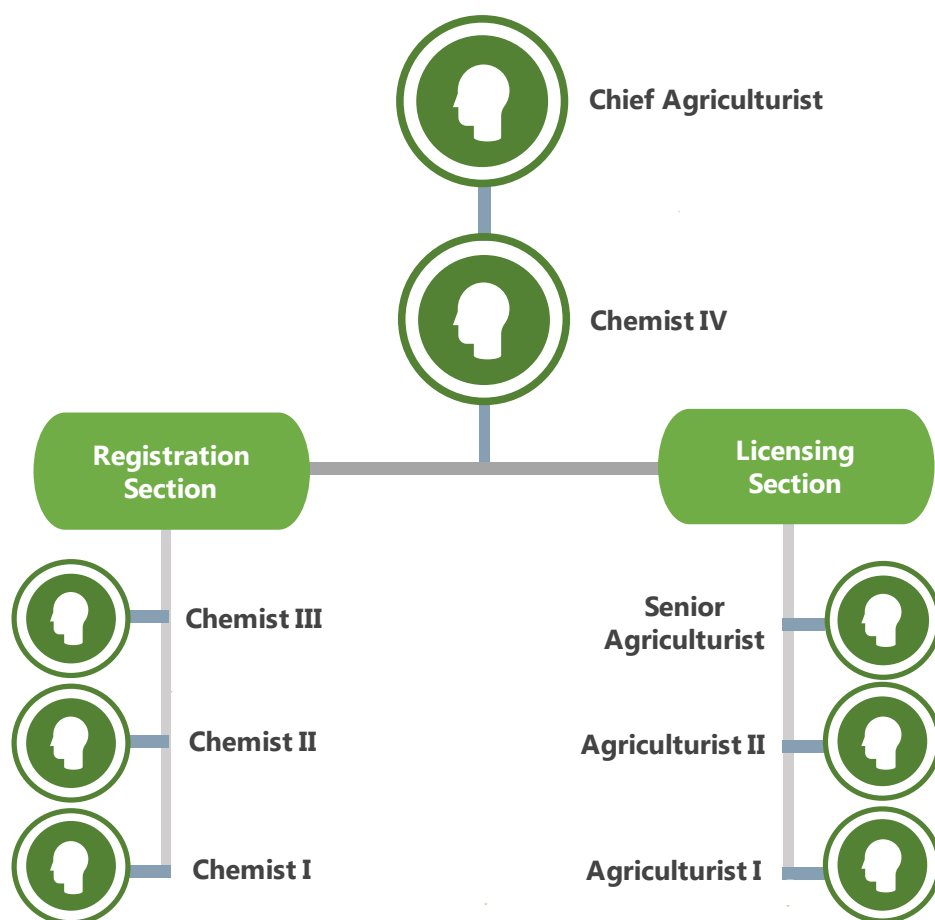


Figure 4. Organizational Chart of the Pesticide Regulations Division

PRD is also responsible for studying and analyzing market trends both domestic and international, the result of which is critical in the decision-making of top management.

Like the FRD, the overall function of PRD is anchored to the following powers and functions of FPA as vested by Presidential Decree 1144, series of 1977:

Section 6, item I - Common to Fertilizers, Pesticides, and Other Agricultural Chemicals

1. To conduct information campaign regarding the safe and effective use of these products;
2. To promote and coordinate all fertilizer and pesticide research in cooperation with the Philippine Council for Agriculture and Resources Research and other appropriate agencies to ensure scientific pest control in the public interest, safety in the use and handling of pesticides, higher standards, and quality of products and better application methods;
3. To call upon any department, bureau, office, agency or instrumentality of the government, including government-owned or controlled corporations, or any officer or employee thereof and on the private sector, for such information or assistance as it may need in the exercise of its powers and in the performance of its functions and duties;

4. To promulgate rules and regulations for the registration and licensing of handlers of these products, collect fees pertaining thereto, as well as the renewal, suspension, revocation, or cancellation of such registration or licenses and such other rules and regulations as may be necessary to implement this Decree;
5. To establish and impose appropriate penalties on handlers of these products for violations of any rules and regulations established by the FPA;
6. To institute proceedings against any person violating any provisions of this Decree and/or such rules and regulations as may be promulgated to implement the provisions of this Decree after due notice and hearing;
7. To delegate such selected privileges, powers or authority as may be allowed by law to corporations, cooperatives, associations or individuals as may presently exist or be organized to assist the FPA in carrying out its functions; and
8. To do any and all acts not contrary to law or existing decrees and regulations as may be necessary to carry out the functions of the FPA.

Section 6, item III - Pesticides and Other Agricultural Chemicals

1. To determine specific use or manners of use for each pesticide or pesticide formulation;
2. To establish and enforce tolerance levels and good agricultural practices for use of pesticides in raw agricultural commodities;
3. To restrict or ban the use of any pesticide or the formulation of certain pesticides in specific areas or during certain periods upon evidence that the pesticide is an imminent hazard, has caused, or is causing widespread serious damage to crops, fish or livestock, or to public health and environment;
4. To prevent the importation of agricultural commodities containing pesticide residues above the accepted tolerance levels and to regulate the exportation of agricultural products containing pesticide residues above accepted tolerance levels;
5. To inspect the establishment and premises of pesticide handlers to ensure that industrial health and safety rules and anti-pollution regulations are followed;
6. To enter and inspect farmers' fields to ensure that the recommended pesticides are used in specific crops in accordance with good agricultural practices;
7. To require, if and when necessary, of every handler of these products, the submission to the FPA of a report stating the quantity, value of each kind of product exported, imported, manufactured, produced, formulated, repacked, stored, delivered, distributed, or sold; and

8. Should there be any extraordinary and unreasonable increases in prices, or a severe shortage in supply of pesticides, or imminent dangers or either occurrences, the FPA is empowered to impose such controls as may be necessary in the public interest, including but not limited to, such restrictions and controls as the imposition of price ceilings, controls on inventories, distribution, and transport, and tax-free importations of such pesticides or raw materials thereof as may be in short supply.

Laboratory Services Division (LSD)

The Laboratory Services Division (LSD) was created to support the standards-setting, monitoring activities, and regulatory functions of FPA. LSD employs licensed chemists, conducts laboratory analyses, and oversees laboratory procedures. The Division also ensures that tests are aligned with the protocols, requirements, quality standards, and technical specifications set by the Agency. Figure 5 shows the structure of the FPA's LSD.

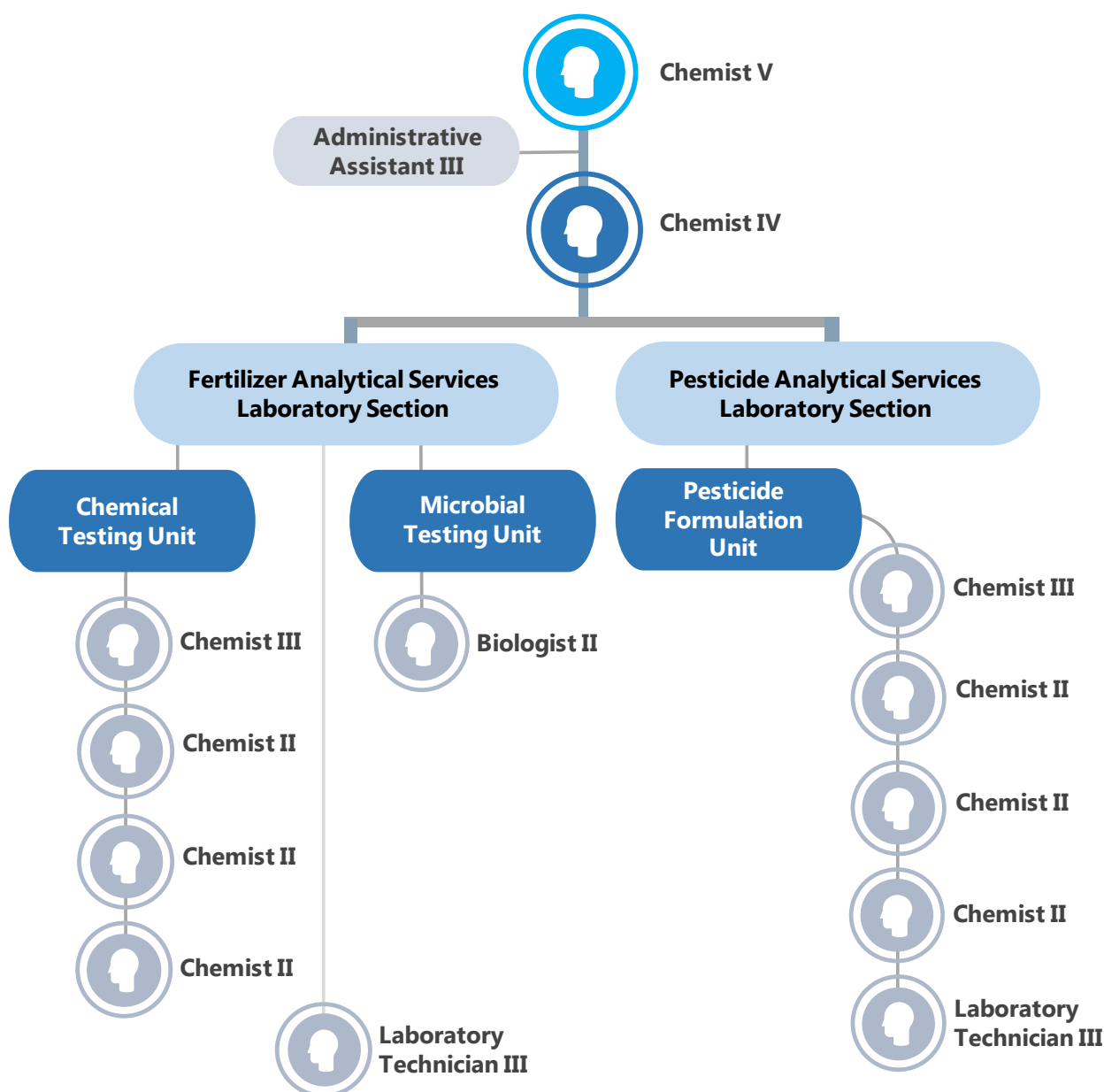


Figure 5. Organizational Chart of the Laboratory Services Division

As such, LSD has the following functions:

1. Conduct/perform chemical and microbial analyses of fertilizer and pesticide samples for product registration and quality monitoring purposes;
2. Establish laboratory protocols, working procedures and quality assurance on the analytical testing of fertilizer and pesticide products;
3. Assist in the preparation of technical materials on fertilizers and pesticides for policy formulation;
4. Handle the recognition of fertilizer and pesticide laboratories;
5. Process all methyl bromide transactions; and
6. Facilitate the processing of registration of Plant-Incorporated Protectants (PIP).

E. Administration and Support Divisions

Finance and Administrative Division (FAD)

The Finance and Administrative Division (FAD) is responsible for a wide range of finance and administrative services, which support the Agency's operations. It advises and assists the Head of the Agency on budgetary and financial matters. Moreover, it is responsible for the provision of services relating to personnel, delivery, and receipt of correspondence, supplies, equipment, collections, disbursements, security, and custodial work to the Agency. These services include human resource management, budget and accounting, and general services which are vital to the effective and efficient operation of the Agency. As shown in Figure 6, FAD operates with the help of four main sections: the Human Resource Management Section, General Services Section, Accounting Section, and the Budget Section.

Human Resource Management (HRM) Section

The Section shall develop and administer a personnel program which shall include recruitment selection and placement, classification and pay, career and employment development, performance rating, employee relations and welfare services. It advises management on personnel policy and administration. It shall also act on all matters concerning attendance, leaves of absence, appointments, promotions, transfers of personnel and other related transactions. The Section is responsible in conducting training programs and maintaining personnel records.

General Services Section

With the diversity of services it offers, the section is composed of three units, namely:

Cashier Unit

The Cashier unit is responsible for the receipt, custody, and remittance to the National Treasury of all the Agency's collection. It also supervises accounts and is responsible for the disbursements of funds. The personnel concerned ensure that the disbursement vouchers invariably bear the approval of the proper official prior to payment preparation.

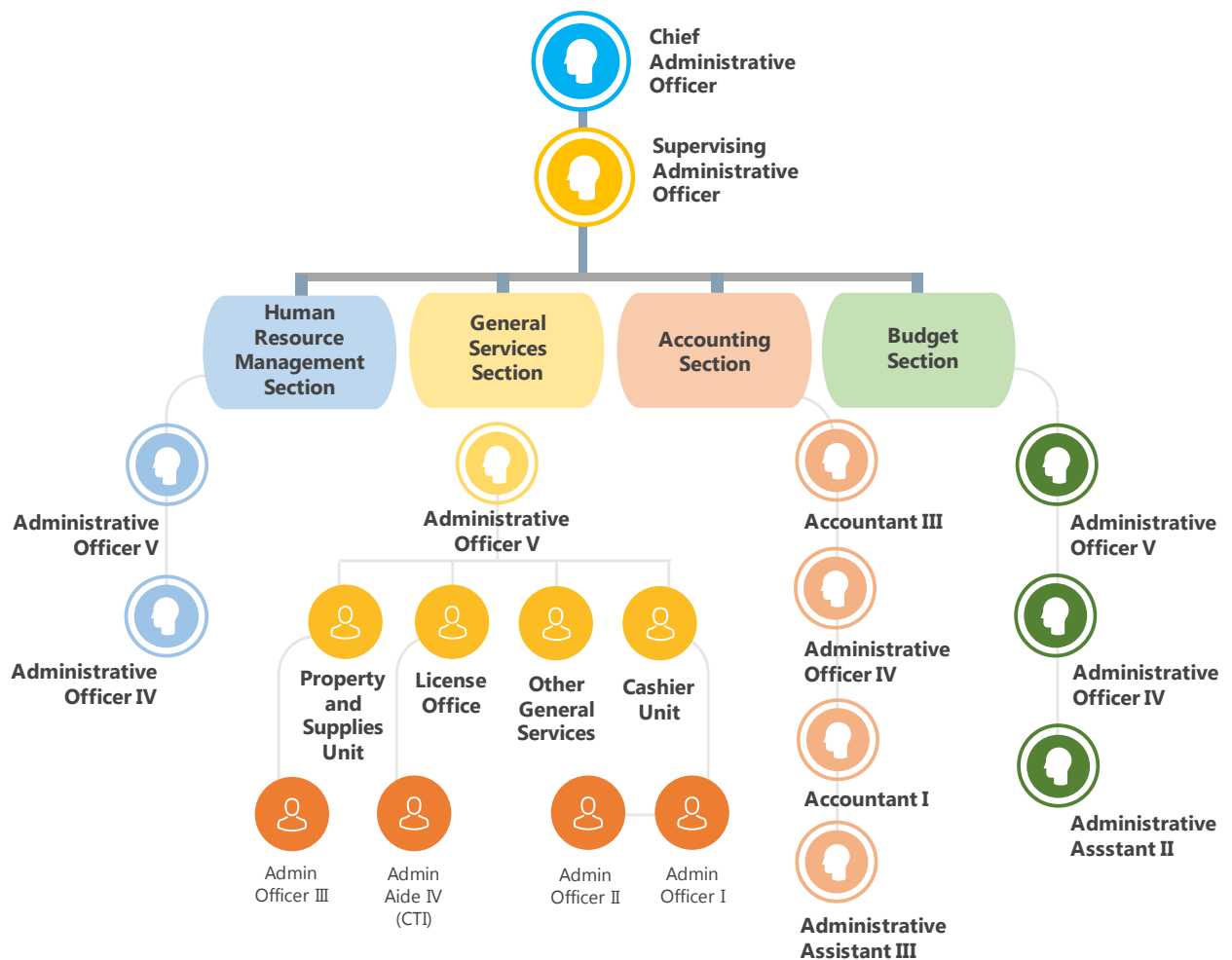


Figure 6. Organizational Chart of the Finance and Administrative Division

Property and Inventory Supplies Unit

This section ensures that all inventory supply requirements of the Agency are procured, delivered, and issued. It includes the preparation and implementation of the Project Procurement Management Plan (PPMP), processing of requests including the review and recording of its attachments, and processing of payments for all materials and supply requirements of the Agency.

Other General Services

1. Ensures the day-to-day documentary transactions of the Agency are delivered efficiently. It maintains records of transactions and acts as a contact point in the delivery of communications to the Agency's internal and external clients.
2. Responsible for the timely conveyance of the Agency's employees to and from official places of duties and assignments. Ensure the cleanliness, roadworthiness, timely registration, and renewal of insurance of all FPA's official vehicles.
3. Performs maintenance and repairs related to buildings, grounds, and equipment, in one or more areas such as electrical, plumbing, painting, and grounds keeping. Ensures building and equipment compliance to fire regulations and occupational safety and health hazard policies.

Budget Section

Maintains the fiscal stability and economic health of the Agency. The Budget Section also develops and improves budgetary methods, procedures, and justifications. It provides fund estimates in support of the Agency's operations, plans, and programs subject to budgetary ceilings and assists the management in the presentation of the Agency's budgetary estimates before administrative and legislative bodies. Further, it prepares annual financial work plans, allocates, in coordination with the Planning Service, available funds to programs on the basis of approved guidelines and priorities, and prepares financial reports for management guidance and as required by higher authorities.

Accounting Section

The Accounting Section ensures that all laws and regulations applicable to financial transactions are faithfully adhered to. It observes the generally accepted principles and practices of accounting as well as of sound management and fiscal administration, provided that they do not contravene existing laws and regulations. The section also advises management on financial matters, prepares and submits financial reports to management and other government agencies authorized to receive such reports. Further, it maintains basic and subsidiary accounting records and books of accounts to reflect accurate and current financial information required by existing auditing rules and regulations and by management. This section certifies to the availability of funds, processes requisitions, vouchers, and reports of collections and disbursements.

Planning, Management and Information Division (PMID)

The PMID is a support division created to consolidate and monitor all plans and programs of the different divisions and field units, coordinate management process improvement, maintain and disseminate public information, and provide information technology (IT) support (Figure 7).

Specifically, the PMID has the following functions:

1. Consolidate long-range and annual plans and programs of the FPA;
2. Develop plans and programs for management improvement;
3. Develop criteria for prioritizing plans, programs, projects, and activities for funding;
4. Coordinate with other divisions in the Authority planning bodies, and other appropriate/oversight agencies;
5. Examine the administrative organization of the FPA and review existing management methods, systems, processes/procedures and provide recommendations for improvement;
6. Conduct regular management surveys of the organization structure, human resource, and operations, and study special problems/cases if necessary;
7. Improve and develop new management systems, and provide staff supervision over the implementation of such improvements, and conduct training on the application of the system/s;
8. Develop staffing standards and manpower requirements of the Agency;
9. Conduct regular and annual performance reviews;
10. Prepare regular accomplishment reports;

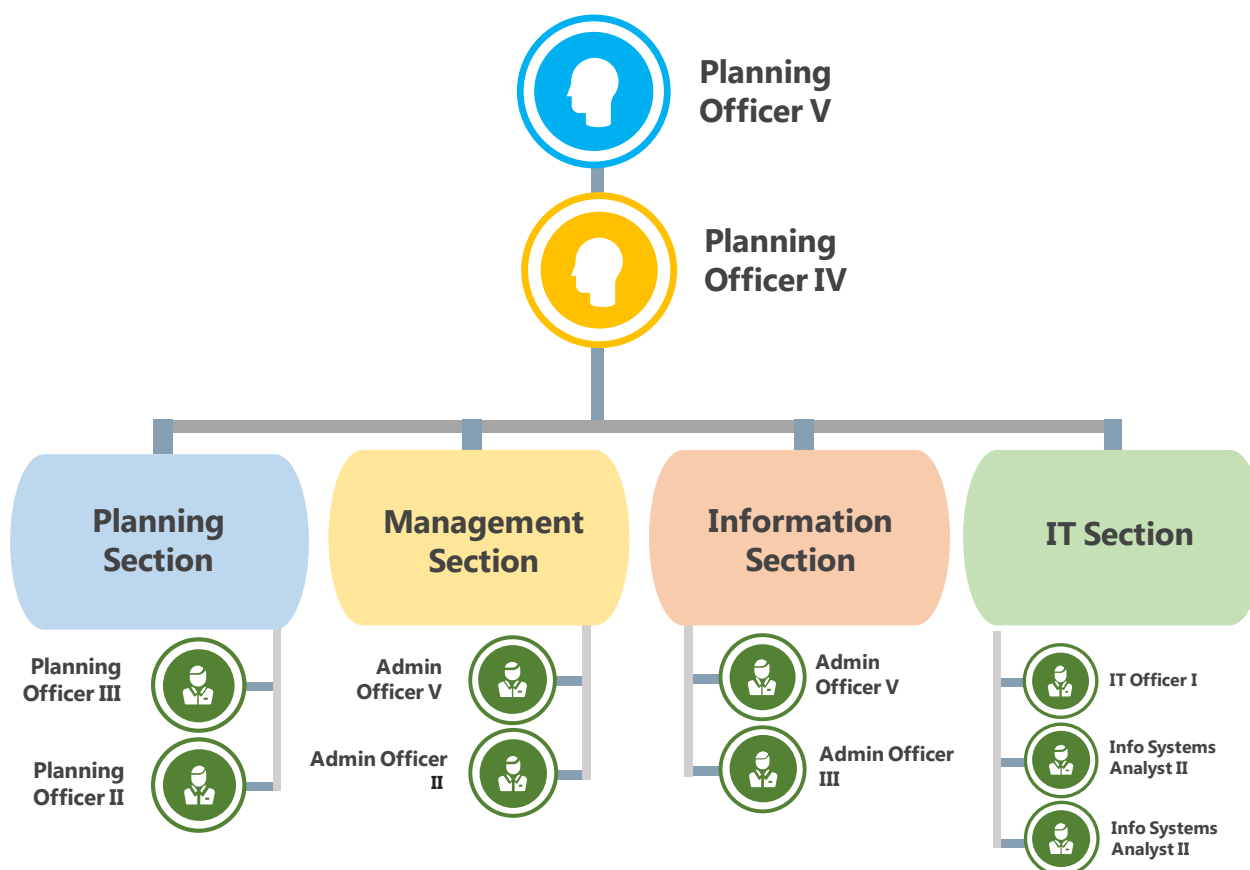


Figure 7. Organizational Chart of the Planning, Management and Information Division

12. Plan, develop and implement an effective and efficient management information system, including the dissemination of updated fertilizer and pesticide industry information;
13. Conduct information campaigns regarding the safe and judicious use of fertilizers and pesticides;
14. Develop, produce and publish reports, documents, research results, technical bulletins, and other information materials;
15. Manage the agency data bank; and
16. Operate and maintain the FPA website and Library.

The division also oversees the accreditation and certification program for Responsible Care Officer, Safety Dispenser, Certified Pesticide Applicator and Researchers.

IV. STRATEGY MAP AND BALANCED SCORECARD

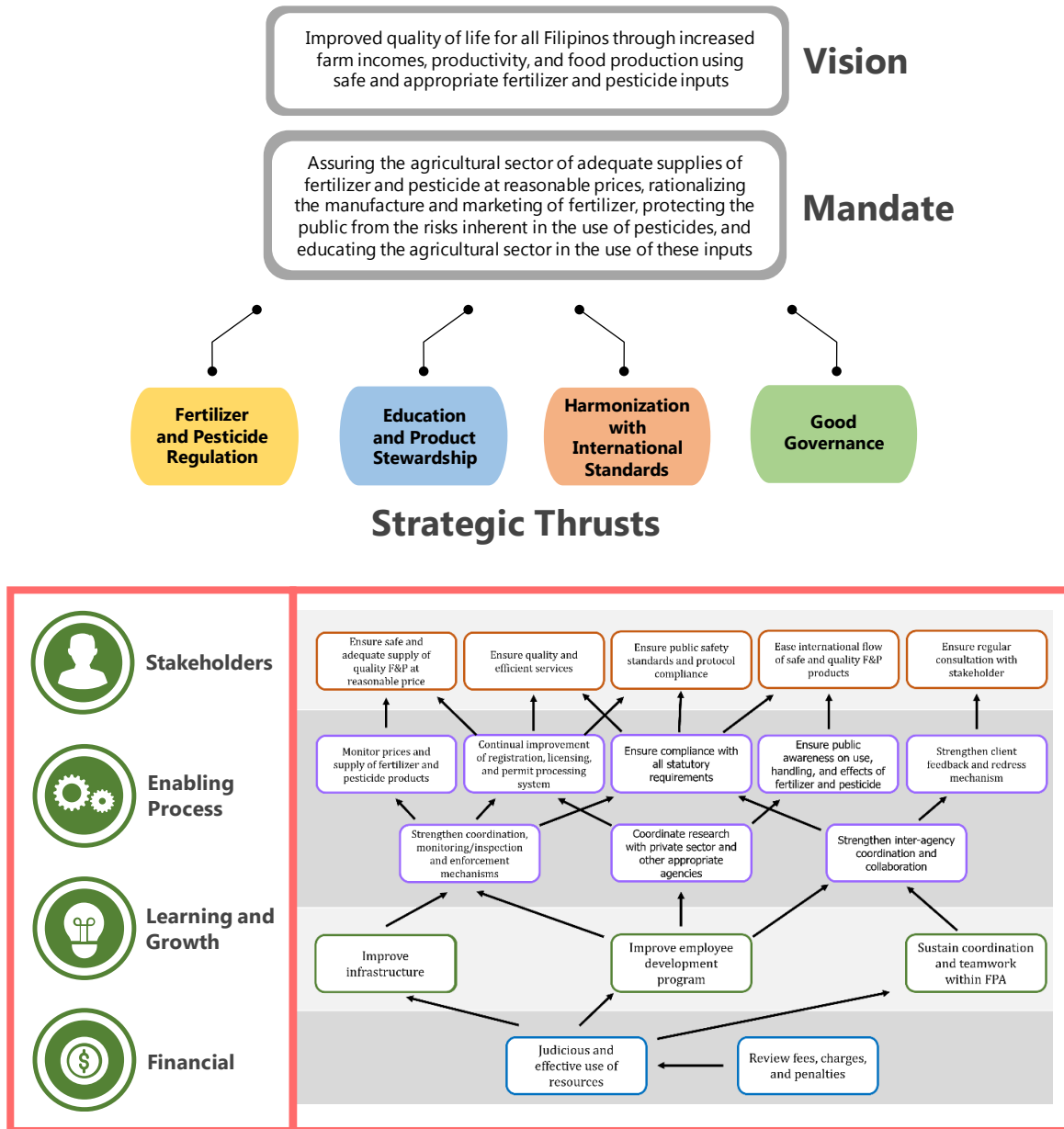


Figure 8. FPA Strategy Map

A. Strategy Map

The FPA's Strategy Map is the visual representation of the Agency's organizational objectives and outlines the strategies on how FPA plans to accomplish those objectives. This is a roadmap for the fulfillment of FPA's mandates as spelled out in Presidential Decree 1144 through specific and time-bound strategic interventions. This map is also helpful in identifying areas of continual improvement (see Figure 8).

B. Strategic Thrusts

To attain the agency's Mandate and Vision, the FPA's Strategy Map has four strategic thrusts, namely: **fertilizer and pesticide regulation, education/product stewardship, harmonizing with international standards on labeling**, and **good governance**.

Fertilizer and Pesticide Regulation

The FPA regulates the fertilizer, pesticide, and other agricultural chemicals through the issuance of registrations, licenses, and permits. Before the products are registered, clients must submit documentary requirements, conduct bio-efficacy field tests and other related processes to ensure the products being registered are safe and cost-effective.

Before being authorized, all handlers should have obtained their respective licenses from FPA. These handlers include dealers, distributors, exporters, importers, formulators, indentors, manufacturers, and repackers. The agency also requires that all warehouses of fertilizers, pesticides, and other agricultural chemicals must comply with the FPA standards to ensure the proper storage of these agricultural inputs.

As part of the regulation process, all handlers are required to have safety dispensers, responsible care officers, researchers, and applicators to attend the training and pass the FPA examination. After complying with the requirements, an accreditation card will be issued. Aside from the Certificate of Production Registration and License to Operate, FPA also issues Value Added Tax Exemption Certificate for fertilizer importation, Certificate Authorizing Importation of Pesticide, and Permit to Purchase Methyl Bromide for quarantine pre-shipment.

Moreover, the FPA established its own laboratory to analyze fertilizer, pesticide, and other agricultural chemicals for product registration, quality monitoring, and research to ensure that all products adhere to safety and efficacy parameters.

The FPA Regional Field Units (RFUs) are tasked to monitor and enforce regulatory policies to ensure that violators of the law are apprehended and penalized. They conduct clean-up drive operations and issue Stop Use, Move, Sale (SUMS) Order to curtail illegal activities such as selling of banned, adulterated, and unregistered pesticides, and underweight fertilizers.

Education/Product Stewardship

All fertilizer and pesticide handlers are enjoined to implement an education program that primarily includes the safe and judicious use, handling and distribution, and disposal of farm inputs, especially pesticides.

The FPA complements this program by producing its information materials such as fertilizer-and-pesticide-how-to-manuals, frontline service brochures, advisory posters, newsletters, and publication of the implementing guidelines. FPA also conducts seminars and training

and collaborates with local government units on public information. In the field, the RFUs tap local radio stations to discuss relevant information that could reach a wider scope of farmers and end-users.

Harmonizing with International Standards on Labeling

The FPA conforms with relevant international standards set by World Health Organization (WHO), the Food and Agricultural Organization (FAO), and the Globally Harmonized System for Classification and Labeling of Chemicals (GHS) to harness a globally competitive fertilizer and pesticide industry.

With the onset of the ASEAN economic integration, the FPA strives to build a resilient Philippine Fertilizer and Pesticide Industry that could adapt to global market forces while sustaining internal market stability to ease the international flow of safe and quality farm inputs.

Good Governance

Aside from conducting regulatory activities, FPA adheres to the guidelines of government institutions such as the Commission on Audit (COA), Department of Budget and Management (DBM), Civil Service Commission (CSC), and the Department of Agriculture (DA) to ensure that customers are provided with quality regulatory services. This is achieved through the Strategic Performance Management System (SPMS) that aims to systematize all the processes of the agency that will promote efficiency, integrity, and accountability. Also, part of this thrust is to sustain a harmonious and active relationship with stakeholders through the institutionalization of a customer feedback mechanism and the conduct of regular consultation with them.

C. Balanced Scorecard (BSC)

The FPA's Strategy Map is structured on the principles of a Balanced Scorecard, having four perspectives: stakeholders, enabling process, learning and growth, and financial. It translates the agency's vision and mandates into a set of strategic thrusts, objectives, and processes that, in turn, are measured, monitored, and improved, to ensure that the thrusts are met.

Aside from the perspectives and strategies which are linked to the FPA's Strategy Map, the BSC also contains performance measures, accountable sections, baseline year, performance targets of five years, and the initiatives/assumptions/means of verification. The performance measures and targets stated therein shall be the basis of the implementation of the FPA - Strategic Performance Management System.

The Balanced Scorecards of the five divisions, OED, FOCU, and RFUs are shown in Tables 1 to 8.

Table 1. Balanced Scorecard - Office of the Executive Director

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS	Ensure quality and efficient services	All Units	Average rating from clients' feedback	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Initiatives: Training, consultation, improvement of digitalization of operations, Issuance of Office Orders, Special Orders, Memorandum Circulars, Setting Vision and Direction
		Top management	95% of all documents are approved within the prescribed time/Citizen's Charter	95%	96%	97%	98%	99%	99%	
		All Units	Certified with ISO 9001:2015	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	
ENABLING PROCESS	Ensure compliance with all statutory requirements	Legal Unit	(Average of past resolved cases and violations in the past three (3) years)	(Average of past resolved cases and violations in the past three (3) years)	(Average of past resolved cases and violations in the past three (3) years)	(Average of past resolved cases and violations in the past three (3) years)	(Average of past resolved cases and violations in the past three (3) years)	(Average of past resolved cases and violations in the past three (3) years)	(Average of past resolved cases and violations in the past three (3) years)	Monitoring and enforcement

Table 2. Balanced Scorecard - Field Operations and Coordination Unit

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS	Ensure quality and efficient service	NCR	Number of Request for Inspection are acted upon within 7 days upon the receipt of the request	60	100%	100%	100%	100%	100%	Initiatives: Virtual Inspection
		FOCU/NCR	% of documents are approved within the prescribed time/Citizen's Charter	95%	95%	96%	97%	98%	99%	Initiatives: Online Customer Feedback Survey
		FOCU	% of the SUMS Orders received are endorsed within 3 days upon receipt	100%	100%	100%	100%	100%	100%	
		FOCU	Prompt Action on the request/ response letter	100%	100%	100%	100%	100%	100%	
		FOCU	% of RFUs Travel Orders and Trip tickets were prepared and endorsed to OED for approval within 3 days upon receipt of request	100%	100%	100%	100%	100%	100%	
		FOCU	Certified with ISO 9001:2015	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	
		FOCU	Average rating from clients' feedback	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	

cont. Table 2. Balanced Scorecard - Field Operations and Coordination Unit

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
ENABLING PROCESS	Continual improvement of registration, licensing and permit processing system	NCR	Number of Request for Inspection are acted upon within 7 days upon the receipt of the request	60	100%	100%	100%	100%	100%	Initiatives: Virtual Inspection
	Monitor prices and supply of F&P products	FOCU	Number of monitoring reports of fertilizer prices at the dealer's level submitted every Friday of the week	52	52	52	52	52	52	Initiatives: Online Submission of Reports
	Monitor prices and supply of F&P products	FOCU	Number of monitoring reports of pesticide prices at the dealer's level submitted every Friday of the week	4	52	52	52	52	52	Initiatives: Online Submission of Reports
	Monitor prices and supply of F&P products	FOCU	Number of monitoring reports of fertilizer stocks at the dealer, distributor, importer and warehouse level submitted every Friday of the week	12	52	52	52	52	52	Initiatives: Online Submission of Reports
	Ensure public awareness on use, handling and effects of F&P	FOCU/NCR	% of the request for ASD Training are acted upon within the semester	100%	100%	100%	100%	100%	100%	Initiatives: Virtual Training
	Ensure public awareness on use, handling and effects of F&P	FOCU/NCR	% of the Requests for Information are acted upon within 3 days upon its receipt	100%	100%	100%	100%	100%	100%	
	RFU Monitoring Reports	FOCU	4 RFU Monitoring reports submitted	4	4	4	4	4	4	
	Ensure compliance with all statutory requirements	FOCU	% of the Documented Information are submitted	100%	100%	100%	100%	100%	100%	
	Strengthen Client Feedback and Redress Mechanism	FOCU/NCR	% of all documents are approved within the prescribed time/Citizen's Charter	95%	95%	96%	97%	98%	99%	Initiatives: Online Feedback Survey
LEARNING AND GROWTH	Personnel Development Plan For RFUs	FOCU	No. training/ conference for the RFUs were proposed for approval of the OED within the 1st semester	1	1	1	1	1	1	Initiatives: Virtual Training

Table 3. Balanced Scorecard - Regional Field Units

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS	Ensure safe and adequate supply of quality fertilizer and pesticide at reasonable price	RFU	Increase in the number of F/P handlers	1%	70	140	210	280	350	Initiatives: 1. Awareness campaigns, 2. Encourage and support local manufacturer and farmers' association and cooperatives
	Ensure quality and efficient service	RFU	Percentage of LTO issued within the timeframe	95%	95%	95%	95%	95%	95%	Initiatives: Automation of application
			Certified with ISO 9001:2015	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	
			Average rating from clients' feedback	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Means of Verification: QMS Secretariat data
	Ensure public safety standards and protocol compliance	RFU	No. of handlers/ establishment monitored compliant to minimum standard	18,000	18,900	19,800	20,700	21,600	22,500	Use of alternative mode of inspection such as online/virtual inspection, incorporate risk-based approach in monitoring
			No. of products monitored compliant to the standards	108,000	113,400	118,800	124,200	129,600	135,000	Initiatives: Use of App for product monitoring
			No. of trainings conducted (ex. Training, IEC Campaign, Food Safety)	109	100	100	100	100	100	Initiatives: Use alternative mode of training/virtual training Accreditations of Training for CPD
			Percentage of product stewardship monitored/ observed	100%	100%	100%	100%	100%	100%	
			Percentage of handlers with NOV issued complied within the prescribed timeline	100%	100%	100%	100%	100%	100%	
			No. of Clean-up drive operations conducted	75	56	56	56	56	56	
			Percentage of Handlers Visited		75%	75%	75%	75%	75%	
	Ensure regular consultation with the stakeholders	RFU	No. of meetings conducted/ facilitated/ attended	30	28	28	28	28	28	

Table 4. Balanced Scorecard - Fertilizer Regulations Division

Perspective	Strategy/Strategic Objectives/Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS	Ensure safety and standard protocol compliance (Ensure the conformity of fertilizers to safety and quality standards based on the Fertilizer Regulatory Policies and Implementing Guidelines)	Product Registration Section	Percentage of fertilizer samples accepted/ endorsed to FPA-LSO within 4 working days (wd) upon receipt	100%	100%	100%	100%	100%	100%	Initiatives: Digitalization/automation of system/process and on line payment system; Orientation of stakeholders through digital platform; consultation with stakeholders for new policy developments
	Ensure safety and standard protocol compliance (Ensure the conformity of fertilizers to safety and quality standards based on the Fertilizer Regulatory Policies and Implementing Guidelines)	Product Registration Section	Percentage of fertilizer samples endorsed to FPA-Recognized Laboratories within 1 wd upon receipt	100%	100%	100%	100%	100%	100%	
	Ensure safety and standard protocol compliance (Ensure the conformity of the test protocols for bio-efficacy trials to the Fertilizer Regulatory Policies and Implementing Guidelines)	Product Registration Section	Percentage of test reports evaluated within 5 wd upon receipt	100%	100%	100%	100%	100%	100%	Initiatives: Digitalization/automation of system/process and on line payment system; Orientation of stakeholders through digital platform; consultation with stakeholders for new policy developments
	Ensure safety and standard protocol compliance (Ensure the compliance of the test protocols for bio-efficacy trials to the Fertilizer Regulatory Policies and Implementing Guidelines)	Product Registration Section	Percentage of Experimental Use Permit applications processed and approved/ disapproved within 20 wd from receipt	89%	89%	90%	90%	91%	91%	
	Ensure safety and standard protocol compliance (Ensure the efficacy, quality, and safety of Fertilizers and adherence to labelling requirements based on the Fertilizer Regulatory Policies and Implementing Guidelines)	Product Registration Section	Percentage of applications for product registration processed and approved within the prescribed timeline from date of receipt	99%	100%	100%	100%	100%	100%	
	Ensure safety and standard protocol compliance (Ensure industrial, occupational safety, and health standards compliance of Handlers based on the Fertilizer Regulatory Policies and Implementing Guidelines)	Licensing Section	Percentage of manufacturer, processor, formulator, repacker facilities inspected	99%	100%	100%	100%	100%	100%	
	Ensure safety and standard protocol compliance (Ensure compliance of Fertilizer Handler with statutory and regulatory requirements, and industrial, occupational safety, and health standards based on the Fertilizer Regulatory Policies and Implementing Guidelines)	Licensing Section	Number of license to operate as fertilizer handler processed within 7 wd upon receipt	100%	100%	100%	100%	100%	100%	Digitalization/automation of system/process and on line payment system; Orientation of stakeholders through digital platform; consultation with stakeholders for new policy developments
	Ensure safety and standard protocol compliance (Ensure compliance of Fertilizer Warehouse with statutory and regulatory requirements, and industrial, occupational safety, and health standards based on the Fertilizer Regulatory Policies and Implementing Guidelines)	Licensing Section	Number of registration of warehouse from NCR and Rizal processed within 6 wd upon receipt	100%	100%	100%	100%	100%	100%	
	Ensure safety and standard protocol compliance (Ensure compliance of Fertilizer Dealers, Dealer-Repackers, and Mango Contractor with statutory and regulatory requirements, and industrial, occupational safety, and health standards based on the Fertilizer Regulatory Policies and Implementing Guidelines)	Licensing Section	Number of license to operate as Dealer, Dealer-Repacker, and Mango Contractor processed within 6 wd upon receipt	100%	100%	100%	100%	100%	100%	
	Ensures safe and adequate supply of quality F&P at reasonable prices (Ensure affordable and adequate supply of fertilizers in the market)	Product Registration Section	Number of VAT Exemption Certificates, Export Permits, and Other Certificates processed within 4 wd	100%	100%	100%	100%	100%	100%	Initiatives: Digitalization/automation of system/process and on line payment system; Orientation of stakeholders through digital platform; consultation with stakeholders for new policy developments
	Ensure safety and standard protocol compliance (Ensure the conformity of fertilizers to safety and quality standards based on the Fertilizer Regulatory Policies and Implementing Guidelines)	Product Registration Section	Percentage of fertilizer samples accepted/ endorsed to FPA-LSO within 4 wd upon receipt	100%	100%	100%	100%	100%	100%	Initiatives: Digitalization/automation of system/process and on line payment system; Orientation of stakeholders through digital platform; consultation with stakeholders for new policy developments

cont. Table 4. Balanced Scorecard - Fertilizer Regulations Division

Perspective	Strategy/Strategic Objectives/Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS	Ensure regular consultation with stakeholders (Ensure availability of data for policy-making)	Licensing Section	Number of reports submitted to PMID on fertilizer monthly production and sales, production and export, inventory 30 working days after the end of the semester	6	6	6	6	6	6	Initiatives: Digitalization/automation of system/process
	Ensure Quality and Efficient Service All Sections		Certified with ISO 9001:2015	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Initiatives: 1. Implementation of Regulatory Impact Assessment (RIA); 2. Continuous improvement of the management system; 3. Monitoring Program within the division if Corrective Actions are being implemented. 4. Risk, Opportunity Registry is being updated from time to time
			Average rating from clients' feedback	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	
ENABLING PROCESS	Continual Improvement of registration, licensing and permit processing system	FRD - Office of the Chief	Number of division meetings for the review of the implementation of the policies and guidelines within a year	1 per month	1 per month	1 per month	1 per month	1 per month	1 per month	Initiatives: Reporting and review of the issues encountered by each units or personnel of the division for improvement
		FRD - Office of the Chief	Number of FPTAC meeting for the technical review and consultation with the technical experts of the fertilizer regulatory policies and guidelines within a year	4	4	4	4	4	4	Initiatives: Regular quarterly meeting/consultation with FPTAC for policy making, technical recommendation and appropriate action based on science-based decision making.
		FRD - Office of the Chief	Number of consultation meeting with fertilizer stakeholders within a semester	2	2	2	2	2	2	Initiatives: Invitation through memos, posting to FPA website the invitation to industry association
		FRD - Office of the Chief	Number of accomplishment reports reviewed and submitted to PMID within 7 days after the end of the month	12	12	12	12	12	12	Initiatives: Regular monitoring, evaluation and study of the trend in the performance of individual and division within the semester in a year.
		Product Registration Section and Licensing Section	Number of clients provided with information relative to fertilizer policies, rules and regulations to stakeholders/clients	100%	100%	100%	100%	100%	100%	Initiatives: 1. Posting active email addresses for each process owner for client access for inquiries on fertilizer regulations; 2. Access to information through FPA website and ready list of requirements
		Licensing Section	Number of FPA Regional Offices audited on processed license to operate as fertilizer handler	4	4	4	5	5	5	Initiatives: Capacity building/orientation/re-orientation of FPA Officers
		Licensing Section	Number of FPA Regional Offices audited on processed license to operate as dealer, dealer-repacker and/or mango contractor	4	4	4	5	5	5	
LEARNING AND GROWTH	Improve Employee Development Program	FRD	Number of Trainings, Workshop and Seminars Attended	30	32	34	36	38	38	Initiatives: Coordinate with training institutions, and other agencies for technical, personal and supervisory improvement and development

Table 5. Balanced Scorecard - Pesticide Regulations Division

Perspective	Strategy/Strategic Objectives/Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS	Ensure safe and adequate supply of quality F&P (Ensure the efficacy, quality and safety of pesticides for use in the agricultural sector)	PRD	No. of complaints or negative feedback received from end-users regarding efficacy, quality and safety of pesticides	0	0	0	0	0	0	Initiatives: 1. Adoption of online system for receiving, evaluating, and processing applications 2. Streamlining of processes and requirements in compliance with ARTA regulations
	Ensure public safety and standard protocol compliance (Ensure compliance of pesticide handlers and dealers with occupational health & safety standards)	PRD	No. of occupational accidents or untoward incidents reported related to pesticide handling	0	0	0	0	0	0	Initiatives: 1. Conduct of regular consultation/dialogue with pesticide stakeholders 2. Conduct of orientation seminar for pesticide regulatory officers (i.e. pesticide company representatives)
	Ease international flow of safe and quality F&P products (Maintain streamlined process for pesticide importation/ exportation)	PRD	No. of complaints or negative feedback received related to import and export permits	0	0	0	0	0	0	
	Ensure quality and efficient service	PRD	Certified with ISO 9001:2015	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	
		PRD	Average rating from clients' feedback	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Initiatives: Streamlining of processes and requirements in compliance with ARTA regulations
	Ease international flow of safe and quality F&P products (Uphold internationally-harmonized pesticide regulatory policies)	PRD	Conformity of national policies to international standards and regulations	Conforming	Conforming	Conforming	Conforming	Conforming	Conforming	Initiatives: Active participation in joint meetings/forums/ conferences related to pesticide regulation
ENABLING PROCESS	Continual improvement of registration, licensing and permit processing system (Evaluation and processing of pesticide registration application within prescribed timeline)	PRD	Percentage of applications processed for the issuance of Experimental Use Permit within prescribed timeline	54%	64.40	70%	75%	80%	85%	Initiatives: 1. Adoption of online system for receiving, evaluating, and processing applications 2. Streamlining of processes and requirements in compliance with ARTA regulations
			Percentage of applications processed for registration of pesticide products within prescribed timeline	64%	70%	75%	80%	85%	90%	Initiatives: Conduct of regular consultation/ dialogue with pesticide stakeholders
			Percentage of laboratory test results evaluated for pesticide confirmatory analysis within prescribed timeline	99%	90%	92%	95%	95%	95%	Initiatives: Conduct of orientation seminar for pesticide regulatory officers (i.e. pesticide company representatives)
	Continual improvement of registration, licensing and permit processing system (Evaluation and processing of license applications within prescribed timeline)	PRD	Percentage of applications processed for the issuance of pesticide handlers' & dealers' license within prescribed timeline	99%	90%	92%	95%	95%	95%	Initiatives: 1. Adoption of online system for receiving, evaluating, and processing applications 2. Streamlining of processes and requirements in compliance with ARTA regulations
			No. of pre-license and/or post-inspection reports issued within prescribed timeline	99%	90%	92%	95%	95%	95%	Initiatives: Conduct of regular consultation/ dialogue with pesticide stakeholders
			No. of applications for import and export permits processed within prescribed timeline	99%	90%	92%	95%	95%	95%	Initiatives: Conduct of orientation seminar for pesticide regulatory officers (i.e. pesticide company representatives)
	Strengthen inter-agency coordination and collaboration	PRD	Complete attendance to joint meetings/forums/ conferences related to pesticide regulation	100% attendance	100% attendance	100% attendance	100% attendance	100% attendance	100% attendance	Initiatives: Active participation in joint meetings/forums/ conferences related to pesticide regulation

cont. Table 5. Balanced Scorecard - Pesticide Regulations Division

Perspective	Strategy /Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
LEARNING AND GROWTH	Improve employee development program	PRD	No. of seminars/ trainings/workshops attended by employees	100% attendance	100% attendance	100% attendance	100% attendance	100% attendance	100% attendance	Initiatives: Conduct of Training-Needs Assessment
	Improve infrastructure	PRD	No. of new additional technical positions approved	Submitted proposal	comply with the recommendation of FPA Board and DBM	comply with the recommendation of FPA Board and DBM	comply with the recommendation of FPA Board and DBM	comply with the recommendation of FPA Board and DBM	comply with the recommendation of FPA Board and DBM	Initiatives: Submission of rationalization plan
FINANCIAL	Judicious and effective use of resources	PRD	Submission of PPMP and budget proposal within the prescribed timeline	Submitted within prescribed timeline	Submitted within prescribed timeline	Submitted within prescribed timeline	Submitted within prescribed timeline	Submitted within prescribed timeline	Submitted within prescribed timeline	Initiatives: Assessment of financial needs to pursue developmental goals

Table 6. Balanced Scorecard - Laboratory Services Division

Perspective	Strategy /Strategic Objectives/Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS	Ensure quality and efficient Services (Prompt approval of laboratory reports)	LSD	a. Percentage of fertilizer samples with released test reports released within the prescribed time frame	90%	90%	92%	95%	90%	92%	Initiatives: 1. Annual review and updating of established LSD-QMS documented information and FPA's Citizen Charter 2. Continuous review and streamlining of processes involved 3. Maintain compliance with PNS ISO/IEC 17025:2017 Assumption: the LSD has completed human resource for the next five years
			b. No. of pesticide samples with released test reports released within the prescribed time frame	88%	90%	92%	95%	90%	92%	
			c. Total processing time	within 20wd	within 20wd	within 20wd	within 20wd	within 19wd	within 19wd	
	Ensure quality and efficient Services (Prompt approval of certification and permit)	LSD	Permit to Purchase Methyl Bromide							Initiatives: 1. Annual review and updating of established LSD-QMS documented information and FPA's Citizen Charter 2. Continuous review and streamlining of processes involved 3. Conduct skill-rotation program Assumption: The LSD will continue to handle processing the Permit to Purchase Methyl Bromide, Product Registration of Plant-Incorporated Protectants, and FPA Laboratory Recognition Program
			a. Percentage of Permit to Purchase Methyl Bromide issued within the prescribed time frame	100%	100%	95%	100%	95%	100%	
			b. Total processing time	7wd (walk-in) 5wd (online)	7wd (walk-in) 5wd (online)	6wd (walk-in) 4wd (online)	6wd (walk-in) 4wd (online)	5wd (walk-in) 3wd (online)	5wd (walk-in) 3wd (online)	
			Permit to Borrow Methyl Bromide							
			a. Percentage of Permit to Borrow Methyl Bromide issued within the prescribed time frame	100%	100%	95%	100%	95%	100%	
			b. Total processing time	7wd (walk-in) 5wd (online)	7wd (walk-in) 5wd (online)	6wd (walk-in) 4wd (online)	6wd (walk-in) 4wd (online)	5wd (walk-in) 3wd (online)	5wd (walk-in) 3wd (online)	
			Laboratory Assessment Report							
			a. Percentage of Laboratory Assessment Report issued within the prescribed time frame	100%	100%	90%	95%	100%	90%	
			b. Total processing time	20 wd	within 20 wd	within 19 wd	within 19 wd	within 19 wd	within 18 wd	
			Corrective Action Assessment Report							
			a. Percentage of Corrective Action Assessment Report issued within the prescribed time frame	100%	100%	90%	95%	100%	90%	
			b. Total processing time	10 wd	within 10 wd	within 9 wd	within 9 wd	within 9 wd	within 8 wd	

cont. Table 6. Balanced Scorecard - Laboratory Services Division

Perspective	Strategy/Strategic Objectives/Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/Assumption/Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS			Certificate of Laboratory Recognition							
		LRC	a. Percentage of Certificate of Laboratory Recognition (new and renewal) issued within the prescribed time frame	100%	100%	90%	95%	100%	90%	
			b. Total processing time	7 wd	7 wd	6 wd	6 wd	6 wd	5 wd	
			Laboratory Surveillance Report							
			a. Percentage of Laboratory Surveillance Report issued within the prescribed time frame	100%	100%	90%	95%	100%	90%	
			b. Total processing time	12 wd	12 wd	11 wd	11 wd	11 wd	10 wd	
			PIP Status Report							
			a. Percentage of PIP Status Report issued within the prescribed time frame	100%	100%	90%	95%	100%	90%	
			b. Total processing time	20 wd	20 wd	20 wd	19 wd	19 wd	19 wd	
			PIP Compliance Evaluation Report							
			a. Percentage of PIP Compliance Evaluation Report issued within the prescribed time frame	100%	100%	90%	95%	100%	90%	
			b. Total processing time	20 wd	20 wd	20 wd	19 wd	19 wd	19 wd	
			PIP Certificate of Product Registration							
			a. Percentage of New Certificate of Product Registration issued	100%	100%	90%	95%	100%	90%	
			b. Total processing time	8 wd	8 wd	7 wd	7 wd	7 wd	6 wd	
			c. Percentage of Renewed Certificate of Product Registration issued	100%	100%	90%	95%	100%	90%	
			d. Total processing time	13 wd	13 wd	12 wd	12 wd	12 wd	11 wd	
	Ensure quality and efficient services	Assigned LSD Personnel	Accredited with ISO/IEC 17025:2017	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Initiatives: 1. Continuous implementation of client/customer satisfaction survey 2. Continuous implementation of LSD-QMS & FPA-QMS 3. Regular conduct of internal and external audit 4. Periodic reorientation/ updating of LSD-QMS and FPA-QMS to all personnel
			Certified with ISO 9001:2015	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	
			Average rating from clients' feedback	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	
			a. Percentage of QMS documented information were submitted within deadline	100%	100%	100%	100%	100%	100%	
			b. Percentage of NCAR addressed and corrective actions implemented within timeframe	100%	100%	100%	100%	100%	100%	

cont. Table 6. Balanced Scorecard - Laboratory Services Division

Perspective	Strategy/Strategic Objectives/Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/Assumption/Means of Verification
					2022	2023	2024	2025	2026	
ENABLING PROCESS	Ensure compliance with all statutory requirements (Improve conduct of laboratory testing based on international standards)	LSD	a. Number of proficiency testing participated/intra-laboratory testing conducted	0 * conducted at least every 3 years	1	0	0	1	0	Continuous implementation of LSD-QMS & FPA-QMS
	Strengthen client feedback and redress mechanism	LSD	a. Client/Customer feedback addressed	90% of the received client's feedback were acted upon	90% of all the received client's feedback were acted upon	95% of all the received client's feedback were acted upon	100% of all the received client's feedback were acted upon	90% of all the received client's feedback were acted upon	95% of all the received client's feedback were acted upon	Optimize use of digital platform to gather client's feedback
			b. Response time	within 15 days	within 15 days	within 15 days	within 15 days	within 14 days	within 14 days	Optimize use of digital platform to gather client's feedback
	Strengthen inter-agency coordination and collaboration	LSD	a. Percentage of relevant inter-agency seminars/workshops/meetings attended for the year	90%	90%	90%	90%	90%	90%	Continuous implementation of Knowledge Management Program
			b. Submission date of certificates/BTOR	7 wd	7 wd	7 wd	7 wd	7 wd	7 wd	
			c. Percentage of submitted certificate of training and/or BTOR	100%	100%	100%	100%	100%	100%	
	Continual improvement of registration, licensing, and permitting processing system (Submission of monthly accomplishment reports)	LSD	a. Processing time	within 15 days	within 15 days	within 15 days	within 15 days	within 15 days	within 15 days	
			b. No. of monthly accomplishment report submitted	12	12	12	12	12	12	
	Ensure compliance with all statutory and regulatory requirements	LSD	Compliance with licenses with other regulatory or competent authority renewed within the timeframe	compliant	compliant	compliant	compliant	compliant	compliant	
LEARNING AND GROWTH	Improve employee development program	LSD	a. All personnel attended at least one (1) training/seminar/workshop within the year	All	All	All	All	All	All	Initiatives: 1. Implement L&D program of FPA and require attendance to at least one (1) training/seminar/workshop per employee 2. Conduct regular division meetings 3. Conduct regular performance coaching and monitoring session
			b. Submission of certificates/Back to office report (BTOR)	within 7 days	within 7 days	within 7 days	within 7 days	within 7 days	within 7 days	
			c. Number of meetings conducted	2	4	4	4	4	4	
			Submission of the proposed additional manpower	- * already submitted in 2020	comply the result of evaluation by FPA Board and DBM and implement once approved	comply the result of evaluation by FPA Board and DBM and implement once approved	comply the result of evaluation by FPA Board and DBM and implement once approved	comply the result of evaluation by FPA Board and DBM and implement once approved	comply the result of evaluation by FPA Board and DBM and implement once approved	1. Continuous assessment of the current workload with respect to the current staffing pattern of LSD 2. Conduct skill-rotation program
	Improve infrastructure	FAD and LSD	Completion and operation of new FPA Laboratory Building	requested budget for DBM approval	completion of Phase 1	bidding of Phase 2 (c/o DPWH)	completion of Phase 2	transfer of personnel and procurement of laboratory equipment, instruments, and chemicals and 50 % operation	75% operation	Prepare plan of needed laboratory equipment, instruments, facilities, and furniture in the new laboratory building

cont. Table 6. Balanced Scorecard - Laboratory Services Division

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
FINANCIAL	Judicious and effective use of resources	LSD	Submission of PPMP and budget proposal	submitted	submitted by Jan 2022 (for GAA 2023)	submitted by Jan 2023 (for GAA 2024)	submitted by Jan 2024 (for GAA 2025)	submitted by Jan 2025 (for GAA 2026)	submitted by Jan 2026 (for GAA 2027)	Initiatives: 1. Conduct financial review and assessment of LSD's financial needs to pursue developmental goals 2. Prepare budget proposal and update PPMP from time to time 3. Submit status report on the utilization of LSD budget
			Submission of PPMP and budget proposal	submitted	4	4	4	4	4	

Table 7. Balanced Scorecard - Finance and Administrative Division

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS	Ensure Quality and Efficient Services	FAD	Certified with ISO 9001:2015	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	
			Average rating from clients' feedback	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	
			Agency Action Plan and Status Implementation submitted to COA within 60 days from the receipt of Audit Annual Report	100%	100%	100%	100%	100%	100%	
		Human Resource Management (HRM)	No. of HR reports submitted to CSC within 30 days after end of the month	100%	100%	100%	100%	100%	100%	
			% of DPCRs calibrated within 15 days from receipt	95%	95%	95%	95%	95%	95%	
			No. of vacant positions processed (recruitment to selection) within 28 working days from publication	100%	100%	100%	100%	100%	100%	
			No. of placement processed within 13 working days from the receipt of approved shortlisted candidate	100%	100%	100%	100%	100%	100%	
			No. of Trial Balance submitted to COA within 10 days after end of the month	100%	100%	100%	100%	100%	100%	
			No. of Report of Disbursement (FAR 4) submitted to COA and DBM 15 days from end of the month	100%	100%	100%	100%	100%	100%	
			No. Quarterly Financial Statements submitted to COA within 10 days at the end of the quarter	100%	100%	100%	100%	100%	100%	
			No. of Annual Financial Statements submitted on or before February 14 of the following year	100%	100%	100%	100%	100%	100%	
		Budget/ Accounting	No. of FAR 1 and FAR 5 submitted to COA and DBM within 30 days at the end of the quarter	100%	100%	100%	100%	100%	100%	
			Budget proposals submitted to oversight agencies within the set deadline	100%	100%	100%	100%	100%	100%	
		GSS	Report of Physical Count of Inventories submitted to COA on or before July 31 and January 31	100%	100%	100%	100%	100%	100%	
			Report of Physical Count of Property Plant and Equipment submitted on or before January 31	100%	100%	100%	100%	100%	100%	
			No. of purchase order issued for procurement below P50,000.00 within 10 working days from receipt of purchase request	12	12	12	12	12	12	

cont. Table 7. Balanced Scorecard - Finance and Administrative Division

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
	Ensure Quality and Efficient Services	cont. GSS	No. of approved trip ticket issued within the day	400	400	400	400	400	400	
			No. of incoming documents farmed out within 1 day	2,000	2,000	2,000	2,000	2,000	2,000	
		GSS/Cashier	No. of collections deposited within 2 workings days	2,000	2,000	2,000	2,000	2,000	2,000	
Learning and Growth	Improve employee development program	Human Resource Management	No. of personnel given 1 training intervention in a year	140	140	140	140	140	140	Training Programs/ Personnel Development Plan
Financial	Judicious and effective use of resources	Budget and Accounting	No. of Claims processed within the timeframe	2,000	2,000	2,000	2,000	2,000	2,000	

Table 8. Balanced Scorecard - Planning, Management and Information Division

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS		All Sections	Certified with ISO 9001:2015	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	
			Average rating from clients' feedback	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	Very Satisfactory	
	Ensure quality and efficient service	Management Section	% of accreditation cards issued within 4 hours from receipt of application	95%	95%	95%	96%	97%	97%	Initiatives: Databases of accredited persons was established/ developed for easy access to information Means of verification: Developed database of individuals accredited according to type: ARCO, Agri CPA, Researcher and ASD
	Ensure quality and efficient service	Management Section	% of scheduled examinations administered within the year	100%	100%	100%	100%	100%	100%	Initiatives: Developed system for online examination
	Ensure quality and efficient service	Management Section	% of examination papers checked and the result was published at FPA website and emailed within 6 days and 4 hours from examination date	97%	98%	98%	98%	99%	99%	Initiative: Online checking of exams except for problem solving
	Ensure quality and efficient service	Management Section	% of approved protocol communicated with the clients within 3 days from receipt protocol from training association	95%	95%	95%	96%	96%	97%	
	Ensure quality and efficient service	Management Section	% of scheduled trainings were supervised, and the evaluation summarized within 7 days from date of exam	100%	100%	100%	100%	100%	100%	
	Ensure quality and efficient service	Management Section	% of certificates of attendance for all trainings were prepared and forwarded to FAD-Records for mailing within 3 days from receipt of attendance sheet	98%	98%	98%	99%	99%	99%	Ensure quality and efficient service

cont. Table 8. Balanced Scorecard - Planning, Management and Information Division

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS			<p>Designed and developed 5 sub-systems for on-line licensing of fertilizer products</p> <ol style="list-style-type: none"> 1. LTO as dealer 2. LTO as handler 3. LTO as dealer-repacker 4. LTO as repacker 5. LTO as mango contractor 		<p>Enhancement and Deployment:</p> <ol style="list-style-type: none"> 1. Enhancement of Fertilizer Importers Reporting System 2. Online Accreditation Deployment 	<p>Enhancement:</p> <p>Integration of Fertilizer Importers Reporting System and Online Accreditation to the FPMS</p>	<p>Deployment:</p> <p>Roll out of FPMS as all in one portal for all FPA Frontline Services</p>	<p>Maintenance and Upgrade proposal:</p> <ol style="list-style-type: none"> 1. Updating of equipment for the decentralization of Accreditation. Accreditation to be rolled out to Regional Offices 2. FPMS will include data analytics to get real-time business intelligence output to help in policy making and decision making 	<p>Maintenance and Upgrade proposal:</p> <ol style="list-style-type: none"> 1. Updating of equipment for the decentralization of Accreditation. Accreditation to be rolled out to Regional Offices 2. FPMS will include data analytics to get real-time business intelligence output to help in policy making and decision making 	<p>Means of Verification: ISSP</p>



cont. Table 8. Balanced Scorecard - Planning, Management and Information Division

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS				Designed and developed 8 sub-systems for on-line registration of fertilizer products Client side: 1. fertilizer dealer 2. fertilizer dealer-repacker 3. fertilizer handler 4. Mango contractor Admin side: 1. fertilizer dealer 2. fertilizer dealer-repacker 3. fertilizer handler 4. Mango contractor	Development of the Fertilizer and Pesticide Management System (FPMS - Licensing Module), sub system are as follows: 1. License to Operate as, Dealer, Handler, Dealer-Repack, Repacker, Mango Contractor 2. Reports Generation 3. Admin Console for application verification and validation, correct and completeness of requirements, application approval 4. Client-facing application - Create Update Delete (CRUD) profile, Uploading of requirements	Development of the Fertilizer and Pesticide Management System (Registration Module), sub system are as follows: 1. Product Registration (Traditional/N on-Trad, Label Expansion, 3rd Party Authorization, EUP) 2. Reports Generation 3. Admin Console for application verification and validation, correct and completeness of requirements, application approval 4. Client-facing application - Create Update Delete (CRUD) profile, Uploading of requirements	Enhancement of the Fertilizer and Pesticide Management System (Information System Module), sub system are as follows: 1. Integration of all major module (Licensing and Registration, Accreditation, Enforcement and Monitoring) 2. FPMS Information Module - Integrated Reports List of Registered Products, Accredited Personnel, LTO			
				Developed android application: 1. geo tagging 2. fertilizer prices	Enhancement of Android app - product label, geo tagging, inclusion of weekly price reports	Development of FPMS Enforcement and Monitoring Module	Enhancement of Android app - Integration of Enforcement and Monitoring System		Updating of equipment for the decentralization of Accreditation. Accreditation to be rolled out to Regional Offices	
						Development of the central database for all reports of the enforcement and monitoring unit			FPMS will include data analytics to get real-time business intelligence output to help in policy making and decision making	
						Enhancement of Android app - Integration of Enforcement and Monitoring System				
	Ensure regular consultation with stakeholder	Planning Section	No. of workshops and performance reviews conducted (FPA Divisions and Units as PMID's stakeholders)	3	3	3	3	3	3	Assumption: 1 planning workshop + 2 performance reviews Means of verification: Project Proposal, Highlights of the activity and Performance Review and Assessment
	Ensure quality and efficient service	Planning Section	% of DPCRs calibrated within 15 days from receipt	95%	95%	95%	95%	95%	95%	Means of verif: calibrated DPCRs
	Monitor prices and supply of fertilizer and pesticide products	Information Section	Weekly updated fertilizer data on importation within 1 day from receipt of information from FPD	52 weeks	52 weeks	52 weeks	52 weeks	52 weeks	52 weeks	Initiative: Developed system for fertilizer importation by value/ volume/ origin/year/ month/top importers Means of Verification: Data base of

cont. Table 8. Balanced Scorecard - Planning, Management and Information Division

Perspective	Strategy/ Strategic Objectives/ Goals	Accountability	Performance Measures	Base Line 2021	Performance Targets					Initiatives/ Assumption/ Means of Verification
					2022	2023	2024	2025	2026	
STAKEHOLDERS	Ensure public awareness on use, handling, and effects of fertilizer and pesticide	Information Section	No. of FPA services flyers/briefer produced/disseminated within the semester	1000	1,000	1,000	1,000	1,000	1,000	Assumptions: Due to PMID budget constraints, some of the IEC materials are now being printed by the regional. However, the targets pertain to the new flyers (dealership) and FPA profile
			% of agri-related news posted in the FPA fb page within 7 days after end month	97%	97%	97%	97%	97%	97%	
			No of webinar series episodes conducted (frontline services)	5	4	4	4	3	3	Initiatives: Coordination with concerned regulatory divisions
			No. of journal of activities (JOA) published within 7 days after end of month	12	12	12	12	12	12	Means of Verification: FPA website
			No. of press releases published within a month	2	5	5	5	5	5	
			Published FPA annual report 90 days after end of last fiscal year	1	1	1	1	1	1	Means of Verification: Website
			% of requests/ inquiries replied within 18.5 hours (2days and 2.5 hours) from receipt	317	95%	95%	95%	95%	95%	Means of Verification: email (fpacentral77@yahoo.com)
			No. of IEC materials (print and digital) published within the semester	15	10	10	10	10	10	
			% of clients' feedbacks/queries/ data request from social media were reviewed/ replied/acted upon within 2 days and 2.5 hours	188	95%	95%	95%	95%	95%	
			No. of contents published in FPA Social media account within the semester	68	60	60	60	60	60	
			% of public queries/request for data acted upon within 2 days and 2.5 hours	212	95%	95%	95%	95%	95%	
			% of FOI requests were acknowledge and forwarded to Decision Maker within 48 hours from receipt	21	95%	95%	95%	95%	95%	
		IT Section	Continuous updating and enhancement of FPA website	Accomplished	Accomplished	Accomplished	Accomplished	Accomplished	Accomplished	
	Ensure compliance with all statutory requirements	Planning Section	No. of Physical Plan submitted	1	1	1	1	1	1	Means of Verification: Annual Submission to DBM
			No. of accomplishment reports submitted within 30 days after end of month/quarter	4 (DBM)	4	4	4	4	4	Means of Verification: Quarterly Submission to DBM
			% of reports submitted to oversight agencies (monthly/ quarterly/annual) on time	17	99%	99%	99%	99%	99%	Means of Verification: Emails, receiving copies



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Content

EC FERTILIZER


Calcium Nitrate

Total Nitrogen	N 15.5%
Nitric Nitrogen	NH ₄ 14.4%
Ammoniacal Nitrogen	NH ₃ 1.1%
Water Soluble Calcium	18.9%
Expressed as Ca	26.3%
Expressed as CaO	

Imported by
Yara Fertilizers Philippines Inc.
8009 One Global Place,
7th Avenue Cor. 25th Street,
Boracay Global City, Taguig City

FPA Reg. No. : 1-BF-470
CAS No. : 152-45-12-2

50 kg





D. Strategic Performance Management System (SPMS)

In compliance with the CSC Memorandum Circular No. 6, series of 2012, the FPA-SPMS was established and implemented through the issuance of Office Order No. 8, series of 2015. It provides a scientific and verifiable basis in assessing and improving the performance of FPA employees and effectiveness of the agency's program initiatives. It also strengthens the culture of performance and accountability wherein it focused on linking individual performance vis-à-vis the agency's organizational vision, and strategic thrusts.

A. FPA-SPMS Cycle

The FPA-SPMS shall follow the four-stage PMS cycle that underscores the importance of performance management.

Stage 1. Performance Planning and Commitment

The Division Heads shall meet with the supervisors and staff and agree on the outputs that should be accomplished based on the goals and objectives of the organization.

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

Performance measures are those that contribute to or support the outcomes that the FPA aims to achieve. The performance measures must be continuously refined and reviewed.

Performance measures shall include any of one, a combination of, or all the following general categories (Table 9), whichever is applicable:

Table 9. General Categories of Performance Measure

Category	Definition
Effectiveness/ Quality	The extent to which actual performance compares with targeted performance. The degree to which objectives are achieved and the extent to which targeted problems/issues are solved/ addressed with a certain degree of excellence. In management, effectiveness relates to getting the right things done.
Efficiency/ Quantity	The extent to which time or resources is used for the intended task or purpose. Measures whether targets are accomplished with a minimum amount or quantity of waste, expenses, or unnecessary effort.
Timeliness	Measures whether the deliverable was done on time based on the requirements of the law and/or clients/stakeholders. Time-related performance indicators evaluate such things as project completion deadlines, time management skills and other time-sensitive expectations.

The Executive Director shall cause the determination of the "agency target setting period," a period within which the division and employees' targets are set and discussed by the raters and the ratees, reviewed and concurred by the head of the division and submitted to the PMT.

The FPA mandate, strategy map, program thrusts and major final outputs shall be the bases of the targets of the division. Aside from the commitments explicitly identified under each strategic objectives in the strategy map, major final outputs that contribute to the attainment of organizational mission/vision which form part of the core functions of the division shall be indicated as performance targets.

The targets shall take into account any combination of, or all of the following:

Historical data. The data shall consider past performance.

Benchmarking. This involves identifying and comparing the best agencies or institutions or units within the agency with similar functions or processes. Benchmarking may also involve recognizing existing standards based on provisions or requirements of the law.

Client demand. This involves a bottom-up approach where the Division sets targets based on the needs of its clients. The Division may consult with stakeholders and review the feedback on its services.

Top Management Instruction. The Head of Agency shall set targets and give special assignments.

Future trend. Targets may be based from the results of the comparative analysis of the actual performance of the Division with its potential performance.

In setting work targets, the division shall likewise indicate the detailed budget requirements per expense account to help the Executive Director in ensuring a strategy-driven budget allocation and in measuring cost efficiency. The division shall also identify specific units/groups/individuals as primarily accountable for producing a particular target output per program/project/activity. These targets, performance measures, budget, and responsibility centers are summarized in the Office Performance Commitment and Review (OPCR) form.

The approved OPCR Form shall serve as a basis in the division and individual performance targets and measures to be prepared in the Division/Individual Performance Commitment and Review (DPCR/IPCR) form.

Unless the work output of a particular duty has been assigned pre-set standards by management, its standards shall be agreed upon by the supervisors and the ratees. Individual employees' performance shall not be lower than the FPA's standards in its approved OPCR form.

Stage 2. Performance Monitoring and Coaching

During the performance monitoring and coaching phase, the performance of the divisions and every individual shall be monitored at various levels: i.e., Head of Agency, Division Head and Individual, on a regular basis.

Monitoring and evaluation mechanisms should be in place to ensure that timely and appropriate steps will be taken to keep a program on track and that its objectives or goals are met in the most effective manner. Also, a very vital tool of management at this stage is an information system that will support data management to produce timely, accurate and reliable information for program tracking and performance monitoring/reporting.

Supervisors and coaches play a critical role at this stage. Their focus is on the critical function of managers and supervisors as coaches and mentors in order to provide an enabling environment/intervention to improve team performance, and manage and develop individual potentials.

Stage 3. Performance Review and Evaluation (Division Performance and Individual Employee's Performance)

This phase aims to assess both the division and individual employee's performance level based on performance targets and measures as approved in the division and individual performance commitment contracts.

The results of assessment of the division and individual performance shall be impartial owing to scientific and verifiable basis for target setting and evaluation.

Stage 4. Performance Rewarding and Development Planning

Part of the individual employee's evaluation is the competency assessment vis-à-vis the competency requirements of the job. The result of the assessment shall be discussed by the Division Head and supervisors with the individual employee at the end of each rating period. The discussion shall focus on the strengths, competency-related performance gaps and opportunities to address these gaps, career paths and alternatives.

The result of the competency assessment shall be treated independently of the performance rating of the employee. Appropriate development interventions shall be made available by the Division Chief and supervisors in coordination with the HRM Office. A Professional Development Plan to improve or

correct performance of employees with Unsatisfactory and Poor performance ratings must be outlined, including timeliness, and monitored to measure progress.

The result of the performance evaluation/assessment shall serve as inputs to the:

- a. Executive Director in identifying and providing the kinds of interventions needed, based on the developmental needs identified;
- b. HRM Office in consolidating and coordinating developmental interventions that will form part of the HR Plan and the basis for rewards and incentives.
- c. PMT in identifying potential PRAISE Awards nominees for various awards categories; and
- d. PRAISE Committee in determining top performers of the FPA who will qualify for awards and incentives.

B. Rating Period. The performance evaluation shall be done semi-annually.

C. Rating Scale. There shall be a five-point rating scale (1 to 5), 5 being the highest and 1, the lowest (Table 10):

Table 10. FPA-SPMS Rating Scale

RATING		DESCRIPTION	RATING SCALE		
Numerical	Adjectival		Quality/ Effectiveness (Q)	Efficiency/ Quantity (E)	Timeliness (T)
5	Outstanding	Performance represents an extraordinary level of achievement and commitment in terms of quality and time, technical skills and knowledge, ingenuity, creativity and initiative. Employees at this performance level should have demonstrated exceptional job mastery in all major areas of responsibility. Employee achievement and contributions to the organization are of marked excellence.	100% meeting the Success Indicator (SI)	Performance exceeding targets by 30% and above of the planned targets	Task completed on or before the target date
4	Very Satisfactory	Performance exceeded expectations. All goals, objectives and targets were achieved above the established standards.	0% to 99%.99 of SI	Performance exceeding targets by 15% to 29% of the planned targets	Task completed .01% - 10% after the target date
3	Satisfactory	Performance met expectations in terms of quality of work, efficiency and timeliness. The most critical annual goals were met.	80% to 89.99% of SI	Performance of 100% to 114% of the planned targets	Task completed 10.01% -20% after the target date
2	Unsatisfactory	Performance failed to meet expectations, and/or one more of the most critical goals were not met.	70% to 79.99% of SI	Performance of 51% to 99% of the planned targets	Task completed 20.01% -30% after the target date
1	Poor	Performance was consistently below expectations, and/or reasonable progress toward critical goals was not made. Significant improvement is needed in one or more important areas.	Below 70% of SI	Performance failing to meet the planned targets by 50% or below	Task completed by more than 30% after the target date



THE FPA QUALITY MANAGEMENT SYSTEM

This Chapter describes the FPA Quality Management System, including its scope, exclusions, process map, and the established operational procedure.

02

I. SCOPE AND EXCLUSIONS

This chapter provides an overview, definition, and clarification on policies, systems, and procedures adopted to implement and continually improve the Quality Management System (QMS) of the FPA. This also includes the scope and coverage of the established QMS and organization's process map.

As a testament to its continued commitment to improve the delivery of quality services, the FPA established its own QMS in 2017 covering one of the core processes of the Agency which is the "provision of services for the issuance of licenses, registrations and permits on fertilizer" being handled by the Fertilizer Regulations Division. The following year, the Agency successfully passed the initial assessment conducted by TÜV Rheinland Philippines, Inc. (TUVR). The said Certifying Body formally bestowed the ISO 9001:2015 Certification to FPA on December 13, 2018. In maintaining its validity for three (3) years, the TUVR conducted a series of surveillance audits where FPA has proven its continuous conformance with the requirements of PNS ISO 9001:2015.

A year after acquiring ISO 9001 Certification, the agency geared up towards 'agency-wide' ISO certification. The undertaking encompasses all of FPA's frontline services including issuance of licenses, registrations, and permits for both fertilizer and pesticide. The Development Academy of the Philippines (DAP) sponsored and facilitated various capacity-building activities which were attended by process owners and members of the FPA Quality Management Committee and its support teams. In the same year, the FPA became ISO/IEC 17025:2017 Accredited through its Laboratory Services Division. The said accreditation was achieved after demonstrating technical competence in laboratory operation particularly in carrying out tests and generating valid and reliable laboratory test results accepted both in local and international settings.

In 2021, the FPA again successfully passed the assessment for the renewal of its ISO 9001:2015 Certification. With assistance from DAP, the FPA-QMS now covers a wider scope of certification, including the provision of services for the issuance of licenses, registrations, and permits on fertilizer, pesticide, and other agricultural chemicals located at the FPA Bldg., BAI Compound, Visayas Avenue, Diliman, Quezon City. Specifically, the covered organizational units are:

- a. Office of the Executive Director (OED)
- b. Fertilizer Regulations Division (FRD)
- c. Pesticide Regulations Division (PRD)
- d. Laboratory Services Division (LSD)
- e. Finance and Administrative Division (FAD)
- f. Planning, Management and Information Division (PMID)

On the other hand, the operations in the 15 RFUs are not included in the scope of the recent ISO 9001:2015 Certification of the FPA.

II. FPA PROCESS MAP

The FPA's high-level process map is divided into three groups of processes, namely:

- A. Management Processes** – those that are needed for oversight and governance of the FPA-QMS.
- B. Core Operations** – those that are needed to realize the planned activities in performing regulatory services and allow the FPA to deliver the intent of the output of the operations.
- C. Support Processes** – those that are needed to manage the resources necessary to ensure the satisfactory performance of the Operations Processes.

Conceptually, these three groups of processes are working together to transform the customer requirements into customer satisfaction. The Management Processes set directions, policies, and plans for the operations to perform and deliver the desired outputs and organizational outcomes. During the strategic planning and target setting, the management identifies internal and external issues through SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis and PESTLE (Political, Economic, Social, Technological, Legal, and Environmental) Analysis.

The registration, licensing and permitting processes deliver outputs to customers. Controls of the inputs, processes, and outputs are applied by the concerned offices to ensure timely, relevant, and accessible information on fertilizer, pesticide, and other agricultural chemicals, and efficient regulatory services.

The support processes provide the necessary administrative and logistical support to the operations for the effective delivery of the above-mentioned regulatory services. Both the core operations and support processes communicate feedback and reports to the management for proper monitoring and implementation of appropriate corrective action.

The customers together with the interested parties, even outside the organization, are crucial factors in the FPA-QMS. Their requirements and issues are taken into consideration in the planning activities of the organization. Their feedback and satisfaction are also being monitored and measured as inputs to the management's review of the FPA's performance. These data are also used for continual improvement of the system, processes, and products and services.

FPA PROCESS MODEL

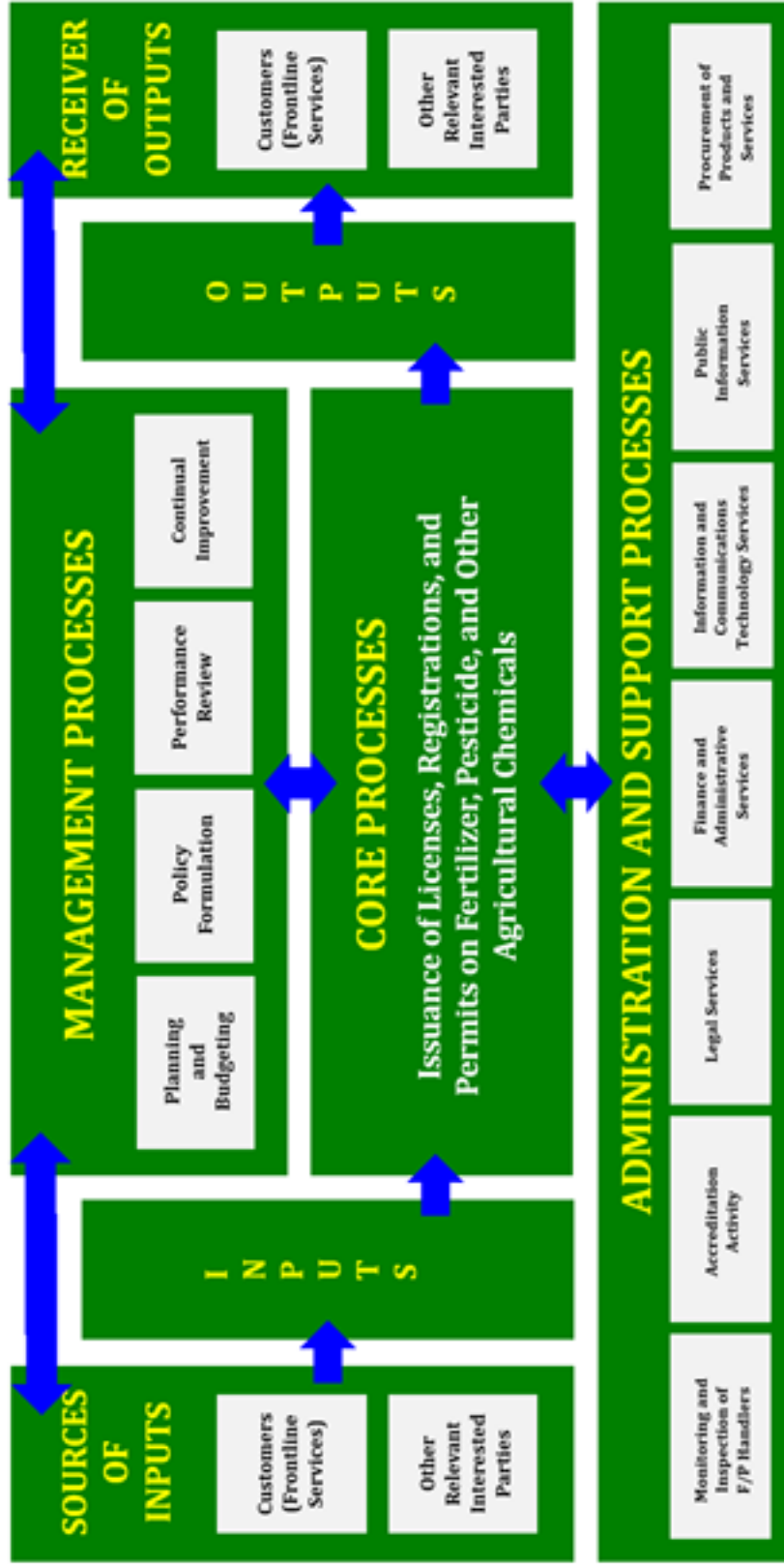


Figure 9. FPA Process Model





III. QUALITY POLICY

The Fertilizer and Pesticide Authority is a technical regulatory agency mandated to assure the public of safe and adequate supply of fertilizer, pesticide, and other agricultural chemicals by providing quality services on the issuance of licenses, registrations, and permits.

We commit to continually improve our Quality Management System, to enhance our services, and to comply with all the statutory and regulatory requirements for the satisfaction of the stakeholders.

The FPA Management maintains this Quality Policy to ensure the satisfaction of the customers and other interested parties, and compliance with statutory and regulatory requirements relative to the registration, licensing and permitting of fertilizer, pesticide, and other agricultural chemicals. This policy is communicated to ensure that it is understood and applied at all levels of the organization. It is posted at the FPA website and in conspicuous places at the premises of the FPA Building and recited weekly during the conduct of Flag Raising Ceremony. Comprehension of the Quality Policy is verified through, but not limited to, Internal Quality Audits, Management Reviews, and during staff meetings.

Likewise, the FPA Management is responsible for ensuring that the quality policy is appropriate to its mandate and provides a framework for establishing and reviewing quality objectives and goals. This is reviewed periodically to ensure continuing suitability to its mandate and thrusts, including the requirements and needs of its customers.

IV. QUALITY MANAGEMENT SYSTEM (QMS) STRUCTURE

The FPA has established a QMS Committee (QMSC) to ensure continuous implementation of the established QMS following both PNS ISO 9001:2015 and PNS ISO/IEC 17025:2017 (Figure 10).

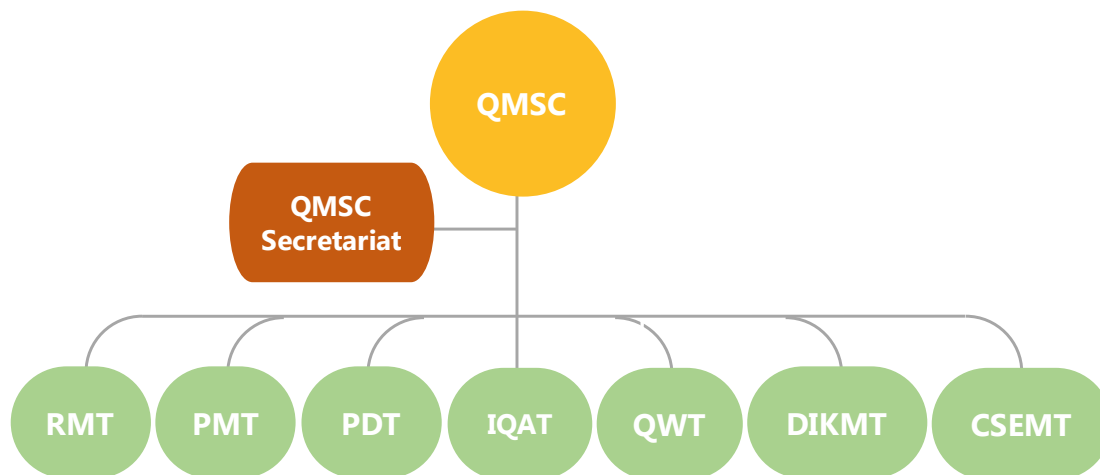


Figure 10. FPA Quality Management System Committee Structure

The QMSC has Secretariat and seven (7) support teams (Figure 10) to ensure that relevant requirements of the standards are being managed and maintained which are as follows:

A. Risk Management Team (RMT)

The RMT will perform an oversight function in ensuring that the established risk controls and related activities are consistently implemented, plan and coordinate effective and efficient use of risk control tools, and ensure that risk-related information is maintained and retained.

B. Performance Management Team (PMT)

The PMT will perform oversight function in ensuring that division/unit performance targets and measures, as well as the budget, are aligned with those of the agency and that work distribution within the division/unit is rationalized, identifying potential top performers and providing inputs to the PRAISE Committee for grant of awards and incentives, and adopts its own internal rules, procedures, and strategies in performance management within the Agency.

C. Personnel Development Team (PDT)

The PDT will assess the professional development needs of each official and employee of the FPA.

D. Internal Quality Audit Team (IQAT)

The IQAT will assess and determine the continuous conformance of the FPA-QMS and LSD-QMS to the planned arrangements and the requirements of ISO 9001 and ISO 17025, identify and report nonconformities, and keep track of the implementation of the corrective actions for non-conformance raised during the audit.

E. Quality Workplace Team (QWT)

The QWT will ensure that the environment for the operation of processes needed to achieve conformity to service requirements is managed with the consistent implementation of 5S programs.

F. Documented Information and Knowledge Management Team (DIKMT)

The DIKMT will manage the implementation of the control of documented information procedures and coordination and overseeing activities related to managing organizational knowledge which include echoing and cascading sessions of learning interventions attended or participated by personnel.

G. Customer Satisfaction Evaluation and Monitoring Team (CSEMT)

The CSEMT will determine the method for obtaining, monitoring, and reviewing customers' perception on the degree to which their needs and expectations have been fulfilled; analyze and evaluate appropriate feedback and information obtained from both internal and external customers following internal operational procedures.

V. QMS OPERATIONAL PROCEDURES

The FPA has established its QMS Operational Procedures that will provide supporting evidence to prove conformity on the requirements stipulated in PNS ISO 9001:2015 Standard. These established QMS Operational Procedures are as follows:

- A. Control of Maintained Documented Information (FPA-OP-01)
- B. Control of Retained Documented Information (FPA-OP-02)
- C. Internal Quality Audit (FPA-OP-03)
- D. Control of Nonconforming Outputs (FPA-OP-04)
- E. Nonconformity and Corrective Action (FPA-OP-05)
- F. Complaints Handling (FPA-OP-06)
- G. Procurement and Acceptance of Products and Services (FPA-OP-07)
- H. Risk Identification and Management (FPA-OP-08)

A. Control of Maintained Documented Information

1.0 Objective

This procedure aims to ensure that all documented information is kept up-to-date and is readily available at the time of use. This also ensures that all documented information of external origin is identified and its distribution is controlled.

2.0 Scope

This procedure applies to all internal and external documents identified by the organization as required by the QMS.

3.0 References

Control of Retained Documented Information

4.0 Definition of Terms

Maintained Documented Information	Information, mostly documents, that must be controlled and maintained to support the operation of processes that should be carried out as planned.
	Information and its supporting medium. The medium can be paper, electronic or optical computer disc, photograph, or a combination thereof. Levels of internal documents: Level 1: Policies and Plans Level 2: Quality Manual, Operational Procedures, and FPA-Wide Documents Level 3: Office/Division/Section/Unit Level Documents (e.g. Work Instructions, Test Methods) Level 4: Forms and Records
Internal Document	A document generated by the FPA
External Document	A document of external origin determined by the FPA to be necessary for the maintenance and implementation of QMS.
Uncontrolled Copy	A document copy not subject to further document control after it is issued.
Master List of Documented Information	A list that identifies the documented information required by the QMS.
Document Entry Form	A form used for new or revision of documented information.
Requester/ Originator/ Preparer	The one who creates/revises a documented information.

5.0 Procedure Details

The step-by-step procedure in controlling maintained documented information is presented in Table 11.

Table 11. Process flow of controlling maintained documented information

Ref. No.	Key Activities		Responsible Personnel	Reference Documented Information
5.1	Create or revise document	<ul style="list-style-type: none">• Create a new document• Revise an existing document	Requester, Originator, Preparer	
5.2	Review and approval of document	<ul style="list-style-type: none">• Review and approve document	Please refer on the table below	Document Entry Form (DEF)
5.3	Register documents	<ul style="list-style-type: none">• Assign document code• Update master list• Register external documents	Documented Information and Report Officer (DIRO)/Deputy Documented Information and Report Officer (DDIRO)	DEF Master List of Documented Information (MLDI) Logbook of External Documents
5.4	Distribute document	<ul style="list-style-type: none">• Prepare controlled copies of document for distribution• File master copy of document• Receive controlled copies of document and return any obsolete copies to DIRO for disposal	DIRO/ DDIRO, Copy Holders	Acknowledgement Receipt
5.5	Archive obsolete copy	<ul style="list-style-type: none">• Archive obsolete master copy of document and other obsolete copies• File document master list	DIRO/DDIRO	MLDI

For the creation and revision of documents, the authorized signatories are reflected in Table 12. All operational procedures, work instructions, and blank forms are subject to this procedure as these are formatted, distributed for use, and revised.

5.1 Creation/Revision of Document

- 5.1.1** Document requester/originator prepares the document or revises the document as a result of review of procedures and systems.
- 5.1.2** A DEF is attached to the document to trace the review and approval of the created/revised document.
- 5.1.3** Where an internal document has been revised, the document requester/originator indicates the nature of revision in the DEF. The revised text in the document is identified by italics.

5.2 Document Review and Approval

- 5.2.1** Review and approval ensure that the documents are appropriate to the needs of the organization in general, and the intended use of the document in particular.
- 5.2.2** Review and approving authorities depend on the type of document, which is outlined in Table 12.

Table 12. Approved Signatories of Documented Information

Document	Preparer	Review	Approval
FPA Policies and Plans	Division Chief	Deputy Executive Director or Executive Director	Executive Director or FPA Board Chairperson
FPA Quality Manual	Concerned Committee/ QMSC Support Team Head/Division Chief	FPA QMSC Chairperson	Executive Director
FPA Operational Procedures and FPA-Wide Documents	Concerned Committee/ QMSC Support Team Head/Division Chief	FPA QMSC Chairperson	Executive Director
Division Level Documents	Section/Unit Head	Asst. Division Chief	Division Chief

It is implied that in case the authorized personnel is absent, their deputy or designated alternate will assume their responsibility.

- 5.2.3** Review and approval of old reference manuals considers the need for revisions for updating in terms of content and format.
- 5.2.4** All QMS-related documented information is reviewed every year to assess the adequacy, suitability and appropriateness in response to the continual improvement of the QMS.
- 5.2.5** Old reference manuals (e.g. documentation prior to implementation of the ISO 9001 QMS retrieved from general circulation (pending final disposition)) may be reused subject to registration as a controlled document. A DEF is prepared to obtain approval for reuse.
- 5.2.6** All documented information shall be reviewed annually to ensure continuous suitability and conformity with the requirements of the Quality Management System and all relevant interested parties.

5.3 Registration of Documents

- 5.3.1** New documents as well as revisions to existing documents are registered in a document masterlist by the DIRO/DDIRO to ensure proper control.
- 5.3.2** Internally generated controlled documents are identified with the following information:

- a. Title**

- b. Document code**

Quality manual is coded as follows: acronym of the office/division followed by a dash (-) and then capital letters '**QM**' followed by a dash (-) and then a two-digit **sequence number (AAA-QM-00)**.

e.g. Quality Policy and Objective – FPA-QM-05

Operational Procedure and Work Instruction are coded as follows: acronym of the office/division followed by a dash (-) and then the **document acronym** followed by a dash (-) and then a two-digit **sequence number**.

- Operational Procedure: **AAA-OP-00**
e.g. Control of Documents – FPA-OP-01
- Work Instruction: **AAA-WI-00 / AAA-WI-00.0**

e.g. Work Instruction for Muffle Furnace – LSD-WI-01
Waste Disposal Procedure – LSD-WI-16.1

Analytical Procedure is coded as follows: capital letter **F** or **P** to denote Fertilizer or Pesticide procedure followed by capital letters '**AP**' to designate Analytical Procedure then a **three-digit document number** for fertilizer procedures or a **four-digit document number** for pesticide procedures.

- For fertilizer procedures: **FAPxxx**
- For pesticide procedures: **PAPxxxx**

Except for the forms related to Pesticide Regulatory Services, each form is generally coded as follows: capital letters 'FPA' followed by a dash (-) then acronym of the division/office/QMS followed by a dash (-) then capital letter **F** to designate as form then the **sequence number**.

- **FPA-AAA-F0**
e.g. Matrix of External and Internal Issues – FPA-QMS-F1

c. Revision number

d. Effective date

Format: dd mmm yyyy (e.g. 16 Jul 2019)

e. Page numbering

Format: <page no.> of <total page number> (e.g. 1 of 3)

f. Issuing authorities *(not applicable to forms)*

Signed and dated as prepared, reviewed, and approved
Format of date: mm/dd/yy (e.g. <signature> 07/16/19)

Note: While there are standard formats for writing policies, operational procedures, analytical procedures and work instructions, documents may take on different formats. These formats may consist of signs, flowcharts, pictures, drawings, sketches, forms, and bullet lists. Regardless of the format, all QMS documents must be controlled using this procedure.

- 5.3.3** Upon receipt of an external document by the DIRO or DDIRO, it shall be registered in the MLDI and need not to be coded.
- 5.3.4** External documents received electronically (e.g. via e-mail) are printed to facilitate registration (and subsequent review and distribution).
- 5.3.5** Registration and distribution to the concerned unit and/or individual shall be done immediately upon receipt.

5.4 Distribution of Documents

- 5.4.1** A master copy of each internal document is retained by the DIRO/DDIRO until revision.
- 5.4.2** The copy of the external document submitted/received for registration is considered the master copy and is retained by the DIRO/DDIRO until superseded.
- 5.4.3** Controlled copies of documents are photocopied from master copies, and stamped "Controlled Copy" in red ink, prior to distribution to copyholders. Distribution of controlled copies of documents shall be recorded in the Document Distribution List with the following format:

Type of Document	Document Title	Rev./Copy No.	Issued to	Received by

Upon receipt of the controlled copy, the receiving document custodian shall affix their signature on the Document Distribution List.

5.5 Archiving of Obsolete Documents

- 5.5.1** Obsolete copies, both master copy and retrieved controlled copies, are stamped with "Obsolete Copy" in red ink to prevent unintended use. The DIRO/DDIRO files the obsolete documents and shall be classified as inactive record subject for disposal. The Records Disposition Schedule (RDS) approved by the National Archives of the Philippines must be followed for the retention and disposition of the document and record.

B. Control of Retained Documented Information

1.0 Objective

The purpose of this procedure is to ensure that all retained documented information generated by the Quality Management System (QMS) are properly collected, identified, controlled, stored, and retained prior to their disposition following the NAP approved Records Disposition Schedule (RDS).

2.0 Scope

This procedure applies to records required by ISO 9001 and ISO/IEC 17025 as well as to records identified by the organization as required for the effective management and control of processes.

3.0 References

Control of Maintained Documented Information Procedure
National Archives of the Philippines (NAP) Guidelines

4.0 Definition of Terms

Retained Documented Information	Information, mostly records, that are retained to support the operation of processes which should be carried out as planned.
Record	<p>A document stating results or providing evidence of activities performed</p> <p>Records can be used to document traceability and to provide evidence of verification, preventive action, and corrective action. Generally, records need not be under revision control.</p> <p>Records may use different media, including paper, electronic or optical computer disc, photograph or a combination thereof.</p>
Active Records	Records that are currently being maintained, used and controlled. These records are normally kept in desk/ workstation drawers or nearby filing cabinets, shelves or racks for easy access and retrieval.
Inactive Records	Records that are very rarely or no longer referred to, and which must be transferred to another place (Individual Storage Areas of Divisions). These records have already served their purpose but must be kept just the same for legal requirements or some compelling reasons. They are only destroyed after retention periods have expired.
Process Owner	Unit where the records are generated or individual who generates the records.
Records Disposition Schedule	A listing of records series by organization where each record series shows the period of time it remains in the office area, in the storage (inactive) area, and its preservation or destruction.
Retention Period	Refers to the specific period of time established and approved by the National Archives of the Philippines as the life span of records, after which they are deemed ready for permanent storage or destruction.

5.0 Procedure Details

The step-by-step procedure in controlling retained documented information is presented in Table 13. Accomplished forms and completed reports are considered records and subject to this procedure.

Table 13. Process flow for controlling retained documented information

Ref. No.	Key Activities		Responsible Personnel	Reference Documented Information
5.1	Collect and identify records	<ul style="list-style-type: none">• Collect records• Ensure identification of records• Establish a filing system	Documented Information and Report Officer (DIRO)/Process Owner	
5.2	Store and protect records	<ul style="list-style-type: none">• Store properly• Protect records appropriately	DIRO/Process Owner	
5.3	Retrieve and maintain active records	<ul style="list-style-type: none">• Update the Master List of Documented Information• Maintain properly the active records	DIRO/Process Owner	Master List of Documented Information (MLDI) Logbooks
5.4	Distribute document	<ul style="list-style-type: none">• Prepare controlled copies of document for distribution• File master copy of document• Receive controlled copies of document and return any obsolete copies to DIRO for disposal	DIRO/DDIRO, Copy Holders	Acknowledgement Receipt
5.5	Archive obsolete copy	<ul style="list-style-type: none">• Archive obsolete master copy of document and other obsolete copies• File document master list	DIRO/DDIRO	MLDI

5.1 Collection and Identification

5.1.1 Records are identifiable through any or a combination of the following information, as appropriate:

- a. Title of Record
- b. Date(s)
- c. Document Code
- d. Name of signatory/ies

5.1.2 Records are collected upon availability from their source, for appropriate filing by the Documented Information Officer or concerned Process Owner.

5.1.3 In case of erasure or correction, the corrected data are countersigned and dated by the employee who corrected it.

5.1.4 All records are signed by authorized personnel. The reviewer ensures that said records are legible and contain sufficient information as a basis for its endorsement or approval. Hence, records without the signature of approving authorities except e-copies are considered “unofficial”.

5.2 Storage and Protection

5.2.1 Records are kept in appropriate locations to minimize physical deterioration, damage, and loss. For protection purposes, the following practices are observed:

- a. Use of expanded folders/envelopes and/or ring binders;
- b. Placed in magazine files and stored in shelves or steel cabinets to prevent wear and tear;
- c. Regular back-up of permanent and archival records including databases; and
- d. With access restriction, through password (this pertains only to soft copy and other security measures) to prevent unauthorized use.

5.3 Retrieval and Retention

- 5.3.1** For easy retrieval, filing cabinets, shelves, boxes, magazine files, folders, and envelopes are labeled. Likewise, the Master List of Documented Information is maintained indicating information provided in the Control of Documents Procedure.
- 5.3.2** Records borrowed by other offices or workgroups are traced using logbooks.

5.4 Maintenance and Disposal

- 5.4.1** Maintenance and disposal of records are done in accordance with the Records Disposition Schedule (RDS).
- 5.4.2** For easier safekeeping, permanent records may be converted to e-files, except for records that require original copy bearing authentic signatures.

C. Internal Quality Audit

1.0 Objective

This procedure aims to describe the process and resource requirements for the objective evaluation of the effectiveness of the established Quality Management System (QMS) of the FPA. It defines the system for the planning, preparation, execution, follow-up, and reporting of Internal Quality Audit (IQA) activities in determining if the QMS conforms to the planned arrangements, to the requirements of ISO 9001 and ISO/ IEC 17025, and to the established QMS, and if the QMS is effectively implemented and maintained.

2.0 Scope

The procedure applies to the provision of services for the issuance of licenses, registrations and permits on fertilizer, pesticide, and other agricultural chemicals.

3.0 References

ISO 19011:2018
ISO 9001:2015
ISO/IEC 17025:2017

4.0 Definition of Terms

Auditee	The office, division, section, unit, or person being audited.
Auditor	The person with demonstrated personal attributes and competence to conduct an audit.

Audit Team	Composed of more than one auditor assigned to conduct an audit in a particular office and prepare necessary report of findings which will be submitted to the IQA Team Leader.
Audit Plan	A documented plan prepared prior to the conduct of audit which details activities such as where to go, what to do, when to do, and whom to see.
Audit Program	Set of one or more audits planned for a specific timeframe, directed towards a specific purpose.
Audit Checklist	A set of variables which serves as a guide to an auditor.
Audit Criteria	Set of policies, procedures, or requirements which are used as reference against which audit evidence is compared.
Audit Evidence	Qualitative or quantitative record, statement of facts or other information, which is verifiable and relevant to the audit criteria.
Audit Finding	Result of the evaluation of the collected audit evidence against audit criteria.
Conformity	Fulfillment of a requirement.
Nonconformity (NC)	A non-fulfillment of a requirement.
Opportunity for Improvement (OFI)	A situation or process that may lead to potential nonconformity.
Corrective Action (CA)	Action taken to eliminate the cause of a detected nonconformity or other undesirable situation to prevent its recurrence.
Nonconformity and Corrective Action (NCAR) Form	A tool/form used to record the audit findings and the corresponding root cause analysis and appropriate actions taken to address it

5.0 Procedure Details

The step-by-step procedure in the conduct of Internal Quality Audit is presented in Table 14. Filled-out/accomplished forms and completed reports are considered records and subject to this procedure.

Table 14. Conduct of Internal Quality Audit

Ref. No.	Key Activities		Responsible Personnel	Reference Documented Information
5.1	Select and manage audit team	<ul style="list-style-type: none"> Refer to the required skills and knowledge Enhance the Auditors' competence 	FPA Top Management	Auditor Training Certificates Special Order
5.2	Plan for the IQA	<ul style="list-style-type: none"> Prepare the Audit Plan Initiate the conduct of the unplanned audit Disseminate the Audit Plan Communicate the Audit Plan 	IQA Team	Audit Plan List of Internal Quality Auditors
5.3	Prepare for the IQA	<ul style="list-style-type: none"> Review the applicable documents Develop Audit Checklist 	Audit Team	Audit Checklist
5.4	Conduct the IQA	<ul style="list-style-type: none"> Conduct opening meeting Interview the auditees Review documents and records Record facts and evidence Inform the auditee the audit findings and its classification Raise to the QMS Committee Chairperson the unresolved issues Conduct closing meeting 	Audit Team	Audit Checklist Audit Report Nonconformity and Corrective Action Report (NCAR) Form
5.5	Reporting the IQA	<ul style="list-style-type: none"> Document the findings Assign control numbers and recording in NCAR Corrective Action Status Report Form Issue the NCAR Form 	IQA Team	NCAR Form Audit Report Corrective Action Status Report Form
5.6	Verifying Actions Taken	<ul style="list-style-type: none"> Verify actions taken Monitor the verification 	IQA Team	NCAR Form Corrective Action Status Report Form
5.7	Closing-out Audit Findings	<ul style="list-style-type: none"> Closing of audit findings raised 	IQA Team	NCAR Form Corrective Action Status Report Form

5.1 Selection and Management of Audit Team

5.1.1 Acceptance of candidate auditors into the auditor pool and selection of auditors for specific assignments considers the following audit competencies:

- the personal attributes of the auditor such as ethicality, open-mindedness, diplomacy, observance, perceptiveness, versatility, tenaciousness, decisiveness and self-reliance;

- b. knowledge on auditing concepts and methodologies; auditing skills; and
 - c. knowledge on ISO 9001 and ISO/IEC 17025 requirements and the QMS of the organization vis-à-vis audit requirements of the auditee.
- 5.1.2** Auditor performance is reviewed which considers the following:
 - a. feedback from the IQA Team Leader and other auditors using the IQA Peer Evaluation Form.
 - b. feedback from the auditee using the IQA Feedback Survey Form; and the quality of audit reports.
- 5.1.3** The competencies and performance of auditors are periodically evaluated to identify training and development needs. The IQA Team Leader coordinates with the Personnel Development Team to plan and with the Human Resource Section (HRS) to implement the training and development program for auditors.
- 5.1.4** The pool of auditors is maintained by the IQA Team.

5.2 Planning for the IQA

- 5.2.1** The Audit Plan for the 12-month period is prepared by the IQA Team Leader before the start of a calendar year. Each QMS process is audited at least once a year.
- 5.2.2** Whenever necessary, unplanned IQA may be initiated by the QMS Committee based on, but not limited to the following:
 - a. unusual increase of quality-related problems
 - b. introduction of new services
 - c. major changes in QMS, personnel, and processes
 - d. per customer's request
- 5.2.3** Copies of the Audit Plan are disseminated to all concerned offices, divisions, sections, and units, through a memorandum from the IQA Team Leader.
- 5.2.4** The Audit Itinerary is communicated through a memorandum from the IQA Team Leader addressed to all concerned offices at least a week prior to the activity. The communication includes the following:
 - a. purpose;
 - b. IQA scope;
 - c. offices, divisions, sections, and units to be audited and auditee;
 - d. assigned Audit Team; and
 - e. date and time of the IQA

5.3 Preparing for the IQA

- 5.3.1** The Audit Team reviews applicable documents such as the QMS Manual, Procedures, Guidelines, Office Orders, Memorandum Orders, Special Orders and the applicable statutory and regulatory laws.
- 5.3.2** Audit Checklists are developed based on the audit scope, objectives, and document review.

5.4 Conducting the IQA

- 5.4.1** The IQA Team Leader starts with an opening meeting to reconfirm audit schedule, audit objective, and audit participants.

- 5.4.2** The Audit Team gathers data by interviewing personnel, reviewing documents, observing processes, and verifying records.
- 5.4.3** The Audit Team records facts as evidence of the audit and evaluates the same to determine the objective evidence of the audit findings.
- 5.4.4** The audit findings are classified as Conformity, NC, or OFI. Commendations and strengths of the system are also noted.
- 5.4.5** If and when the auditee has unresolved issues with an audit finding, they may contest such before or during the closing meeting.
- 5.4.6** If not resolved at this level, the issue may be raised to the FPA-QMS Chair during the closing meeting.
- 5.4.7** A closing meeting is conducted wherein audit findings are presented to the audited office. The assessment of the conformity of the QMS to the audit criteria and to whether the QMS is effectively implemented and maintained shall be concluded during the closing meeting. Audit conclusion shall be based on the criteria set as shown in Table 15.

Table 15. Rubrics for audit conclusion

Excellent	Good	Fair	Marginal	Inadequate
All audit evidence conforms with the audit criteria	One (1) to three (3) NCs were raised	Four (4) to six (6) NCs were raised	Seven (7) to ten (10) NCs were raised	More than 10 NCs were raised

5.5 Reporting the IQA

- 5.5.1** Audit findings are documented on the NCAR Form and Audit Report.
- 5.5.2** Control Numbers are assigned to the NCAR Forms for monitoring purposes. These are recorded in the Corrective Action Status Report Form maintained by the IQA Secretariat.
- 5.5.3** The NCARs are issued to the auditee a day after the closing meeting. The auditee acknowledges and signs the NCAR. On the other hand, Audit Report is issued within 10 working days after the closing meeting.
- 5.5.4** The auditee with the unit head determines and implements appropriate corrective action in accordance with the Nonconformity and Corrective Action Procedure. The auditee returns the accomplished NCAR to the IQA Team within five (5) working days from receipt of NCAR form.

5.6 Verifying Actions Taken

- 5.6.1** The auditors verify the implementation of the actions taken specified in the accomplished NCAR. The results of such verification are monitored following the Nonconformity and Corrective Action Procedure.
- 5.6.2** The Division Chief ensures that a root cause analysis is conducted and monitored in accordance with the Nonconformity and Corrective Action Procedure. The Division Chief also ensures effectiveness of actions taken.

D. Control of Nonconforming Outputs

1.0 Objective

This procedure aims to guide in controlling any aspect of output or the results of this output that does not conform to its procedures or the agreed requirements of the customer.

2.0 Scope

This procedure applies to any nonconforming output or any part thereof.

3.0 References

Nonconformity and Corrective Action Procedure

4.0 Definition of Terms

Nonconformity	A nonfulfillment of a specified requirement.
Concession	A written authorization to use or release a product that does not conform to the specified requirements.
Disposition of Nonconformity	The action to be taken to deal with an existing nonconforming entity to resolve the nonconformity.
Repair	The action taken on a nonconforming product to fulfill the intended usage requirements.
Rework	The action taken on a nonconforming product to fulfill the specified requirement.

5.0 Responsibilities

- a. NCAR Originator
 - report nonconformity identified that can halt work
 - prepare Nonconformity and Corrective Action Report (NCAR) Form
- b. Responsible Personnel
 - conduct initial troubleshooting on the equipment problem(s)
 - recommend work resumption once the problem has been corrected before incorrect results have been reported to customers
- c. Division Chief
 - authorize the resumption of work after effective corrective action has been taken to prevent the release of unacceptable output in the future
- d. Documented Information Officer (DIRO)/Deputy DIRO
 - assign a number in NCAR Form and update NCAR log
 - file copies of objective evidence which support verification and validation of NCAR Form closure

6.0 Procedure Details

6.1 Record Keeping

1. Any FPA personnel who has identified a nonconforming event or observation will report to any of their Section Chief, Assistant Division Chief, or Division Chief.
2. The Section Chief, Assistant Division Chief, or Division Chief will evaluate the nonconformity or observation and will identify the responsible personnel. Both will prepare the NCAR Form.
3. The NCAR Form will be forwarded to the DIRO/DDIRO for recording and assignment of control number.
4. The Section Chief, Assistant Division Chief, or Division Chief may suspend further work and begin an investigation, as needed, to correct the nonconformity.
5. Correct nonconformity, if necessary.
6. Initiate corrective action to prevent recurrence of the nonconformity.
7. Repeat the conduct of the said process, if possible and necessary.
8. The Administrative Staff or designated personnel in the division shall notify the customer in case of the work recall and the incorrect registration, license, permit, or report will be released.

6.2 Documentation

Nonconforming outputs are recorded on accompanying submission forms. Equipment problems are recorded in the appropriate equipment maintenance log. All nonconformities are recorded by the DIRO/DDIRO in the NCAR Log with the corresponding NCAR Form and supporting pieces of evidence.

E. Nonconformity and Corrective Action

1.0 Objective

This procedure aims to provide guidance on how to address nonconformities raised and to ensure that the causes of detected nonconformities are eliminated in order to prevent a recurrence.

2.0 Scope

This procedure applies to nonconformities found in the implementation of the Quality Management System (QMS).

3.0 References

Internal Quality Audit Procedure
Control of Nonconforming Outputs Procedure

4.0 Definition of Terms

Nonconformity (NC)	A nonfulfillment of a requirement.
Opportunity for Improvement (OFI)	A situation or process that may lead to potential nonconformity.
Corrective Action (CA)	Action to eliminate the cause of a detected nonconformity or other undesirable situation, and prevent recurrence.

5.0 Procedure Details

The step-by-step procedure in addressing any raised nonconformities and providing corrective actions is presented in Table 16.

Table 16. Addressing nonconformity and formulating corrective action

Ref. No.	Key Activities		Responsible Personnel	Reference Documented Information
5.1	Raise the detected NC/OFI	<ul style="list-style-type: none"> Receive and control the Nonconformity and Corrective Action (NCAR) Form Review the detected NC 	NCAR Originator, Documented Information Officer, Responsible Personnel	NCAR
5.2	Identify immediate action taken	<ul style="list-style-type: none"> Perform action to eliminate the problem 	Responsible Personnel	NCAR
5.3	Determine the cause of the nonconformity/OFI	<ul style="list-style-type: none"> Conduct root cause analysis 	Responsible Personnel	NCAR
5.4	Determine and implement the action needed	<ul style="list-style-type: none"> Develop, plan and recommend CA Approve CA Implement CA 	Responsible Personnel, Division Chief	NCAR
5.5	Verify corrective action taken	<ul style="list-style-type: none"> Review the implementation status and evaluate the effectiveness of corrective actions accept the corrective actions 	NCAR Originator	NCAR Corrective Action Status Report

5.1 Raising the Detected Nonconformity

- 5.1.1** The corrective action procedure is triggered by the issuance of the NCAR Form after raising the detected NC from the following:
- internal quality audits;
 - customer/citizen complaints (from the Monitoring and Measurement of Customer Satisfaction);
 - qualified nonconforming outputs (from Control of Nonconforming Outputs); and
 - poor process performance results and unacceptable deviations from the organization's programs and plans (from management reviews).
- 5.1.2** The NCAR Originator identifies the responsible personnel who need to be involved in corrective action. The identified responsible personnel may extend to other personnel outside their unit where coordination with the other concerned offices, divisions, sections, and units should be established.
- 5.1.3** The NCAR Originator shall then submit the NCAR to the Documented Information and Report Officer (DIRO). The latter shall record the NC to the Corrective Action Status Report and then assign an NCAR Code. NCAR is coded with an acronym of the division/office followed by the four-digit number of the **year** followed by a dash (-) then a two-digit **number**.

NCAR Code Format: AAA-yyyy-xx (e.g. FPA-2019-01)

Note: The last two (2) digits will restart to 01 at the start of the year.

- 5.1.4** The initial review of the NCAR considers:
- a. the extent and impact of the reported nonconformity; and
 - b. the processes contributing to and affected by the reported nonconformity.

5.2 Implementing Immediate Action Taken

- 5.2.1** The responsible personnel must identify and implement immediate action to eliminate the NC within five (5) working days from receipt of the NCAR.

5.3 Determining the Cause of Nonconformity

- 5.3.1** All occurring NCs are subjected to root cause analysis to be able to come up with corrective action plans.
- 5.3.2** Root cause analysis considers the different factors contributing to the NC, including:
- a. People – personnel competencies and their ability to consistently perform their functions as required.
 - b. Machine – the availability of appropriate tools, equipment, and facilities to enable effective operations.
 - c. Methods – the availability and consistent application of appropriate procedures, guidelines, and standards.
 - d. Materials – the availability of the needed materials and supplies to enable effective operations.
 - e. Environment – the condition of the surroundings, facilities, and work environment.
- 5.3.3** Other root cause analysis tools such as 5-Whys may also be used. Where several root causes are identified, they are prioritized relative to their contribution to the NC.

5.4 Determining and Implementing Corrective Actions

- 5.4.1** Based on the root causes identified, a corresponding CA plan is developed and approved by the Division Chief.
- 5.4.2** Planning of CA involves the following:
- a. generation of alternative solutions;
 - b. selection of the best solution (from the alternatives); and
 - c. identification of activities, resources, responsibilities and timeliness needed to implement the selected solution.
- 5.4.3** All CAs must be developed and approved by the Division Chief within a month from the date of issuance of the NCAR.
- 5.4.4** The Division Chief will forward the NCAR to the DIRO for verification. The DIRO will forward the same to the NCAR Originator.

5.5 Verifying the Status of Corrective Actions

- 5.5.1** The NCAR Originator reviews the root causes and corrective action plans documented in the NCAR. They also monitor the implementation of the action plans.
- 5.5.2** The implementation status and effectiveness of corrective actions are also periodically reviewed and evaluated by the NCAR Originator and the concerned Division Chief; any related issues shall be primarily addressed.

- 5.5.3** If the NCAR Originator is not satisfied with the CA, the responsible personnel is given a chance to reformulate and submit CA within seven (7) days from receipt of the NCAR. If still, after a second verification the NCAR Originator did not accept the CA, a new NCAR Form will be issued with elevated NC.
- 5.5.4** Upon completion of the verification, the NCAR Originator closes out the NCAR. Once completed, all NCAR and supporting pieces of evidence must be submitted to the DIRO for filing and recording in the Corrective Action Summary Report.
- 5.5.5** Corrective actions are collectively reviewed by the FPA Management Committee during Management Review Meeting. Depending on the nature of the solution and the associated nonconformity, monitoring and review continue for at least six (6) months after implementation, after which the corrective action is deemed completed.

F. Complaints Handling

1.0 Objective

This procedure aims to provide guidance in handling and resolving customer complaints.

2.0 Scope

This procedure is to be performed when a customer discovers a problem and requires special action by FPA to prevent the recurrence of the complaint.

3.0 References

Control of Nonconforming Outputs Procedure
Nonconformity and Corrective Action Procedure

4.0 Responsibilities

a. Executive Director

- ensures continual solicitation of customer feedback
- analyzes the nature of complaint raised by the customer
- circulates the information as to the nature of complaints to the involved FPA personnel
- ensures all customer complaints are addressed
- monitors implementation of the short and long-term solution(s) to ensure non-recurrence of the complaint raised

b. Division Chief

- ensures continual solicitation of customer feedback
- analyzes the nature of complaint raised by the customer
- initiates action(s) to resolve the problem
- circulates the information as to the nature of complaints to the involved personnel within the division, if any
- reviews action taken by the involved personnel
- implements long term solution(s) to ensure non-recurrence of the complaint raised

c. Freedom of Information (FOI) Receiving Officer

- ensures all details being provided by the customer are recorded
- assures the customer that the complaint raised will be acted upon immediately and proposes actions to resolve the complaint based on the recommendation of the concerned division/individual

5.0 Procedure Details

5.1 Complaint received from Walk-in Customer

- 5.1.1** A description of the complaint handling process is made available by FPA to any interested party upon request.
- 5.1.2** Upon receipt of a complaint, the concerned division/office will analyze the nature of the complaint.
- 5.1.3** Upon confirmation of the complaint, the personnel receiving the complaint must record the following:
 - a. name of the customer or the company where they are affiliated;
 - b. contact details; and
 - c. details and nature of the complaint
- 5.1.4** If the complaint can be handled by the concerned division/office receiving the complaint, they can directly discuss it with the customer in order to resolve the complaint immediately. A complaint raised by the customer that is serious and may potentially lead to legal action must be handled by the Division Chief and discussed with the customer.
- 5.1.5** The personnel who will handle and discuss the complaint with the client must take the responsibility for the situation and show empathy to the customer who raised the complaint and provide them with the necessary immediate action(s) to resolve the problem. The customer must also be given an opportunity to advise as to how the complaint will be resolved and ensure that they feel empowered and respected.
- 5.1.6** The details of the complaint recorded by the concerned division/office receiving officer will be forwarded to the Documented Information and Report Officer (DIRO)/Deputy DIRO for the issuance of Nonconformity and Corrective Action Report (NCAR) Form.
- 5.1.7** The DIRO/DDIRO will forward the NCAR to the concerned Division Chief or to the Office of the Executive Director (OED). The Division Chief must identify the personnel involved in the process of the complaint and perform a root cause analysis to identify the root cause. All immediate and long-term corrective actions made must follow the Control of Nonconforming Output and/or Nonconformity and Corrective Action Procedures where all supporting pieces of evidence must be kept on file.
- 5.1.8** The Division Chief will perform verification(s) to ensure that the corrective actions taken were effective and provide the customer, in writing, all actions being done and how the problem is resolved.
- 5.1.9** When the complaint has been resolved, all records must be kept by the DIRO/DDIRO. All complaints received by the division/office must be reported during FPA Management Committee or Management Review meetings.

5.2 Complaint received from the 8888 Citizens' Complaint Center

- 5.2.1** All received complaints from 8888 Citizen's Complaint Center (CCC) will be forwarded to the OED for the analysis of the nature of the complaint raised by the customer.
- 5.2.2** The OED will forward the complaint/information as to the nature of complaints to the Freedom of Information (FOI) Receiving Officer.
- 5.2.3** Upon receipt of a complaint, the FOI Receiving Officer will coordinate and analyze the nature of the complaint with the concerned division/office individual.

- 5.2.4** The details of the complaint recorded by the concerned division/office receiving officer will be forwarded to the DIRO/Deputy DIRO for the issuance of NCAR Form.
- 5.2.5** The DIRO/DDIRO will forward the NCAR to the concerned Division Chief or to the OED. The Division Chief must identify the personnel involved in the process being complained of and perform a root cause analysis in order to identify the true cause of the complaint. All immediate and long term corrective actions made must follow the Control of Nonconforming Output and/or Nonconformity and Corrective Action Procedures where all supporting pieces of evidence must be kept on file.
- 5.2.6** The Division Chief will perform verification(s) to ensure that the corrective actions taken were effective and provide the customer, in writing, all action being done and how the problem is resolved.
- 5.2.7** When the complaint has been resolved, all records must be kept by the DIRO/DDIRO. All complaints received by the division/office must be reported during FPA Management Committee or Management Review meetings.

G. Procurement and Acceptance of Products and Services

1.0 Objective

This procedure aims to guide the process of selection and procurement of products and services. It also defines the procedure for acceptance and storage of products being delivered.

2.0 Scope

This procedure covers all the procurement and acceptance of products and services within FPA.

3.0 References

2016 Revised Implementing Rules and Regulations of Republic Act No. 9184
Government Procurement Policy Board (GPPB) Resolutions and Non-Policy
Opinions

4.0 Procedure Details

- 4.1** The process flow of the procurement and acceptance of product and service is presented in Table 17. Each division/office or the end-user will prepare the Project Procurement Management Plan (PPMP) to include all the necessary products and services needed following their allocated budget for the current year. The completed PPMP shall be submitted to the FPA – Bids and Awards Committee (BAC) Secretariat.
- 4.2** The purchase request (PR) will be prepared by the end-user based on the schedule set in the PPMP. In case there is a need to procure products and/or services not included in the submitted PPMP, the concerned division/office will submit a revised PPMP. Items not included in the PPMP cannot be procured. A request for Pre-and Post-Repair Inspection Form must also be filled-out for services required such as preventive maintenance, calibration, or repair of equipment.
- 4.3** End-user representative(s) must attend during the evaluation of the quotations or bids submitted for the products and services being procured and will review the compliance of the external providers to the required technical specifications.

Table 17. Process flow of the procurement and acceptance of Documented Information

Responsible Personnel	Procedures	Forms
	Start	
End-user	Identify products and services needed	
End-user	Prepare PPMP	PPMP
End-user	Prepare PR and route for approval	Purchase Request Form, Request for Pre-and Post-Repair Inspection Form (for services only)
BAC/Procurement Officer	Follow prescribed procurement process	Summary of Quotations/Bids, BAC Resolution (whichever is applicable)
BAC/Procurement Officer	Awarding and issuance of contract/PO/JO	Notice of Award, Contract/Job Order/Purchase Order, Obligation Request and Status, Notice to Proceed (whichever is applicable)
Procurement Officer Inspection Officer End-user Representative	Check delivered goods and services and prepare necessary reports	
Procurement Officer/ Concerned FAD Personnel	Process payment	Inspection and Acceptance Report Form/Certificate of Completion
	End	Disbursement voucher

- 4.4** For products, the Inspection Officer and Property Officer, together with the technical inspector coming from the end-user unit will check all products being delivered based on the correctness of quantities, with certification if required, and match with the technical specifications in the approved Contract/Purchase Order (PO).
- 4.5** If the products delivered are found to be in order with the required specifications, the Inspection Officer will recommend acceptance of the same to the end-user. If not, the Inspection Officer will coordinate with the Property Officer to facilitate the replacement of the products delivered.
- 4.6** Records of actions taken arising from evaluations, monitoring of performance, and re-evaluations of the external providers are maintained. Failure in the evaluation will have the penalty of blacklisting based on the IRR of RA No. 9184, under Appendix 17: Uniform Guidelines for Blacklisting of Manufacturers, Suppliers, Distributors, Contractors, and Consultants.
- 4.7** The assigned end-user representative will arrange and place the delivered products in their designated storage area. The said personnel will also monitor the inventory of the products and identify those products approaching the expiration date or those that are running out of stock. First in, first out policy is strictly implemented.

- 4.8** For services, the Inspection Officer, together with the assistance of the end-user representative, will check if the services required are properly conducted and completed. Upon completion of the required service(s) in the Job Order (JO), the Division Chief will issue a certification that conduct of services which include but are not limited to calibration of equipment, preventive maintenance, and repair was already completed and accepted.

H. Risk Identification and Management

1.0 Objective

This procedure aims to guide the process of identifying the risks and opportunities from the current external and internal issues and requirements of relevant interested parties of the Quality Management System (QMS).

2.0 Scope

This procedure covers the risk identification and management of all processes being done at the FPA Central Office and the relevant interested parties of the FPA-QMS.

3.0 Definition of Terms

Issues	Internal and external issues, as well as issues of interested parties which should be stated with an adjective.
Risk	The effect of uncertainty.
Opportunity	Can lead to the adoption of new practices, launching new products, opening new markets, addressing new clients, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs.
Consequence to Outputs	Possible impact to the quality of outputs.
Consequence Rating	Measures of impact of the consequence; Refer to criteria for consequence.
Likelihood Rating	Measures the probability of occurrence of the consequence
Risk/Opportunity Rating	Measures the need for action using the criteria for action matrix.
Action Priority	Measures whether the risk should be treated or not and/or whether opportunity should be pursued or not.
Action Plan	Plan of activities that will prevent the occurrence of the risk or that will maximize the benefits of the opportunity.
Timelines	Period covered that the action plan shall be implemented.

4.0 Procedure Details

- 4.1** The risk identification and management will follow the criteria for consequence (Table 18), criteria for likelihood (Table 19), risk and opportunity rating matrix (Table 20) and criteria for action (Table 21) as presented below.

Table 18. Criteria for consequence

Level	Risk (Negative Consequence)	Opportunity
Low	Insignificant (minimal, no customer complaint or no impact)	Insignificant (no perceived value for improvement and sustainability)
Medium	Moderate (customer complaints resulting in claim)	Moderate (pursuing the opportunity will considerably improve QMS and sustainability)
High	Catastrophic (major impact, can cause product recall, fatality, costly compensation, legal action, no alternatives available)	Significant (pursuing the opportunity will greatly improve QMS and sustainability)

Table 19. Criteria for likelihood

Level	Risk (Negative Consequence)	Opportunity
Low	Rare or Never (not known to happen)	Rare or Never (no chance of success within the next 12 months)
Medium	Moderate (known to happen, occurrence of 1 per quarter)	Moderate (26-50 % of success within the next 12 month)
High	Almost Certain (highly likely to happen, occurrence of 1 time per month)	Almost Certain (> 75% success within the next 12 months)

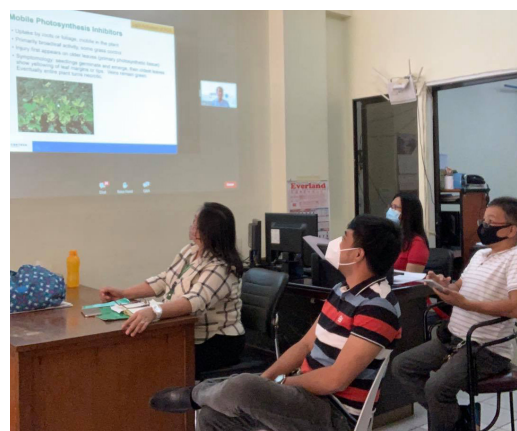
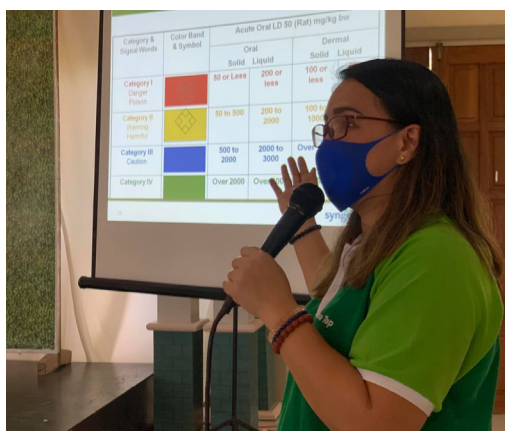
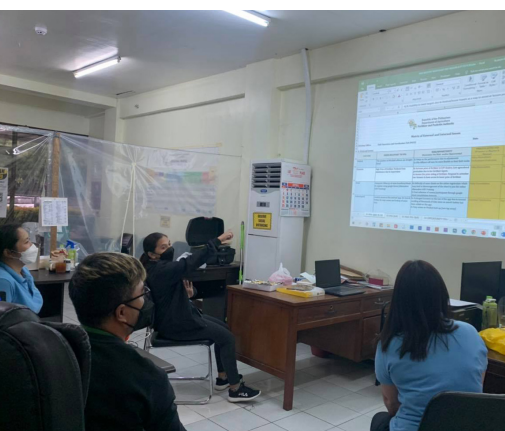
Table 20. Risk and opportunity matrix

Likelihood	Consequence		
	Low	Medium	High
Low	Low	Low	Medium
Medium	Low	Medium	High
High	Medium	High	High

Table 21. Criteria for action

Priority	Management Decision	
	Risk	Opportunity
High	Take immediate appropriate action to eliminate the risk	Pursue the opportunity
Medium	More frequent monitoring of performance/complaint	May consider pursuing the opportunity
Low	No action required	No action required

- 4.2** Each division/office will identify the external and internal issues following different environmental scanning tools (e.g. PESTLE, SWOT, etc.) and the requirements of the relevant interested parties to their respective processes and relevant to the implementation of FPA-QMS.
- 4.3** Once completed, the division or unit will identify the risks and opportunities to each issue, need, and expectation mentioned.
- 4.4** Upon determination of risk and/or opportunity, the division/office will evaluate the consequence and likelihood of such risk and/or opportunity following Clause 4.1 and 4.2 of this procedure.
- 4.5** The priority, based on clause 4.4, will be determined following the rating matrix mentioned in clause 4.3. An action plan for the risk and opportunity identified will be formulated including the timeline of implementation of such actions.
- 4.6** All identified actions in the risks and opportunities identified shall be monitored and reviewed by the Division Chief and/or Risk Management Team and actions done will be presented in the Management Review.



FPA CORE PROCESSES

This Chapter provides an overview, definition, and operational procedures of the core processes namely: fertilizer and pesticide regulations, laboratory services, and field operations.

03

I. FERTILIZER REGULATIONS DIVISION (FRD) PROCESSES

A. Issuance of Certificate of Product Registration (CPR)

A.1 Objective

This procedure aims to standardize the issuance of product registration to ensure that fertilizers available in the market are safe and effective.

A.2 Definition of Terms

Please refer to the Fertilizer Regulatory Policies and Implementing Guidelines Book, 2019, Chapter II - Product Registration as found in this link: (<https://bit.ly/3uHoCDD>).

A.3 SIPOC Diagram

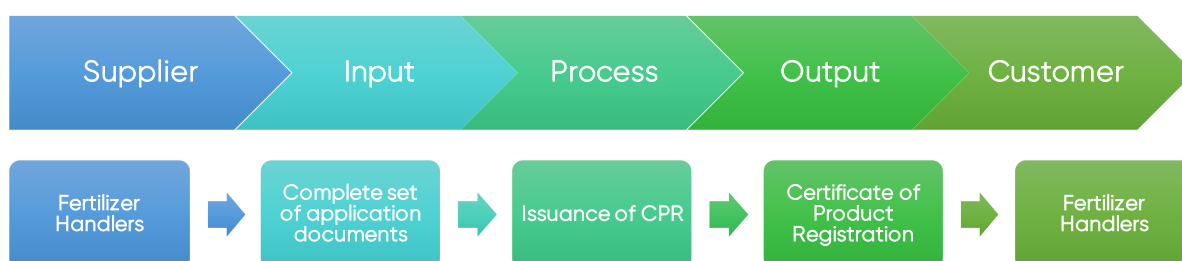


Figure 11. SIPOC Diagram on the Issuance of CPR

All fertilizer products, inorganic, raw materials, and ingredients for fertilizer, which are imported or produced locally, should be registered with FPA (Figure 11). No fertilizer shall be exported, imported, manufactured, formulated, stored, distributed, sold, or offered for sale, transported, delivered for transportation, or used unless it has been duly registered with the FPA or covered by a numbered provisional permit issued by FPA for use following the conditions as stipulated in the permit. Separate registrations shall be required for each fertilizer grade in the case of fertilizer.

The registration process carries with it the pertinent documentary requirements attached to the application form (FPA-FRD-FO1; FPA-FRD-FO2) to support claims on the quality of the product and its effectiveness to target crops. The registration process likewise provides suitable guidelines for the registration of all fertilizer products to assure farmers and end-users of their acceptable quality and effectiveness as guaranteed by the manufacturer and/or importer before they are marketed. Registration requirements include the submission of product specifications supported by chemical analysis, product type, and the result of efficacy trials conducted by an accredited researcher. The set of data is evaluated by a technical evaluator.

With increasing market demand, a wide range of products are provided through the continued production of new grades, brands, and types of locally produced and imported fertilizers. Registration of these commercially processed fertilizers is therefore needed to give greater assurance that the quality of each brand is maintained at the specified standards (characteristics and effects) as claimed by the producer or importer.

Fertilizer handlers such as importers, importer-end-user, exporters, manufacturers, formulators, processors, national distributors, area distributors, institutional users, and bulk blenders should register their products with FPA.

Product registration covers the following grade, type, and classification of fertilizer products, and raw materials (based on Philippine Standard) are subject to registration with FPA.

- a. Inorganic Fertilizer
- b. Biostimulant
- c. Fortified Organic
- d. Decomposers
- e. Soil Conditioner/Soil Amendment
- f. Plant Growth Promoter
- g. Raw Materials

Refer to the FPA's Citizen's Charter, 2021 for the coverage, requirements, step-by-step procedures, fees, and timeline as provided in this link: (<https://bit.ly/3GGWWBh>).

A.3.1 Registration of Traditional Fertilizer (New and Renewal)

For traditional fertilizers, full registration is granted when all the administrative and technical requirements attached to the application form (FPA-FRD-01) have been satisfactorily complied with. The registration is valid from the date of the issuance.

A.3.2 Registration of Non-Traditional Fertilizer (New and Renewal)

For non-traditional fertilizers, full registration is granted when all the administrative and technical requirements attached to the application form (FPA-FRD-01) have been satisfactorily complied with including two (2) seasons of bioefficacy tests with significant results on a representative crop have been conducted. While a provisional Registration is granted when only one (1) season of bioefficacy test with significant results on a representative crop has been conducted.

A.3.3 Label Expansion

Registrants may file for label expansion attached to the application form (FPA-FRD-F01 for local or FPA-FRD-F02 for imported products) if they wish to add other crop groupings to the target crop/s of their non-traditional product. Prior to filing, one approved bioefficacy test must be conducted on a representative crop of the desired crop grouping.

A.3.4 Third-Party Authorization

The application for Third party authorization attached to the application form (FPA-FRD-F01 for local or FPA-FRD-F02 for imported products) is accepted provided that the product being applied for is fully registered and all the administrative and technical requirements are satisfactorily complied with.

B. Issuance of License to Operate (LTO) as Fertilizer Handler and Warehouse Registration Certificate

B.1 Objective

This procedure aims to standardize the issuance of LTO and warehouse registration certificate to fertilizer handlers.

B.2 Definition of Terms

Please refer to the Fertilizer Regulatory Policies and Implementing Guidelines Book, 2019, Chapter IV - Licensing of Handlers as found in this link: (<https://bit.ly/3uHoCDD>).

B.3 SIPOC Diagram

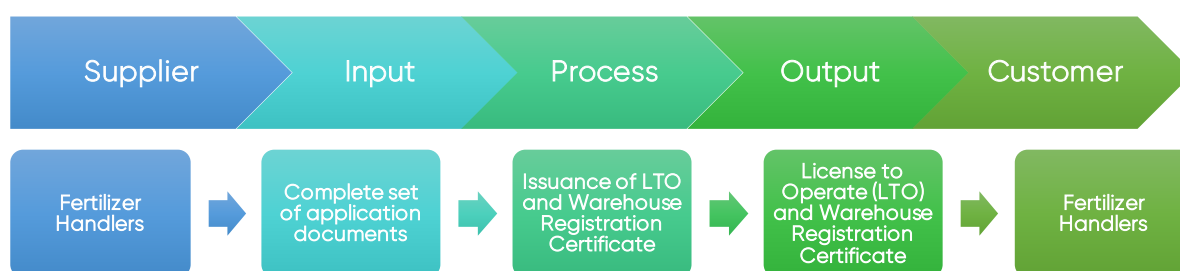


Figure 12. SIPOC Diagram on the Issuance of LTO and Warehouse Registration Certificate

To regulate all fertilizer handlers, a license certificate is issued (Figure 12), which allows a cooperative, proprietor, or a corporation in commerce to operate as importer, manufacturer, processor, formulator, bulk blender, exporter, repacker, distributor, bulk handler, importer-end-user, institutional user, indenter, area distributor, dealer, dealer-repacker, and mango contractor of fertilizers.

The validity of license to operate as fertilizer handler such as dealer, and dealer-repacker is three (3) years while importer, distributor, exporter, manufacturer, formulator, processor, importer-end-user, institutional user, indenter, bulk handler, bulk blender, repacker, toll manufacturer, toll repacker is one (1) year.

The Certificate of Warehouse Registration is required to be eligible as Licensed Fertilizer Handler. The validity of fertilizer warehouse registration is one (1) year.

Refer to the FPA's Citizen's Charter, 2021 edition for the coverage, requirements, step-by-step procedures, fees, and timeline as found in this link: (<https://bit.ly/3GGWWBh>).

C. Issuance of Value-Added Tax (VAT) Exemption Certificate and Export Certificate

C.1 Objective

This procedure aims to standardize the issuance of VAT Exemption and Export Certificates to ensure that on one hand, fertilizer importers are properly given tax incentive, and on the other, fertilizer exports are properly recorded.

C.2 Definition of Terms

Please refer to the Fertilizer Regulatory Policies and Implementing Guidelines Book, 2019, Chapter IV - Licensing of Handlers as found in this link: (<https://bit.ly/3uHoCDD>).

C.3 SIPOC Diagram

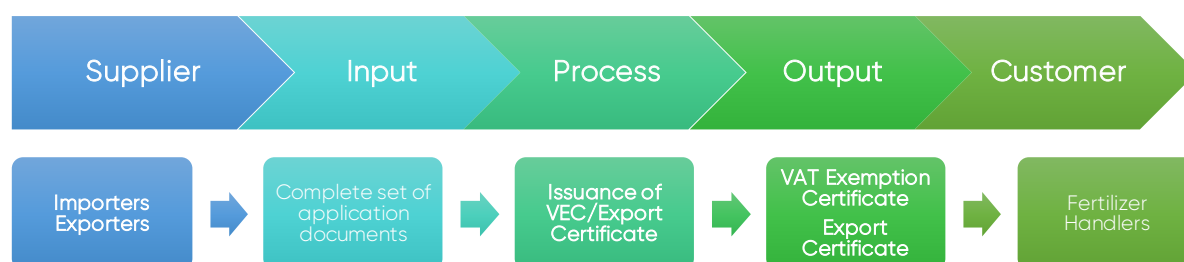


Figure 13. SIPOC Diagram on the Issuance of VAT Exemption Certificate and Export Certificate

This process (Figure 13) consists of two sub processes for two regulatory documents being issued: VAT Exemption Certificate and Export Permit.

C.3.1 VAT Exemption Certificate

According to Philippine tax laws, the sale or importation of fertilizer shall be exempt from the payment of Value-Added Tax at the rate of 12 percent. This incentive ultimately aims to lessen the cost of inputs for farmers, thereby encouraging the use of fertilizers to increase local production of crops and to support the agricultural industry.

To avail of this tax exemption, the applicant must be issued a VAT exemption certificate. The issuance of VAT Exemption is on a per-product and per-importation basis.

The issuance of the certificate is enrolled in the National Single Window (NSW) of the Bureau of Customs. NSW is a computerized internet-based system that allows parties involved in trade to lodge information and documents with a single entry point to fulfill all import, export, and transit-related regulatory requirements. The Bureau of Customs spearheads the NSW implementation in compliance with Executive Order 482. The program includes government agencies that issue permits, licenses, and clearances for import or export purposes.

C.3.2 Export Certificate

An Export Certificate is issued to licensed exporters with corresponding registered product, authorizing the exportation of any type of fertilizer in compliance with the rules and regulations promulgated by FPA and other agencies governing export. Issuance of export certificate is on a per-product and per-exportation basis.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in FPA Citizen's Charter, 2021 edition as found in this link: (<https://bit.ly/3GGWWBh>).

D. Confirmatory Analysis of Fertilizers

D.1 Objective

This procedure aims to provide the steps in ensuring that the nutrient content of the actual fertilizer material/sample conforms with the manufacturer's declared product composition or with the minimum essential nutrient content.

D.2 Definition of Terms

Please refer to the Fertilizer Regulatory Policies and Implementing Guidelines Book, 2019, Chapter V – Fertilizer Movement, Supply and Quality Product Standard as found in this link: (<https://bit.ly/3uHoCDD>).

D.3 SIPOC Diagram

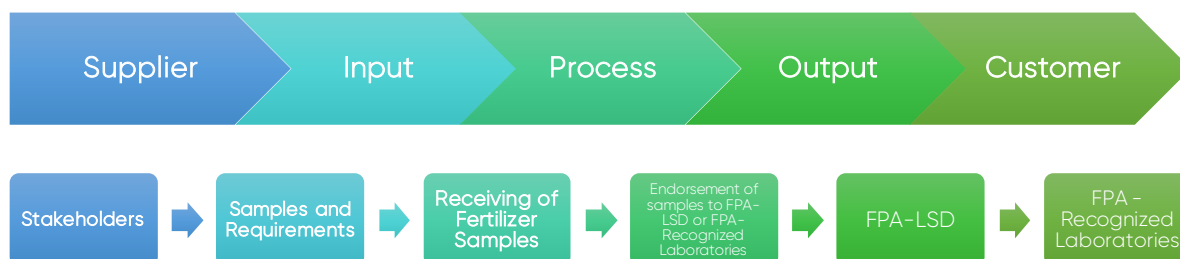


Figure 14. SIPOC Diagram on the Endorsement of samples to FPA-LSD or FPA-Recognized Laboratories for Confirmatory Analysis

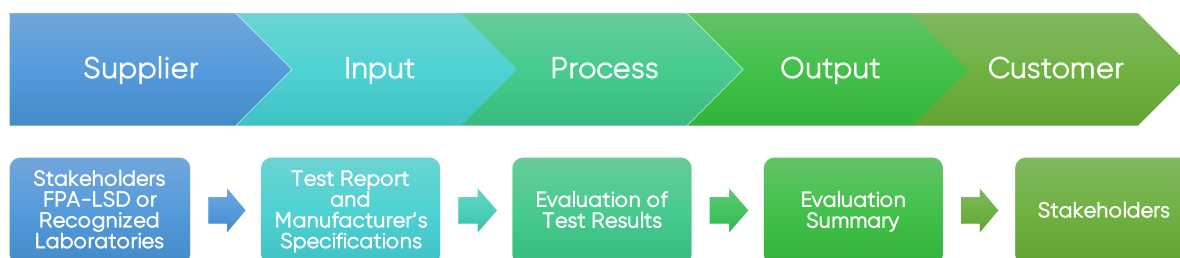


Figure 15. SIPOC Diagram on the Evaluation of Test Reports from FPA-LSD or FPA-Recognized Laboratories for Confirmatory Analysis

Figure 14 shows the process for the samples received by the FRD which are endorsed to either LSD or to FPA-recognized laboratories while Figure 15 shows the process of evaluating test reports from the samples endorsed.

Part of the external services provided by the division is to receive and endorse fertilizer samples for confirmatory analysis attached request for analysis form (FPA-LSD-FO1). This is to ensure that the nutrient content of the actual fertilizer material/sample conforms with the manufacturer's declared product composition or with the minimum essential nutrient content as stipulated in FPA's Regulatory Policies and Implementing Guidelines, 2019 edition. Samples are analyzed by the FPA Laboratory Services Division, or by FPA-Recognized laboratories.

The evaluation of test reports shall be done by the FPA-FRD registered chemist. Test reports are valid as confirmatory analysis within one (1) year or less after the test report date.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

E. Issuance of Experimental Use Permit (EUP)

E.1 Objective

This is to standardize the issuance of EUP based on FPA rules and regulations within the prescribed timeframe.

E.2 Definition of Terms

Please refer to the Fertilizer Regulatory Policies and Implementing Guidelines Book, 2019, Chapter II - Product Registration as found in this link: (<https://bit.ly/3uHoCDD>).

E.3 SIPOC Diagram

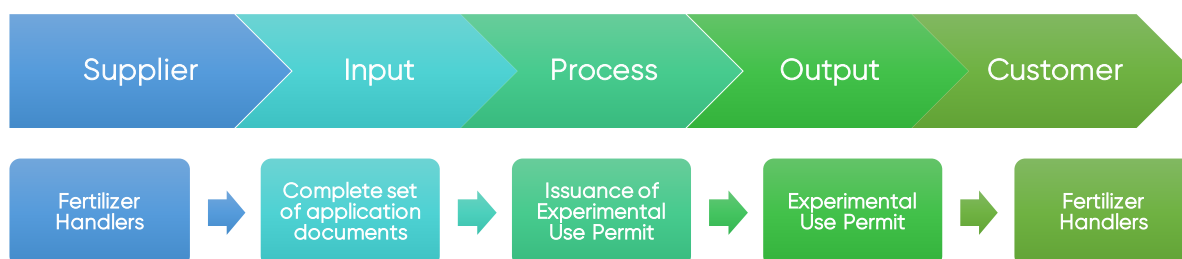


Figure 16. SIPOC Diagram on the Issuance of Experimental Use Permit

An Experimental Use Permit (Figure 16) is issued after submitting the requirements attached to the application form (FPA-FRD-F09), to a registrant before the conduct of any local field trials to generate bioefficacy data. EUP is part of the product registration of non-traditional fertilizer such as new grades, specialty, and controlled release inorganic fertilizers, plant growth regulator, biostimulant, soil conditioner (except gypsum, lime, dolomite, perlite, and vermiculite), and microbial inoculants.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for and presented in Annex 1 – FPA Citizen’s Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

F. Issuance of Transshipment Permit for Unsound Fertilizer

F.1 Objective

This is to provide the step-by-step process in the issuance of a permit for the movement of unsound fertilizer and ensure the proper disposition by monitoring its movement, identifying the source (client/applicant) and the destination (beneficiary).

F.2 Definition of Terms

Unsound Fertilizer	Fertilizer that does not conform to the standard requirements for good order fertilizer. This includes sweepings or damaged fertilizer contaminated with inert substances but still retain its fertilizing properties.
Transshipment Permit	Permit issued to the client for the transshipment of unsound fertilizer to the beneficiary.

F.3 SIPOC Diagram

Figure 17 describes the process of how unsound fertilizer may be disposed of with the approval and supervision of FPA.

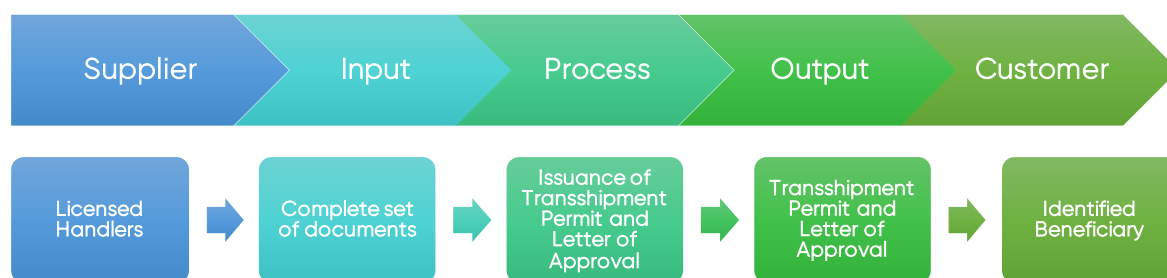


Figure 17. SIPOC Diagram on the Issuance of Transshipment Permit for Unsound Fertilizer

The movement of such inventory is monitored through a transshipment permit duly approved by the Executive Director upon the recommendations of the Division Chief of FRD and the Deputy Executive Director for Fertilizer if the threshold quantity is 100 bags or more. If the threshold quantity is lower than 100 bags, the Regional Officer shall approve the transshipment permit upon the recommendation of the provincial officer. The approval of the regional officer must have a prior clearance obtained from the Division Chief of FRD.

G. Balanced Fertilization Strategy (BFS) Program

G.1 Objective

Establish appropriate policies, generate data, and disseminate information in an integrated approach to support DA's delivery of technical assistance while at the same time providing the farmers access to quality fertilizers registered with the FPA.

G.2 Definition of Terms

Balanced Fertilization Strategy – is recognized site-specific nutrient management to improve fertilizer use efficiency and refers to the application of plant nutrients in optimum quantities in the right proportion through the appropriate methods at the right time suited for a specific crop and agro-climatic condition that leads to soil health building.

G.3 SIPOC Diagram

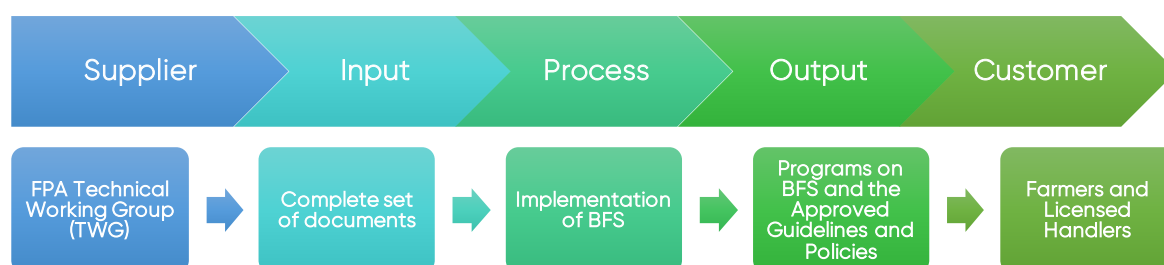


Figure 18. SIPOC Diagram on the Adoption and Implementation of Balanced Fertilization Strategy Program

Memorandum Circular No. 20, Series of 2020 titled: Adoption of the adaptive balanced fertilization management and enhanced crop production and increased income for rice farmers was issued and approved by the Department of Agriculture Secretary William D. Dar, PhD on June 3, 2020. Based on the Circular, the Secretary instructed all the DA Staff Offices, Regional Field Offices (RFOs), and its attached agencies, bureaus, corporations to coordinate with the BSWM for technical assistance on the implementation of the Balanced Fertilization Strategy.

H. Issuance of Certification of Wastewater Reuse as Fertilizer

H.1 Objective

This is to standardize the issuance of certificate of wastewater re-use for fertilizer.

H.2 Definition of Terms

Effluent	A liquid waste or sewage discharged into a body of water, or wastewater flowing out of a manufacturing plant, industrial plant, commercial establishments, and recreational facilities.
Treatment	Any method, technique, or process designed to alter the physical, chemical, biological, or radiological character or composition of any waste or wastewater to reduce or prevent pollution or maximize and/or optimize its re-use potential.
Re-use	Treating or processing of wastewater discharged by an entity, to be used by another as liquid fertilizer.
Waste	Any material either solid, liquid, semi-solid, contained gas, or other forms resulting from industrial, commercial, mining, or agricultural operations, or from the community and household activities that are devoid of usage and discarded.
Wastewater	Waste in a liquid state containing pollutants.
Wastewater generator	An entity that generates wastewater.
Wastewater re-user	An entity that re-uses all or a portion of wastewater generated.

H.3 SIPOC Diagram

A Certification of Wastewater Reuse as Fertilizer is issued to wastewater generators or processors who will re-use their wastewater effluent as liquid fertilizer following DA AO No. 11 s. 2019 and pursuant to section 22.C. of RA 9275, otherwise known as the Philippine Clean Water Act of 2004 (Figure 19).

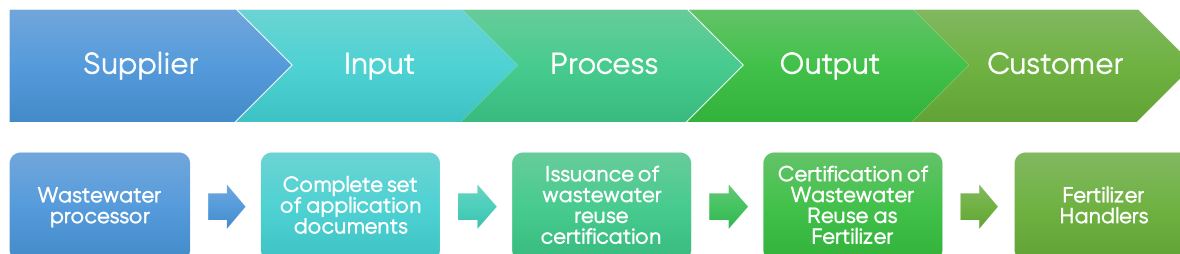


Figure 19. SIPOC Diagram on the Issuance of Certification of Wastewater Reuse as Fertilizer

Applicants who will be utilizing the processed wastewater themselves or distributing their products freely shall no longer apply for product registration upon the issuance of the certification of wastewater re-use for fertilizer. On the other hand, applicants who will be using their wastewater for commercial purposes may proceed directly to product registration.

The validity of certification is one year for the first certification, three years for the first renewal, and five years for the succeeding renewals.



II. PESTICIDE REGULATIONS DIVISION (PRD) PROCESSES

1. Objective

This procedure aims to standardize the issuance of registrations, certificates, licenses, and permits on pesticide and other agricultural chemicals in accordance with the FPA Pesticide Regulatory Policies and Implementing Guidelines, and other statutory and regulatory requirements, within the prescribed timeframe.

2. Definition of Terms

Please refer to FPA Pesticide Regulatory Policies and Implementing Guidelines 2020 edition as found in this link: (<https://bit.ly/3r1aRmi>).

A. Issuance of Experimental Use Permit

A.1 SIPOC Diagram

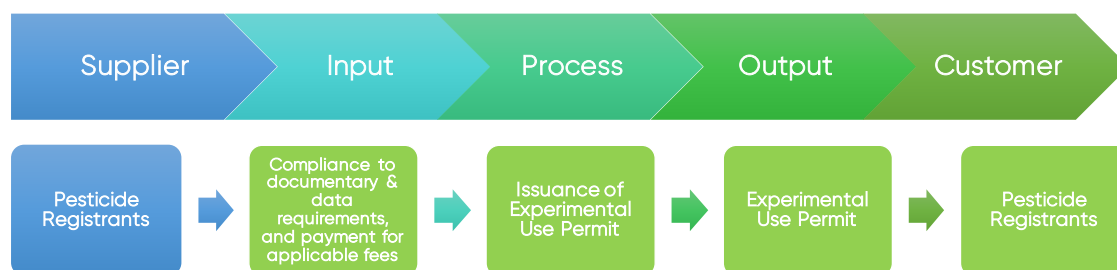


Figure 20. SIPOC Diagram on the Issuance of Experimental Use Permit for Pesticide

EUP (Figure 20) is issued to registrants after submitting the requirements attached to the application form (P-001) prior to the conduct of any local field trials, which shall only be done by FPA-accredited researchers following the FPA-approved protocols. Data generated from trials without EUP shall not be accepted for registration.

EUP limits the amount of pesticide necessary to conduct the test so as to safeguard the health of direct and indirect users of the product as well as the environment. The following are the types of EUP according to the purpose of the trials that will be conducted:

1. **EUP IA** - covers coded compounds and formulations in the initial stages of product development to be tested only within the company research station. Data generated from the trials is used for research purposes ONLY and is not intended for product registration.
2. **EUP IB** - covers coded compounds and formulations in the initial stages of product development to be tested in an FPA-licensed testing site outside the company research station. Data generated from the trials is used for research purposes ONLY and is not intended for product registration.
3. **EUP II** - covers those pesticides and other agricultural chemicals in the pre-market stage. The bioefficacy and residue data generated from the local field trials may be used for product registration purposes.
4. **EUP III** - covers registered pesticides to be tested for additional uses or for label expansion which requires bioefficacy and residue data generation.

EUP Amendment and/or Extension – covers a request for amendment of permit and/or extension of validity, provided the request is supported with justification subject to evaluation and approval of FPA.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 edition as found in this link: (<https://bit.ly/3GGWWBh>).

B. Issuance of Certificate of Product Registration

B.1 SIPOC Diagram

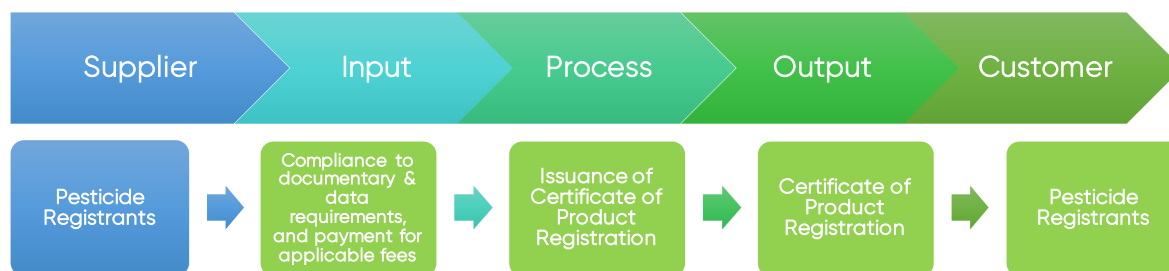


Figure 21. SIPOC Diagram on the Issuance of CPR for Pesticide

The Certificate of Product Registration (Figure 21) is issued to registrants after submitting the requirements attached to form (P-012 for Registration of a Pesticide Active Ingredient or P-022 for Registration of a Pesticide Product) it ensures that pesticides and other agricultural chemicals meet the prescribed standards before they are imported, manufactured, formulated, distributed, and sold in the Philippines.

Standards are set by the FPA to ensure product quality, suitability, bioefficacy, and safety to end-users and to the environment. Registration involves a stringent process of evaluation with the endpoint that benefits outweigh the risks in the use of the product.

The following are the type of product registration:

1. Product Registration of New Proprietary Pesticides and New Pesticide Formulations

This category covers all new pesticide products to be registered using data with proprietary nature. This includes:

- a. New end-use product containing new or currently registered active ingredient
- b. New end-use product containing combinations of:
 - New active ingredients
 - Currently registered active ingredients
 - New active ingredients + currently registered active ingredients

2. Product Registration of New Generic Pesticides

This category covers all new pesticide products to be registered on the basis of other registrant's data (which has already lapsed the 8-year proprietary data protection) and/or using international reviews, provided the product is identical or substantially similar to any currently registered pesticide, or differ only in ways that would not significantly increase the risk of unreasonable adverse effects.

3. Product Registration of Pesticides under Third-Party Authorization (TPA)

This category refers to a product registration under an agreement between two (2) companies, the primary registrant who issues the TPA, and the company who receives the TPA, where the latter is:

- a. Authorized to cite proprietary data owned by the primary registrant or its supplier; and/or
- b. Authorized to sell/distribute a product that is originally registered by the primary registrant.

The authorized company shall still comply with other requirements: filing of application forms, payment of fees, and submission of technical and analytical grade samples and labels.

Third-party authorization is allowed only for pesticide products with full registration.

4. Label Expansion

This covers the expansion of use/claims of a registered pesticide product. This involves additional crops, additional target pests, and/or a new method of application in the product label.

5. Renewal of Product Registration

Renewal of registration may be filed three (3) months before its expiry date. Application for renewal filed within one (1) month after the expiry date of its registration shall be subjected to a 50% surcharge while those filed after the said period shall be subjected to a 100% surcharge, every year. Similarly, a separate application for renewal shall be filed for each formulated product and active ingredient.

6. Amendment of Registration

This refers to the modification in the registration of a registered product, such as a change in the brand name, formulation, use rate, PHI, MRL, name of the source, etc.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C. Issuance of Licenses for Pesticide Handlers & Dealers

C.1 SIPOC Diagram

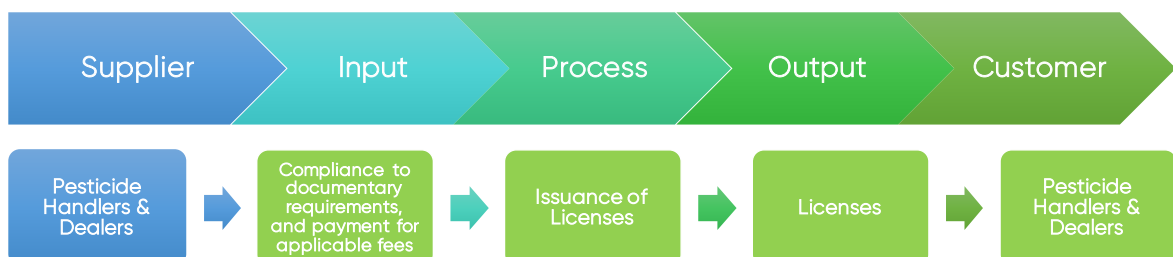


Figure 22. SIPOC Diagram on the Issuance of Licenses for Pesticide Handlers and Dealers

Figure 22 shows the process of ensuring safety in the handling and use of pesticides. Pesticide handlers, dealers, and pest control operators are regulated by means of licensing, which requires them to be equipped with the relevant technical knowledge (through accreditation/certification program of FPA).

Pursuant to Section 9 of PD 1144 and Sections 1 and 2 of Article III of the FPA Rules and Regulations No. 1, Series 1977:

"No person shall engage in the business of importing, manufacturing, formulating, exporting, repacking, distributing, storing, or selling any pesticide, except under a license issued by the Authority. A separate license shall be required for each establishment or place of business subject to these rules, to be conspicuously displayed therein."

"All commercial applicators of pesticides shall apply for a license, in a form to be supplied by the Authority and shall obtain a commercial applicator's license and be assigned a license number by the Authority before such person shall perform services as a commercial applicator. Each commercial applicator shall obtain a license for each place of business maintained in the Philippines."

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

D. Issuance of Certificate Authorizing Importation of Pesticides (CAIP), Export Permits, and other certifications

D.1 SIPOC Diagram

Certificate Authorizing Importation of Pesticides (CAIP) and other permits are issued to licensed handlers, with corresponding registered products and/or EUP, allowing importation of technical material, formulation, and inert ingredient (Figure 23).

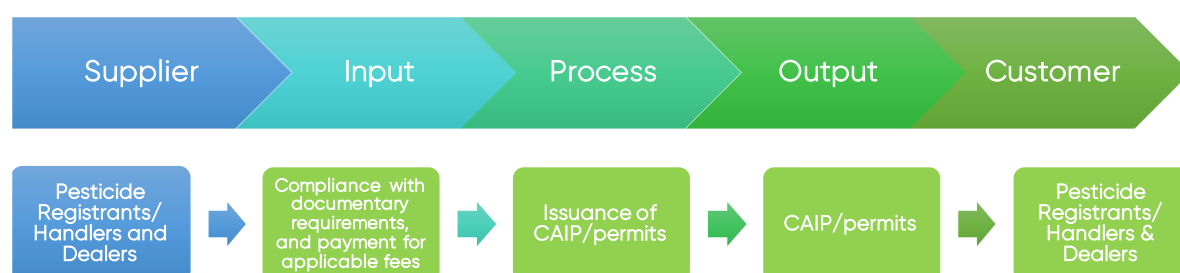


Figure 23. SIPOC Diagram on the Issuance of Certificate Authorizing Importation of Pesticides (CAIP), Export Permits, and other certifications

Issuance of CAIP and export permit is on a per-product and per-importation basis and issued to registrants after submitting the requirements attached to the bill form (PRD-BR-3).

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

E. Facilitation of Submission of Pesticide Samples & Evaluation of Laboratory Test Reports for Confirmatory Analysis

E.1 SIPOC Diagram

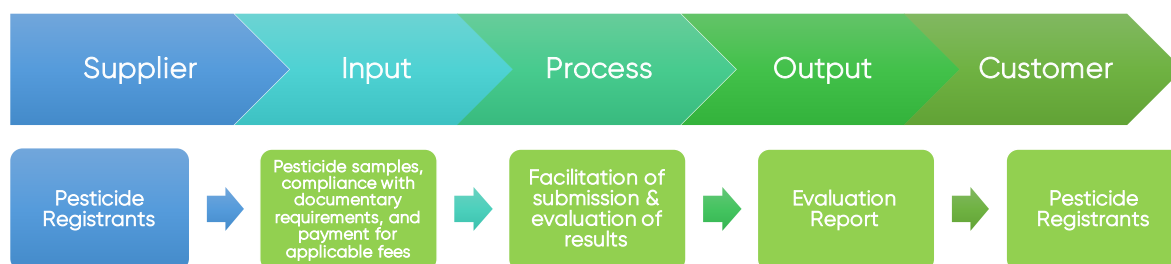


Figure 24. SIPOC Diagram on the Facilitation of Submission of Samples and Evaluation of Laboratory Test Reports for Confirmatory Analysis

Figure 24 shows the process of facilitation of samples and evaluation of test results to confirm the declared product specification, thus, pesticide products are analyzed in the laboratory by determination of active ingredient content. This is done by the FPA-Laboratory Services Division (LSD) and other FPA-recognized laboratories.

Pesticide Regulations Division (PRD) receives the pesticide samples from product registrants, endorses them to the laboratories, and evaluates the test results of the analyses.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

F. Pre-License & Post-License Inspection of Pesticide Handlers' Compliance with Occupational Health & Safety Requirements

F.1 SIPOC Diagram

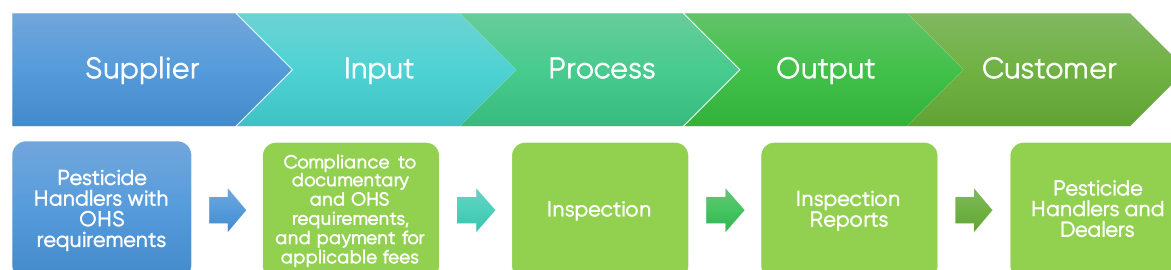


Figure 25. SIPOC Diagram on the Pre-License Inspection of Pesticide Handlers Compliance with Occupational Health and Safety Requirements

Figure 25 shows the process of pre and post-license inspection of pesticide handlers' compliance with occupational health and safety requirements. This involves on-site inspection/audit of pesticide manufacturing plants, formulation plants, repacking facilities, extrusion facilities, etc., to ensure compliance with FPA's occupational health and safety requirements.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

G. Warehouse Registration

G.1 SIPOC Diagram

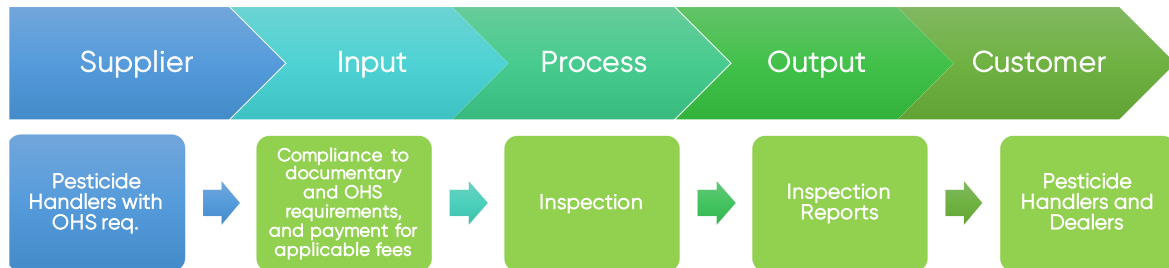


Figure 26. SIPOC Diagram on Pesticide Warehouse Registration

Figure 26 shows how a pesticide warehouse is registered. It involves inspection of the compliance of pesticide dealers and handlers with the minimum standards of "Good Housekeeping" in the storage and handling of pesticides. This is to ensure safety and order in storing & handling pesticides. License is issued to registrants after submitting the requirements attached to the bill form (P-140).

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).



III. LABORATORY SERVICES DIVISION (LSD) PROCESSES

A. Laboratory Analysis

LSD offers fertilizer and pesticide laboratory testing services to both internal and external customers. Samples submitted for analysis may come from the FPA regulations divisions, FRD and PRD, FPA Regional Field Units (RFU), Fertilizer handlers, Pesticide handlers, Agricultural Researchers, and Students. The processing of the request for analysis depends on the nature or purpose of the request.

A.1 Objective

This procedure aims to standardize the performance of laboratory analysis of fertilizer or pesticide samples for purposes of product registration, monitoring, research, and other purposes. This also includes the release of test reports.

A.2 Definition of Terms

Sample for Product Monitoring	Refers to the sample submitted for the purpose to support the monitoring and enforcement function of the field units activities of FPA to determine whether or not the fertilizer or pesticide subject of analysis conforms with standard specifications to ensure product quality.
Sample for Product Registration	Refers to the sample submitted by the applicant or client as a requirement to acquire approval from the FPA through the issuance of Certificate of Product Registration.
Sample for Research and Other Purposes	Refers to the sample submitted by an interested individual or party conducting research on fertilizer or pesticide or by pesticide handlers performing monitoring of product from stocks in trade or in the market.

A.3 Analysis of Fertilizer and/or Pesticide Sample for Product Registration and Monitoring

A.3.1 SIPOC Diagram

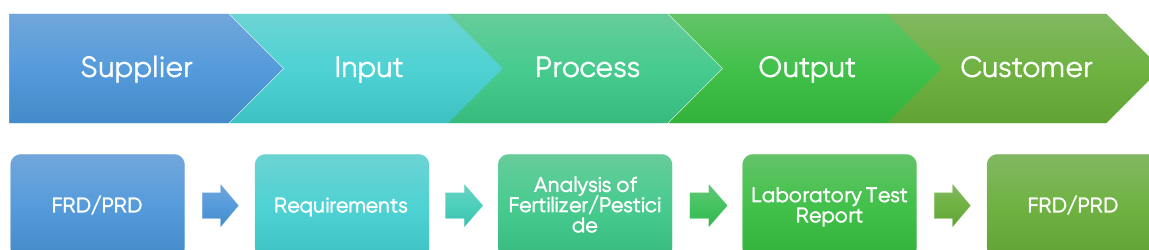


Figure 27. SIPOC Diagram of the Analysis of Fertilizer and Pesticide Samples for Product Registration and Monitoring

As part of the requirements for new application and renewal of product registration, the fertilizer and pesticide samples are submitted to LSD attached to forms (FPA-LSD-F01 and FPA-LSD-F02) by the Fertilizer Regulations Division (FRD) and the Pesticide Regulations Division (PRD), respectively, for confirmatory laboratory analysis (Figure 27).

In addition, the FPA Regional Field Units (RFUs) conduct regular inspection and monitoring of all fertilizer, pesticide, and agricultural chemicals to ensure that all products distributed, sold, and used in the Philippine agriculture sector are of good quality. The fertilizer and pesticide samples from product monitoring of RFUs are forwarded to FRD and PRD, respectively, for evaluation of the required analysis on the samples. The FRD/PRD shall then endorse these samples to the LSD for physicochemical analysis.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

A.4 Analysis of Fertilizer and/or Pesticide Sample for Research and Other Purposes

A.4.1 SIPOC Diagram

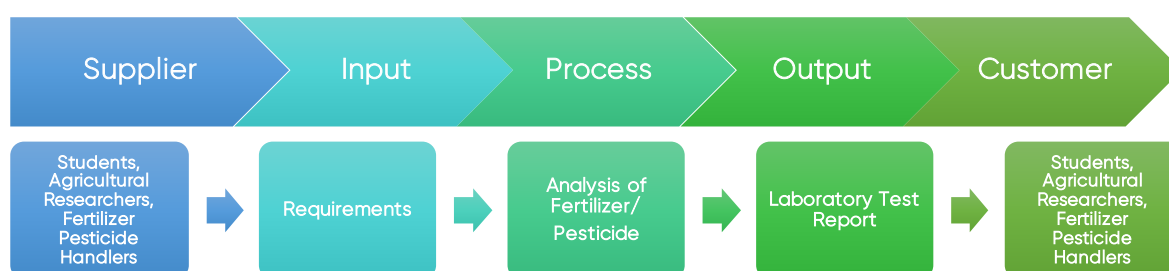


Figure 28. SIPOC Diagram of the Analysis of Fertilizer and Pesticide Samples for Research and Other Purposes

LSD extends its laboratory testing services to individuals or parties carrying out research on fertilizers or pesticides such as students and agricultural researchers (Figure 28). Fertilizer/pesticide handlers with testing needs for their quality monitoring of products from stocks in the trade may also avail of LSD's laboratory analysis.

Customers interested in availing laboratory analysis intended for research and other purposes can directly submit their request for analysis with the sample, form (FPA-LSD-F01 or FPA-LSD-F02), and other requirements to the LSD. It should be noted that the acceptance of requests depends on the availability of analytical methods and required resources such as reagents and equipment.

B. Permit for Methyl Bromide Transaction for Quarantine and Pre-Shipment (QPS) Applications

Methyl Bromide is classified as a restricted pesticide. It is only allowed to be used for quarantine and pre-shipment (QPS) applications as an obligation of the Philippines to the Montreal Protocol.

B.1 Objective

This procedure is aimed at standardizing the issuance of both permit to purchase and permit to borrow Methyl Bromide to ensure its strict regulation.

B.2 Definition of Terms

Methyl Bromide	Refers to a broad spectrum pesticide registered with the FPA used to control insects and other pests and is considered as an ozone-depleting substance.
Pest Control Operators (PCO)	Refers to all persons or entities in the business of servicing pest control management using registered pesticides with FPA.
Certified Pesticide Applicator (CPA)	Refers to a person who has attended the required training, passed the FPA licensure examination, and is accredited as an individual with the capacity to safely manage the handling of pesticides.
Permit to Purchase Methyl Bromide (PPMBR)	Refers to the issued permit to pest control operators for the purchase of methyl bromide from FPA licensed distributors.
Permit to Borrow Methyl Bromide (PBMBR)	Refers to the issued permit to pest control operators for the borrowing of methyl bromide to other pest control operators.

B.3 Issuance of Permit to Purchase Methyl Bromide for QPS Applications (Walk-in or Online Clients)

B.3.1 SIPOC Diagram

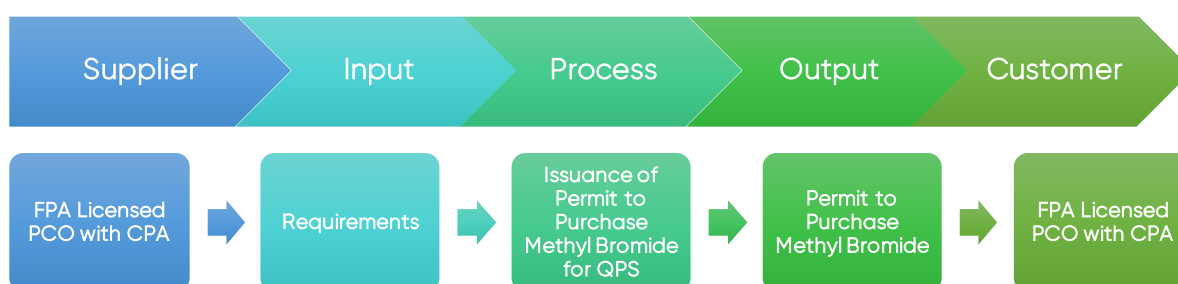


Figure 29. SIPOC Diagram of the Issuance of Permit to Purchase Methyl Bromide for Quarantine and Pre-shipment (QPS) Applications

The Permit to Purchase Methyl Bromide is only issued to FPA Licensed Pest Control Operator (PCO) with Certified Pesticide Applicator (CPA) and only allowed to be used for QPS applications (Figure 29). This permit is valid for six (6) months. The processing of permits to purchase can be done through walk-in or online.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

B.4 Issuance of Permit to Borrow Methyl Bromide for QPS Applications (Walk-in or Online Clients)

B.4.1 SIPOC Diagram

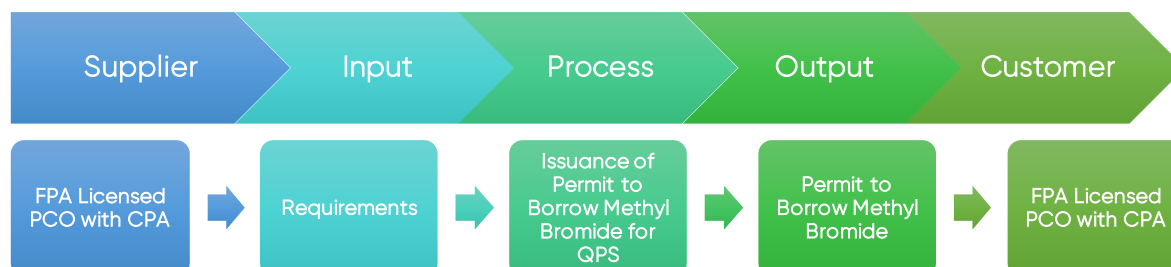


Figure 30. SIPOC Diagram of the Issuance of Permit to Borrow Methyl Bromide for Quarantine and Pre-Shipment (QPS) Applications

Due to restrictions on its usage, the movement of methyl bromide is also monitored (Figure 30). Hence, all lending/loaning and borrowing of methyl bromide must be authorized first by FPA. The letter of request for borrowing methyl bromide must be submitted to FPA and received by FPA at least five (5) working days from its use or application. The processing of permits to borrow can also be done through walk-in or online.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C. FPA Laboratory Recognition Program

The FPA established its Laboratory Recognition Program to expand the reach of the laboratory services of the Central Office. This program is a means to accommodate requests for analysis by RFUs located outside of Metro Manila. The FPA Recognized Laboratories serve as partners of FPA in ensuring the quality of various fertilizer and pesticide products.

Through this program, the laboratory test report issued by these FPA Recognized Laboratories shall be acceptable by FRD and PRD for product registration. This is also an acceptable document for product quality monitoring.

C.1 Objective

This procedure aims to standardize the issuance of laboratory assessment report, corrective action assessment report, certificate of laboratory recognition, and certificate of laboratory surveillance report to ensure that laboratories recognized by FPA are competent or conform with the requirements of the Program.

C.2 Definition of Terms

Certificate of Laboratory Recognition	Refers to the certificate issued to the laboratory which conforms with the requirements of the FPA Laboratory Recognition Program after undergoing assessment.
Corrective Action Assessment Report (CAAR)	Refers to the report issued after the evaluation of corrective actions submitted by the laboratory subject of the assessment.
Laboratory Assessment Report (LAR)	Refers to the report issued to the laboratory that has undergone assessment for compliance with the FPA Laboratory Recognition Program.
Laboratory Recognition	Refers to the official issuance acknowledging the technical competency of a laboratory to perform analytical testing of fertilizer and pesticide formulations and residues.
Laboratory Surveillance Report	Refers to the report issued to the FPA Recognized Laboratories after the conduct of surveillance visit.
Recognized Laboratory	Refers to a competent laboratory that is approved by FPA to conduct fertilizer and pesticide analysis

C.3 Issuance of Laboratory Assessment Report (LAR)

C.3.1 SIPOC Diagram

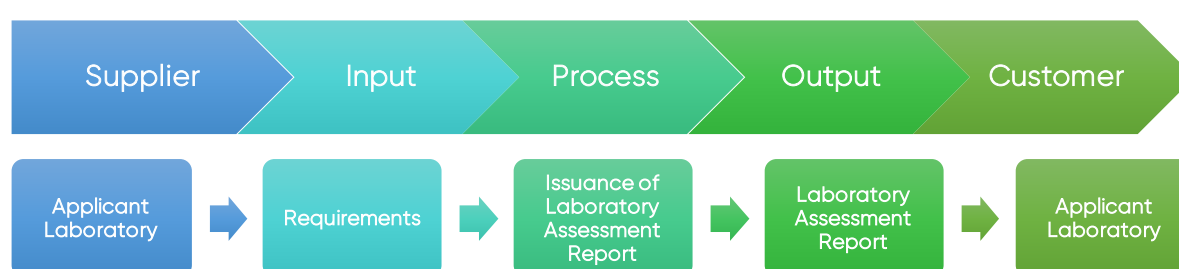


Figure 31. SIPOC Diagram of the Issuance of Laboratory Assessment Report

Interested laboratories undergo an assessment by the FPA Laboratory Recognition Committee (FLRC) to determine their conformity with the requirements of the FPA Laboratory Recognition Program (Figure 31). A Laboratory Assessment Report is issued to the applicant-laboratory after being assessed.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C.4 Issuance of Corrective Action Assessment Report (CAAR)

C.4.1 SIPOC Diagram

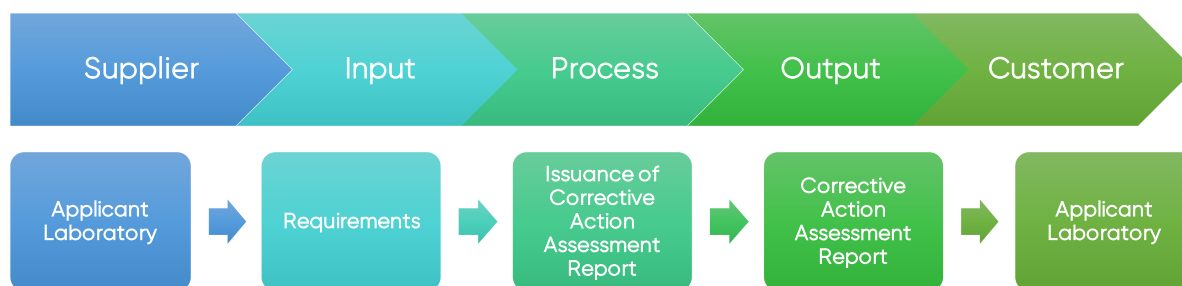


Figure 32. SIPOC Diagram of the Issuance of Corrective Action Assessment Report

If results of the laboratory assessment show nonconformities, the laboratory must submit corrective actions to address them. (Figure 32). The FLRC evaluates the submitted corrective actions and issues a Corrective Action Assessment Report (CAAR) to the applicant laboratory. The laboratory is given thirty (30) days to implement corrective actions to the nonconformity/ findings raised during the laboratory assessment. Also, the applicant laboratory is given three (3) chances to implement and submit corrective actions to address the nonconformity/findings.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C.5 Issuance of Certificate of Laboratory Recognition (CLR)

C.5.1 SIPOC Diagram

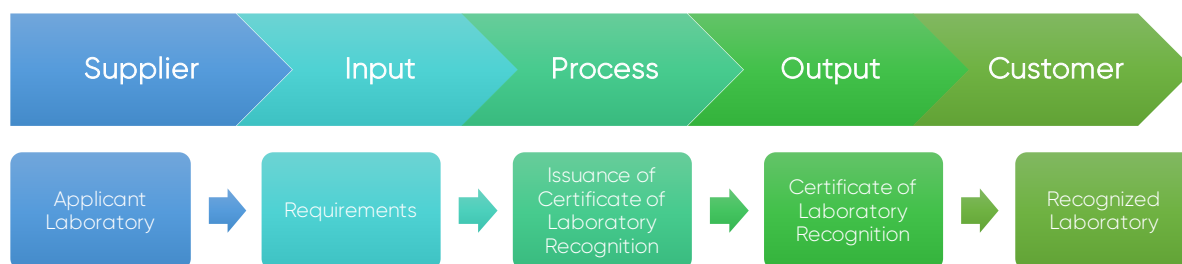


Figure 33. SIPOC Diagram of the Issuance of Certificate of Laboratory Recognition

The Certificate of Laboratory Recognition (Figure 33) is issued to a chemical and/or microbiological laboratory competent to analyze fertilizer and pesticide products, as well as pesticide residues in agricultural crops, and has been assessed to conform with the requirements of the FPA Laboratory Recognition Program. The validity of the Certificate of Recognition is three (3) years. Furthermore, Special recognition is granted to a laboratory when there is an urgent need for their laboratory services and is only valid for one (1) year.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C.6 Issuance of Laboratory Surveillance Report (LSR)

C.6.1 SIPOC Diagram

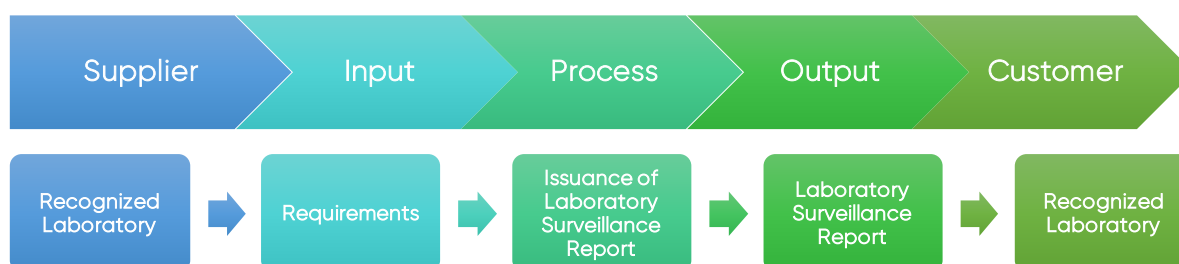


Figure 34. SIPOC Diagram of the Issuance of Laboratory Surveillance Report

To ensure that the FPA Recognized Laboratories maintain their conformity with the requirements of the laboratory recognition guidelines, the FLRC performs surveillance visits to each laboratory (Figure 34). The frequency of surveillance visits may depend on the result of the previous assessment or if there are concerns received from the clients.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

D. Product Registration of Plant-Incorporated Protectant

To comply with the FPA mandate under PD No. 1144 and DOST-DA-DENR-DOH-DILG Joint Department Circular No. 1, s. 2016, all transformation events that have agricultural pesticidal action, which serve as Plant-Incorporated Protectant (PIP) in Pest-Protected Plant (PPP) derived from modern biotechnology, must be regulated by FPA. Hence, all PIPs must be registered prior to import, export, manufacture, formulation, storage, distribution, sale, or offer for sale, transport, delivery for transport, or use.

D.1 Objective

This procedure aims to standardize the issuance of a certificate of product registration for PIPs (both new and renewal) including the process of protocol evaluation and issuing status reports, compliance evaluation reports, and experimental use permits.

D.2 Definition of Terms

Certificate of Product Registration of PIP	Refers to the document issued to the Biotechnology Product Developer that has been determined to comply with the product registration data requirements for PIP.
Certificate of Product Registration of PIP (Renewal)	Refers to the document issued to Biotechnology Product Developer that has been determined to comply with the data requirements for renewal of product registration for PIP.

Compliance Evaluation Report (EUP for PIPs)	Refers to the document report issued after the evaluation of the data compliance submitted by the Biotechnology Product Developer to address any deficiencies (as indicated in the previous Status Report issued by FPA) relevant to EUP requirements.
Experimental Use Permit (EUP)	Refers to the document permit issued to registrants prior to the conduct of any local field trials, which shall be done by FPA-accredited researchers following the FPA-approved protocols.
Status Report (EUP for PIPs)	Refers to the document issued after the initial evaluation of a protocol for field trial and data requirements. The status report is part of the requirement for the application of EUP.

D.3 Issuance of Status Report (Experimental Use Permit for Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances)

D.3.1 SIPOC Diagram

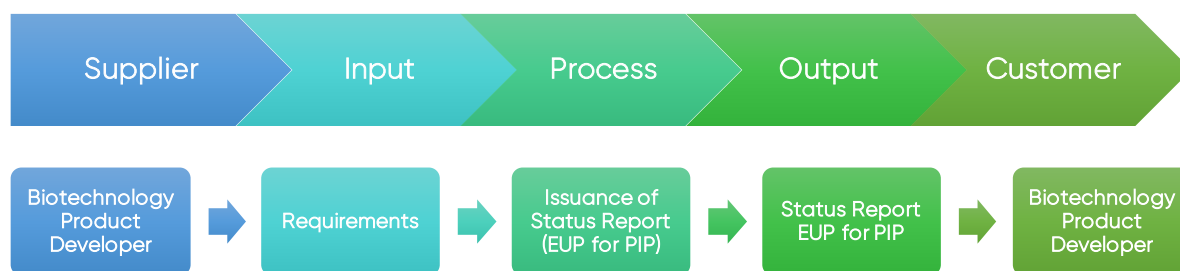


Figure 35. SIPOC Diagram of the Issuance of Status Report (Experimental Use Permit for Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances)

Similar to chemical pesticides, prior to the issuance of the actual Experimental Use Permit (EUP), a status report (EUP for PIPs) is issued to the applicant (Figure 35). The status report contains the initial evaluation of protocol and data requirements. The status report is part of the requirement for the application of EUP. EUP is issued to registrants prior to the conduct of any local field trials, which shall be done by FPA-accredited researchers following the FPA-approved protocols.

1. EUP IA covers coded compounds and formulations in the initial stages of development to be tested only within the company research station. Data generated is used for research purposes only and is not intended for registration.
2. EUP IB covers coded compounds and formulations in the initial stages of development to be tested in a licensed testing site (not necessarily owned by the company) outside the company research station. Data generated is used for research purposes only and is not intended for registration.

3. EUP II covers those pesticides, coded or branded in the pre-market stage and the bioefficacy and residue data generated may be used for registration purposes.
4. EUP III covers registered pesticides to be tested for additional uses or label expansion requiring bioefficacy and residue data generation.
5. Amendment and Extension of Validity of EUP may be allowed upon request and payment of necessary fee, provided the reasons are acceptable to FPA.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

D.4 Issuance of Compliance Evaluation Report (Experimental Use Permit for Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances)

D.4.1 SIPOC Diagram

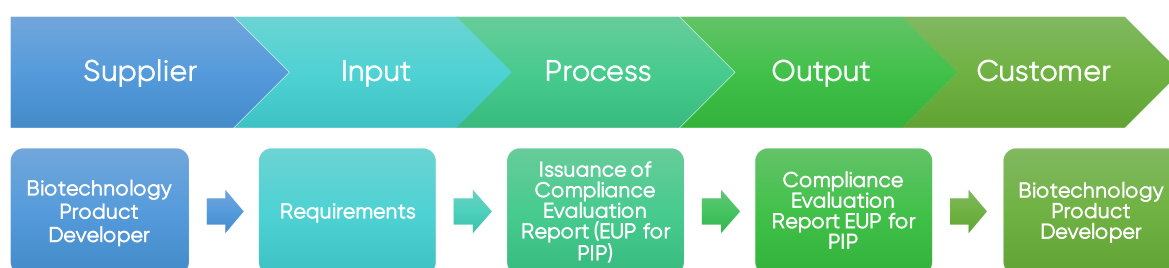


Figure 36. SIPOC Diagram of the Issuance of Compliance Evaluation Report (Experimental Use Permit for Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances)

Figure 36 shows that if the results of the previous evaluation indicate significant scientific/technical issues, data gaps, and/or deficiencies (as indicated in the previous Status Report issued by FPA), the applicant shall be allowed to submit any information/data/documents to resolve the issue.

The questions, comments, and/or recommendation of FPA and its technical evaluators must be addressed by the applicant by submitting dossier(s) which may be:

- a. Correction/revision of the previously submitted data, justification, response to FPA's questions/comments, etc.
- b. New data to comply with the prescribed data requirement.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

D.5 Issuance of Experimental Use Permit for Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances

D.5.1 SIPOC Diagram

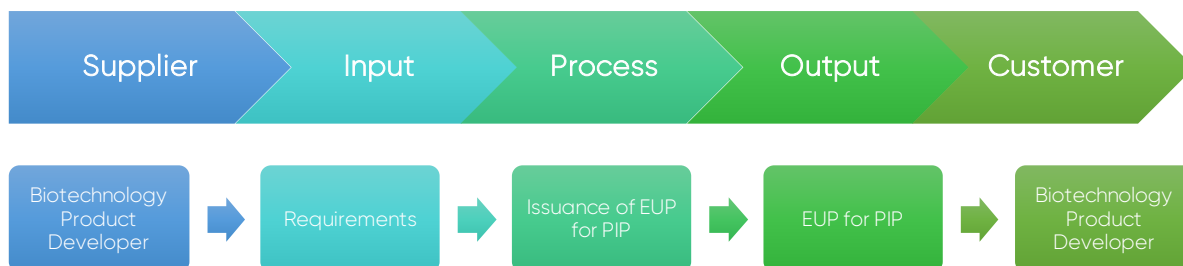


Figure 37. SIPOC Diagram of the Issuance of Experimental Use Permit for Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances

Experimental Use Permit (EUP) is issued to registrants prior to the conduct of any local field trials. EUP is part of the requirements for product registration of plant-incorporated protectants (PIPs) and other pesticidal substances (Figure 37). The said local field trials shall be conducted by FPA Accredited Researcher following the approved protocols. Data generated from trials without the necessary permit shall not be accepted for registration. The validity of the EUP depends on the cropping season covered and applied by the registrant. The types of EUP to be issued are as follows:

1. EUP IA covers coded compounds and formulations in the initial stages of development to be tested only within the company research station. Data generated is used for research purposes only and is not intended for registration.
2. EUP IB covers coded compounds and formulations in the initial stages of development to be tested in a licensed testing site (not necessarily owned by the company) outside the company research station. Data generated is used for research purposes only and is not intended for registration.
3. EUP II covers those pesticides, coded or branded in the pre-market stage and the bioefficacy and residue data generated may be used for registration purposes.
4. EUP III covers registered pesticides to be tested for additional uses for label expansion requiring bioefficacy and residue data generation.

Amendment and Extension of Validity of EUP may be allowed upon request and payment of necessary fee, provided the reasons are acceptable to FPA.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

D.6 Issuance of Certificate of Product Registration of Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances

D.6.1 SIPOC Diagram

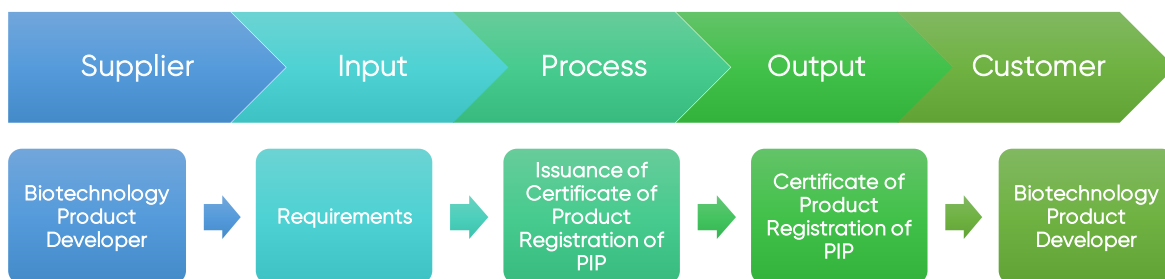


Figure 38. SIPOC Diagram of the Issuance of Certificate of Product Registration of Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances

A Certificate of Product Registration is issued to the applicant/ biotechnology product developer after the product has been evaluated and determined to comply with the data requirements of the product registration (Figure 38). The Conditional Product Registration is valid for one (1) year while the Full Product Registration is valid for three (3) years.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

D.7 Issuance of Certificate of Product Registration (Renewal) of Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances

D.7.1 SIPOC Diagram

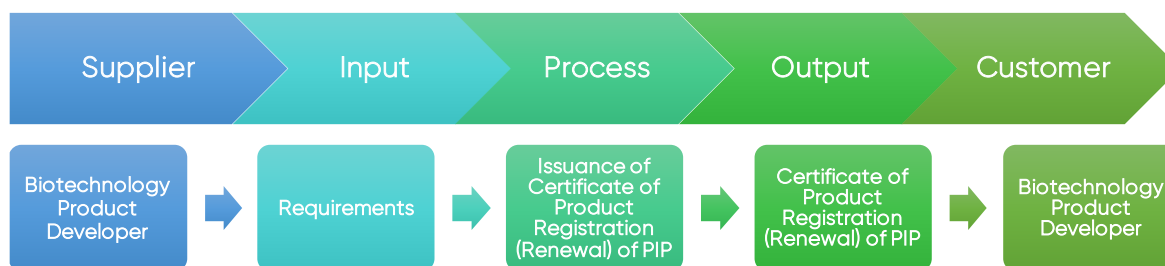


Figure 39. SIPOC Diagram of the Issuance of Certificate of Product Registration (Renewal) of Plant-Incorporated Protectant and Other Agricultural Pesticidal Substances

Figure 39 shows that since the CPR is valid for three years, the biotechnology product developer can apply for its renewal six (6) months prior to the end of its validity period.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

IV. REGIONAL FIELD UNITS (RFUS) PROCESSES

A. Licensing of Handlers

A.1 Objective

This procedure aims to standardize the delivery of quality services in the issuance of LTO based on FPA rules and regulations within the prescribed timeframe.

A.2 Definition of Terms

Please refer to the Fertilizer and Pesticide Regulatory Policies and Implementing Guidelines Book, 2020 as found in this link: (<https://bit.ly/3uHoCDD>).

A.3 SIPOC Diagram

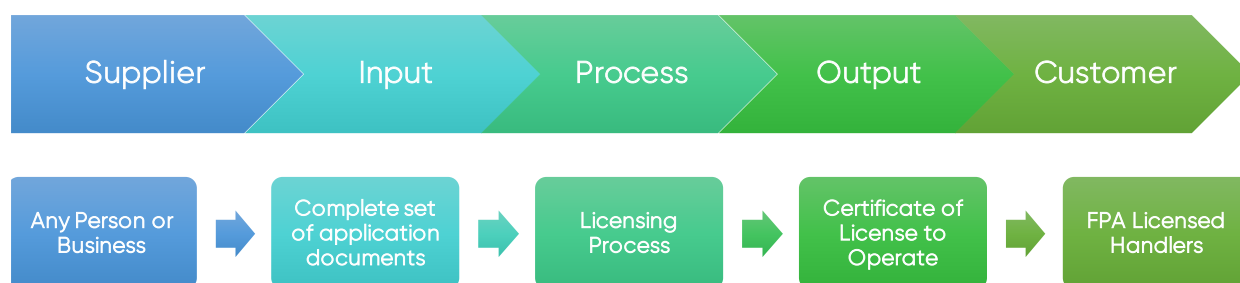


Figure 40. SIPOC Diagram of Licensing, RFUs

Figure 40 depicts the process in the issuance of License to Operate (LTO) at the RFUs level. It is issued to any person or business entity who intends to:

1. Sell fertilizer and pesticide products to dealers and outlets but with specific areas of coverage within the political boundary of its island group, namely Luzon, Visayas, or Mindanao. The validity of the license is one (1) year;
2. Retail fertilizer, pesticide, and other agricultural chemicals to end-users/farmers. The validity of the license is three (3) years;
3. Repack and sell fertilizers in small packaging allowed following the standards set by the agency. The validity of the license is one (3) years; and
4. Enters into a contract with a mango grower to service their trees (from flower induction to harvesting) for a fee or on a sharing basis. The validity of the license is one (1) year.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

B. Warehouse Registration

B.1 Objective

This is to provide the standards for the delivery of quality services in the issuance of warehouse registration based on FPA rules and regulations within the prescribed timeframe.

B.2 Definition of Terms

Warehouse	A storehouse or storage place for fertilizer products.
Warehouse registration certificate	A regulatory document issued as a pre-requisite to LTO as Distributor, Importer, Manufacturer, Formulator, Processor, Exporter, Bulk-blender, Area Distributor, and Institutional-User of fertilizer, pesticide, and other agricultural chemicals.

B.3 SIPOC Diagram

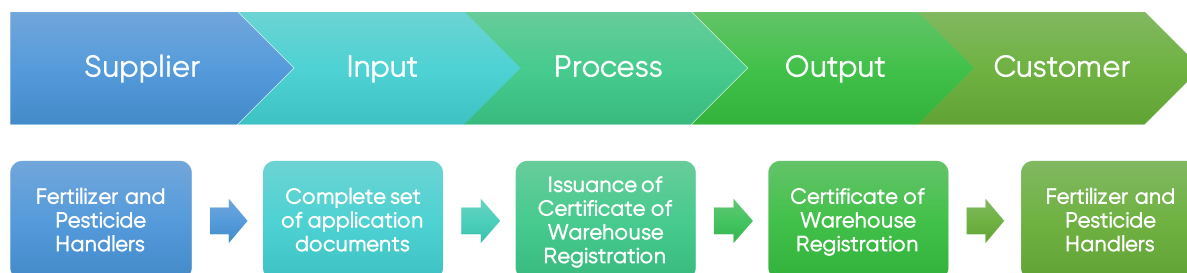


Figure 41. SIPOC Diagram of Warehouse Registration, RFU

Figure 41 shows the process of registering the fertilizer and pesticide warehouses by the RFUs.

The warehouse establishment shall be inspected by FPA Provincial/Regional Officer covering the area and shall meet the minimum standards set by the agency. The validity of registration is one (1) year.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C. Monitoring/Inspection

C.1 Objective

This process aims to standardize monitoring and inspection activities undertaken by the field units to ensure compliance of fertilizer and pesticide handlers with the FPA rules and regulations.

C.2 Definition of Terms

Clean up Drive	A regional activity that further strengthens the inspection activity of the RFUs.
EUP Trial	A field experiment conducted by an FPA accredited researcher to generate data to support product registration.
Fertilizer/Pesticide Price	The monetary value of fertilizer/pesticide at the distributor/dealer's level.

Inspection Report/Warehouse Risk Appraisal Report	A document issued to the owner of the establishment which shall indicate whether the establishment inspected conforms with the minimum standards set by the agency.
Product Stewardship Program	One of the requirements in the registration of pesticide products, which covers the entire cycle of pesticide's life from the introduction, manufacture, formulation, marketing, application to the use of the products including proper waste disposal.
Stock Inventory	A volume of fertilizer inventory at the distributor's level.
Stop Sale, Use, Stop Move, and Hold (SUMS) Order	A document issued to cover inventories that are confirmed, through inspection and investigation, to be either fake, adulterated, unregistered or underweight, or when a product is being offered for sale or use in violation of FPA rules.

C.3 Issuance of Inspection Report/Warehouse Risk Appraisal Report and Recommendation Letter as Pre-Licensing Requirement

C.3.1 SIPOC Diagram

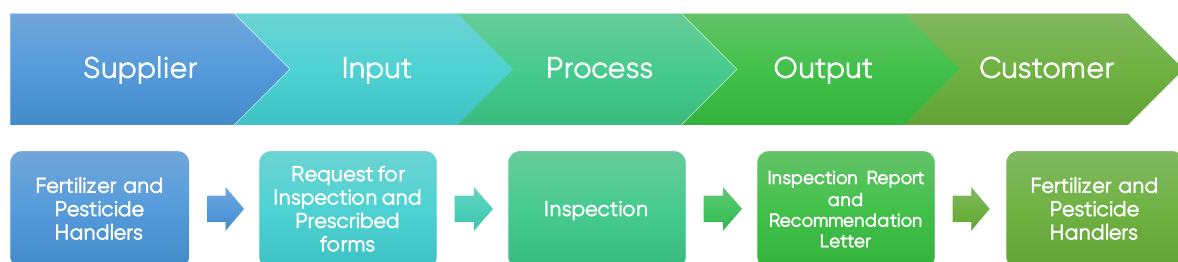


Figure 42. SIPOC Diagram of Pre-Licensing Inspection, RFUs

Figure 42 shows the monitoring/inspection activities process by the RFUs.

Officers and employees duly designated by the FPA Executive Director are authorized to enter at any given time, any establishment or location where fertilizers and pesticide products are being stored for distribution and sale, for the purpose of inspection and obtaining samples for laboratory analysis and specimen of containers or labels of subject products.

Before such inspection, FPA representative(s) must present appropriate credentials to the owner, operator, or any other agent in charge of the establishment or any other place where fertilizers are being distributed or sold. If the FPA representative(s) obtains any sample, they should give to the store owner, operator, or person in charge, a receipt describing the sample obtained before leaving the premises and if requested, a portion of each sample equal in volume and weight to the portion left. Once the samples are analyzed, the store owner, operator, or person in charge must be promptly furnished with the result of the analysis.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C.4 Post-Licensing Inspection/Monitoring

C.4.1 SIPOC Diagram

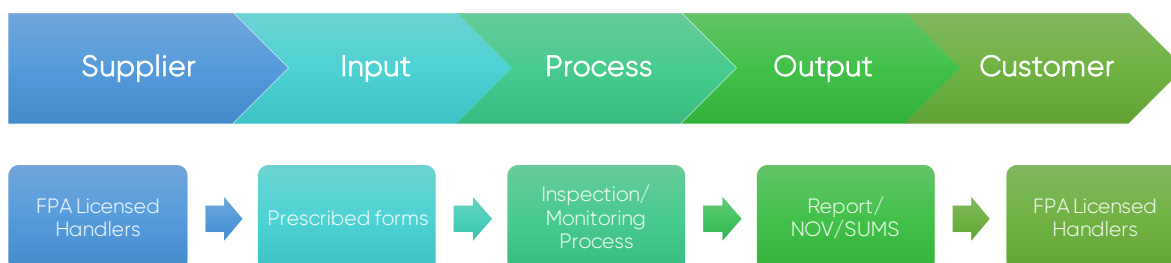


Figure 43. SIPOC Diagram of Post-Licensing Inspection/Monitoring, RFUs

Figure 43 shows the process of post-licensing inspection/monitoring being conducted by the RFUs.

Handlers shall be inspected periodically without notice to determine compliance to PD 1144 and its applicable rules and regulations. In particular, attention shall be paid to proper storage, unregistered products, fake products, maintenance of appropriate records, and sale of restricted pesticides.

The inspection shall be scheduled on a priority basis where violations have been reported and to establishments with a history of violations. The random inspection shall be made for other facilities as time permits so that they are all visited within a year.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C.5 Price and Fertilizer Stock Inventory Monitoring

C.5.1 SIPOC Diagram

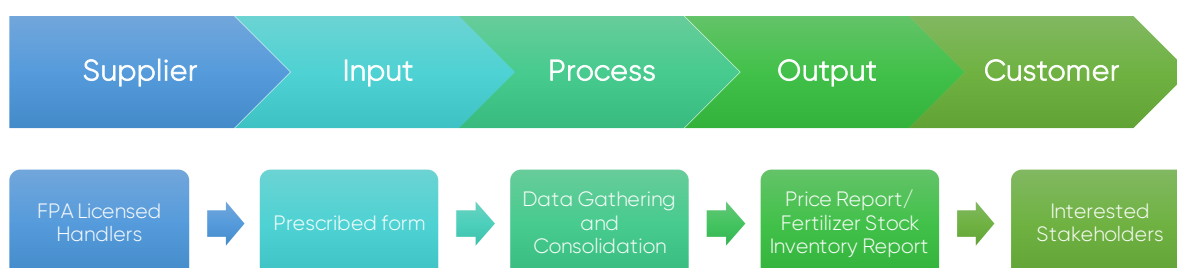


Figure 44. SIPOC Diagram of Price and Fertilizer Stock Inventory Monitoring

Figure 44 shows the process of price and fertilizer stock inventory monitoring wherein data gathering and consolidation is being done utilizing the Fertilizer and Pesticide Watch approach.

The Fertilizer and Pesticide Watch is a systematic and integrated approach to information generation and dissemination, policy formulation, and program implementation of the fertilizer and pesticide. The objectives are: (1) Monitor supply, distribution, demand, prices, and quality of fertilizer; (2) Intensify campaign against unregistered fertilizer and unlicensed handlers; (3) Disseminate timely and accurate information to policymakers and users, and; (4) Strengthen linkages with government agencies, NGOs and other concerned organizations/agencies.

Data and information on fertilizer usage and trade are collected and analyzed for use by the FPA in its planning and policy formulation and dissemination to the concerned stakeholders.

All concerned handlers are required to submit data in a standard format prepared by FPA. Data required are supply and demand, and fertilizer sales and inventory reports. These reports then should be submitted to FPA every week.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C.6 Monitoring of EUP Trial

C.6.1 SIPOC Diagram

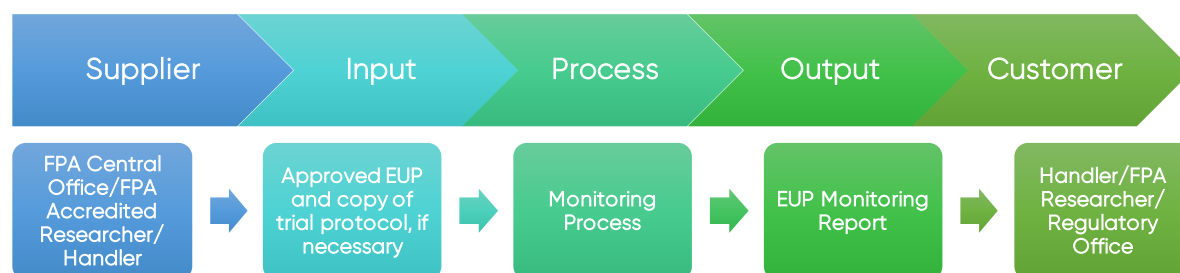


Figure 45. SIPOC Diagram on the Monitoring of EUP Trial

Figure 45 shows the process of EUP field trial monitoring.

An EUP is being applied by a registrant for product registration purposes. The bioefficacy data generated through approved EUP is a pre-requisite prior to the approval of product registration. Hence, no field trials shall be conducted without an approved EUP.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C.7 Product Stewardship Program Monitoring

C.7.1 SIPOC Diagram

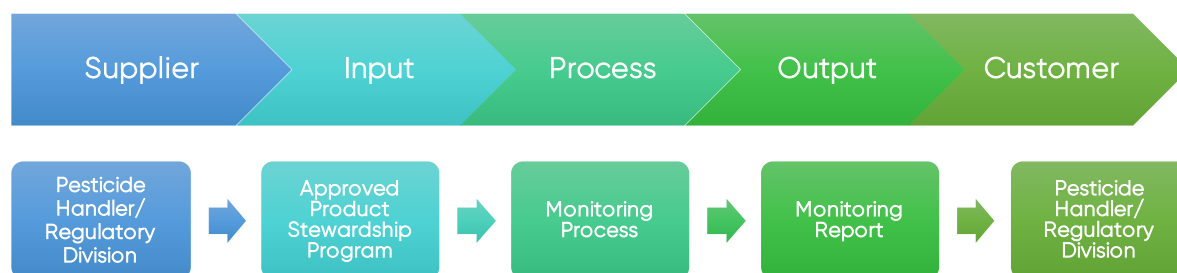


Figure 46. SIPOC Diagram of Product Stewardship Program Monitoring

Figure 46 shows the process of monitoring the product stewardship program of a registrant company. As one of the requirements in pesticide product registration, pesticide companies shall exercise product stewardship to ensure that their products are properly handled and safely used. Farmers' meetings shall be organized to inform the end-users of the safe and judicious use of the products. The field personnel shall monitor the registrant companies' compliance with the approved program.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

C.8 Clean-up Drive Operation

C.8.1 SIPOC Diagram

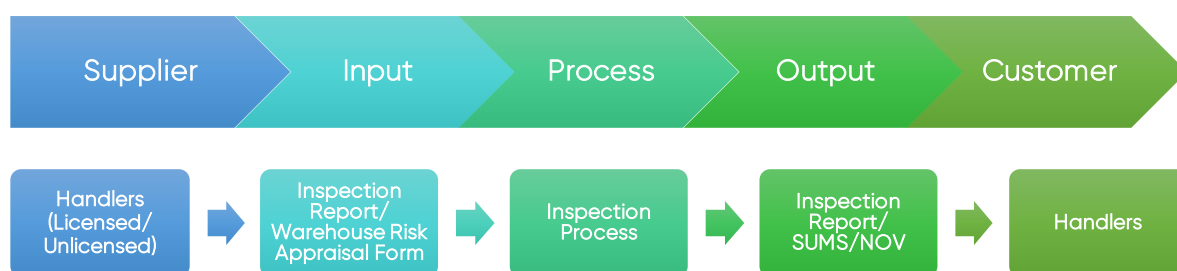


Figure 47. SIPOC Diagram of Clean-Up Drive Operation

Figure 47 shows the process of clean-up drive operation by the RFUs. With the objective of encouraging strict compliance, a team composed of FPA personnel both from the Field Unit and Central Office shall check the dealers/distributors' compliance with FPA rules and regulations. Clean-up drives shall also be conducted in areas where frequent violations have been recorded.

Detected violations in this activity were issued with SUMS order or Notice of Violation (NOV).

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in FPA Citizen's Charter, 2021 Edition as found in this link: (<https://bit.ly/3GGWWBh>).

FPA ADMINISTRATION AND SUPPORT PROCESSES

This Chapter provides the overview, definition, and operational procedures of the support processes namely: finance, administration, planning and performance monitoring, information, accreditation, and ICT.

04

I. FINANCE AND ADMINISTRATIVE DIVISION (FAD) PROCESSES

Human Resource Management Processes

Objective

These procedures aim to increase the efficiency of hiring of FPA personnel and to develop and maintain highly motivated human resources committed to service with a high sense of professionalism, integrity, and transparency by conducting competence, awareness, and training programs.

Definition of Terms

Agency	Refers to the Fertilizer and Pesticide Authority.
Award	Refers to the recognition which may be monetary or non-monetary conferred on an individual or group of individuals for ideas, suggestions, inventions, discoveries superior accomplishments, exemplary behavior, heroic deeds, extraordinary acts or services in the public interest which contribute to the efficiency, economy, improvement in the government operations which lead to organizational productivity.
Education	Refers to the formal or non-formal academic, technical or vocational studies that will enable the candidate to successfully perform the duties and responsibilities indicated in the PDF of the position to be filled.
Eligibility	Refers to the result of passing a merit and fitness test which may be determined as far as practicable by competitive examination, or based on highly technical qualifications or other tests of merit and fitness conducted by the CSC or other examinations jointly designed and coordinated by the department or agencies with the assistance of or in coordination with the CSC and other exams such as PRC conducted board examinations, SC conducted bar exams or the CESB conducted CES exams.
Experience	Refers to the previous jobs in either the government or private sector, whether full-time or part-time, which as certified by the HRMO or authorized officials of the previous employer, are functionally related to the duties in the PDF of the position to be filled.
Incentive	Refers to the monetary or non-monetary motivation or privilege given to an official or employee for contributions, suggestions, inventions, ideas, satisfactory accomplishment, or demonstrations of exemplary behavior based on agreed performance standards and norms of behavior.
Learning and Development	Refers to the continuing program for career and personnel development for all agency personnel at all levels to create an environment or work climate conducive to the development of personnel skills, talents, and values for better public service.

Personnel Welfare and Benefits	Refers to the auxiliary services provided by the Human Resource Management (HRM) in support for the holistic development of the Agency's employees to perform their work in a healthy and favorable environment.
Placement	Refers to the process of administering examination, conducting an interview, deliberation, and endorsement of the candidates for appointment, and the preparation of appointment for the selected candidate.
Plantilla	Refers to the government approved position.
Promotion	Refers to the advancement of a career employee from one position to another with an increase in duties and responsibilities as authorized by law, and usually accompanied by an increase in salary.
Recruitment	Refers to the publication of vacant positions in the Agency
Selection	Refers to the cross-checking of the applicant's documentary requirements based on the guidelines set by HRMPSB
Training	Refers to formal or non-formal training courses and HRD interventions such as coaching, mentoring, job rotation, seminars, workshops, and others that are part of the employee's IDP/Career Development Plan.

A. Recruitment, Selection, Promotion and Placement

The recruitment, selection, promotion, and placement of personnel are governed by the Civil Service Commission (CSC) rules and regulations. As such, the FPA-HRM in accordance with the issuances relative to its implementation which are the Executive Order 292 Book V; Omnibus Rules on Appointment and Other Humans Resource Actions (ORAOHRA) and the Department of Agriculture Unified Merit and Selection Plan (MSP), hereby adopt its own Process and Procedures relative to the recruitment, selection, and placement of FPA Personnel. The FPA Policies and Guidelines on the Recruitment, Selection, Promotion, and Placement of Personnel (RSPP) is set forth in the FPA Memorandum Circular No. 11, s. 2022.

A.1 Recruitment Process

This process actively seeking out, finding and in search for potential candidates for a specific position of job.

A.1.1 SIPOC Diagram

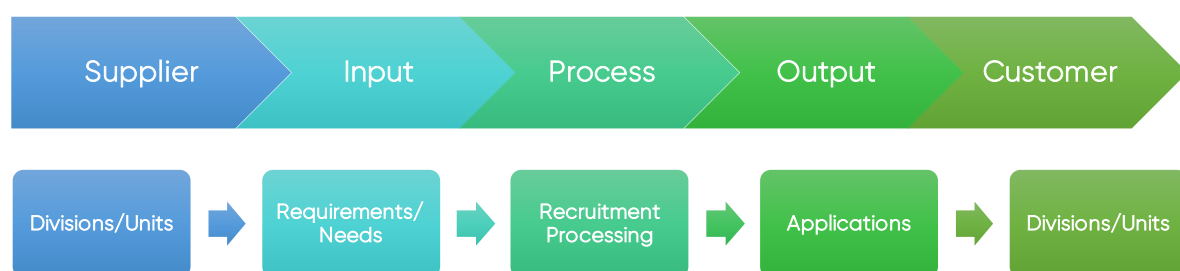


Figure 48. SIPOC Diagram of Recruitment and Selection

The process map in the recruitment services of the Human Resource Management Section (HRMS) is presented in Figure 50. The said process map covers the process of publication of vacant positions and the screening of applicants.

Below are the guidelines for the recruitment process:

- a. HRMS shall prepare a list of vacant positions authorized to be filled with corresponding Qualification Standards and plantilla item number;
- b. HRMS shall submit a request for publication of vacant positions to CSC DA Field Office via electronic email. Once received by the CSC DA Field Office, the HRMS shall then submit a hard copy to CSC DA Field Office and copy furnish HRMPSB, SHRMPSB, Central Office and Regional Field Units where the vacancy exists;
- c. List of vacant positions authorized to be filled including second level/ managerial positions and its corresponding Qualification Standards and plantilla numbers, shall be published in accordance with Republic Act 7041 (CSC MC No. 27, s. 1991) otherwise known as an "Act Requiring Regular Publication of Existing Vacant Positions in Government Offices" and shall be submitted in electronic and printed copies to the CSC Field Office pursuant to CSC Resolution No. 1800692. The same shall be published in the CSC Bulletin of Vacant Positions and in at least three (3) conspicuous places in FPA for at least ten (10) calendar days. Other appropriate modes of publication, such as but not limited to, posting in DA Website, FPA Official Website and social media (FPA Facebook Page) may also be considered.
- d. Anticipated vacancies based on the agency's succession plan may be published. In case of retirement, resignation, or transfer, the publication should not be earlier than 30 days prior to retirement, resignation, or transfer (Section 30, Rule VII of CSC Resolution No. 1800692).
- e. The publication of a particular vacant position shall be valid until filled up but not to exceed beyond nine (9) months reckoned from the date the vacant position was published. Should no appointment be issued within the nine-month period, the FPA must cause re-publication and re-posting of the vacant position (Section 29, Rule VII, CSC Resolution No. 1701009).
- f. The following positions are exempt from the publication
 - f.1 Primarily confidential;
 - f.2 Policy determining;
 - f.3 Highly technical;
 - f.4 Coterminous with that of the appointing authority and other non-career positions;
 - f.5 Reappointment (change of status to permanent) of those appointed on temporary status for Category II positions under CSC MC No. 11, s. 1996, as amended; and
 - f.6 Positions to be filled by existing regular employees in the agency in case of reorganization/rationalization; provided, the approved staffing pattern is posted in the agency bulletin board.

A.2 Selection and Promotion Process

The selection and promotion process involves the review of the completeness of the applicants' documentary requirements and screening of the applicants based on CSC minimum qualification standards requirement. This also involves the administration of the examination, conduct of interview, and the deliberation proper to perform an in-depth assessment of the applicant's merit and fitness

based on their relative qualifications and competence to perform the duties and responsibilities of the position.

A.2.1 SIPOC Diagram

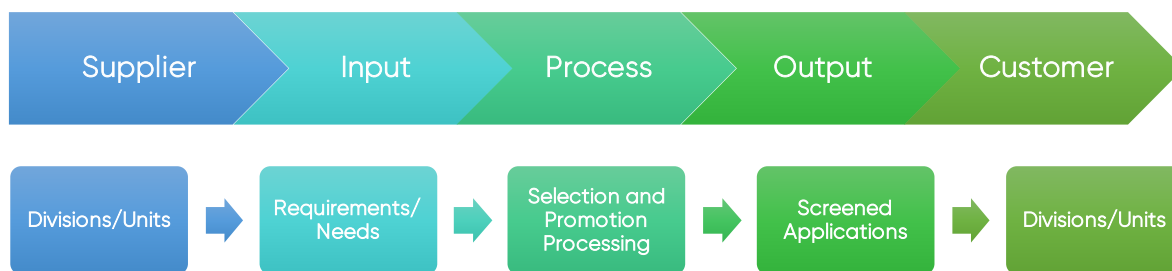


Figure 49. SIPOC Diagram of Selection and Promotion Process

A.2.2 Screening of Applicants

- a. HRMS shall cross-check and review the completeness of the applicants' documentary requirements.
- b. HRMPSB/SHRMPSB shall screen all applicants based on CSC Minimum Requirements and shall not give other considerations outside the applicants' qualifications such as age, sex, sexual orientation, gender and gender identity, civil status, disability, religion, ethnicity, or political affiliation.
- c. Applicants who shall not meet the minimum qualification standards requirements shall not be included in the shortlist. Further, they shall be informed through electronic mail of the deficiency in qualification only and not on immaterial attributes.
- d. HRMPSB/SHRMPSB Secretariat shall prepare the profile of the applicants and furnish a copy to the division/unit where the vacancy exists. The profile of the applicants shall reflect the comparative competence and qualification of candidates based on their qualifications in areas of Performance, Education and Training, Experience and Outstanding Accomplishments, Psycho-social Attributes, and Potential.

A.2.3 Administration of Examination

- a. Examinations such as abstract reasoning, IQ tests, and essay tests shall be prepared by the HRMS and approved by the HRMPSB and SHRMPSB while written technical examinations shall be made by the division and concerned operating units where the vacancy exists.
- b. The HRMPSB/SHRMPSB Secretariat shall submit the essay test to the HRMPSB/SHRMPSB Chairperson and Division Chief concerned a day after the scheduled date of examinations.
- c. Qualified Applicants who passed the written examinations with a total of 70% and above shall undergo further assessment, such as panel interview and potential evaluation.
- d. Pre-qualification examination in IQ test, abstract reasoning, and essay test of the qualified applicants shall be valid for one (1) year from the date of their examinations.

A.2.4 Conduct of Interview

- a. Applicants who passed the pre-qualification examinations will go through an interview to be conducted by the HRMPSB for positions with salary grade 24 and below, or SHRMPSB for executive/managerial positions.
- b. Original copies of the application documents are required to be submitted by the applicants on the day of the interview for verification.
- c. Candidates for the Section Chiefs, Assistant to the Division Chiefs, and Division Chiefs shall undergo a final/in-depth interview by the HRMPSB and Executive Director.
- d. HRMPSB/SHRMPSB Secretariat shall prepare Comparative Assessment of the candidates indicating scores for Education, Training, Work Experience, Performance (if applicable), Psychosocial Attributes (Exam + Interview), and Potentials.

The distribution of percentage weights is presented in Table 22.

Table 22. Percentage Weight Distribution

FACTOR	PERCENTAGE (%) WEIGHT	
	PROMOTION	RECRUITMENT
PERFORMANCE	35%	
EDUCATION	20%	30%
EXPERIENCE	15%	20%
TRAINING	10%	10%
PSYCHOSOCIAL ATTRIBUTES	10%	20%
POTENTIAL	10%	20%
TOTAL	100%	100%

The Background Investigation (BI) team, headed by the highest HRMO, shall conduct a background check of the qualified applicants a day after the panel interview.

A.2.5 Deliberation Proper

- a. The HRMPSB/SHRMPSB shall be represented by at least the majority of its member during the deliberation of candidates for appointment as indicated in Section 93 of 2017 of ORAOHRA.
- b. The HRMPSB/SHRMPSB shall maintain fairness and impartiality in the assessment of candidates for appointment as indicated in Section 94 of ORAOHRA.
- c. The HRMPSB/SHRMPSB shall review and check thoroughly the documents submitted by the HRMPSB Secretariat.
- d. The HRMPSB/SHRMPSB secretariat shall provide the filled-up BI form to the HRMPSB/SHRMPSB for reference in assessing candidates for promotion and/or recruitment to the first and second level, including executive/managerial positions.
- e. The validation of information shall include but not limited to former employers to confirm employment records and past performance, verify educational accomplishments, and personal references.

- f. From among the qualified applicants who are comparatively at par, the candidate/s with the following score and above shall be included in the shortlist:

Salary Grade 7-10 = 70%
 Salary Grade 11-18 = 75%
 Salary Grade 19-23 = 80%
 Salary Grade 24-28 = 85%

In the case where there are more than five candidates, only the top five rankings who met the overall point score (depends on the salary grade level below) will be included in the shortlist that shall be submitted to the appointing officer.

For internal applicants who are applying for positions with more than three (3) salary grades higher than the employee's present position, the total percentage weights shall be at least 90%.

A.2.6 Endorsement to Appointing Authority

- a. The shortlist of candidates for SG 23 and below who passed the assessment of the HRMPSB shall be forwarded to the Office of the Executive Director for endorsement of the selection and appointment to the Chairperson of the FPA Board of Directors.
- b. The shortlist of candidates for SG 24 to 28 who passed the assessment of the HRMPSB/ SHRMPSB shall be forwarded to the Board Secretary for the selection and appointment of the FPA Board of Directors.

A.3 Placement Process

This is the process in Human Resource Management where the approved shortlisted candidates are put into the positions for which they are best suited.

A.3.1 SIPOC Diagram

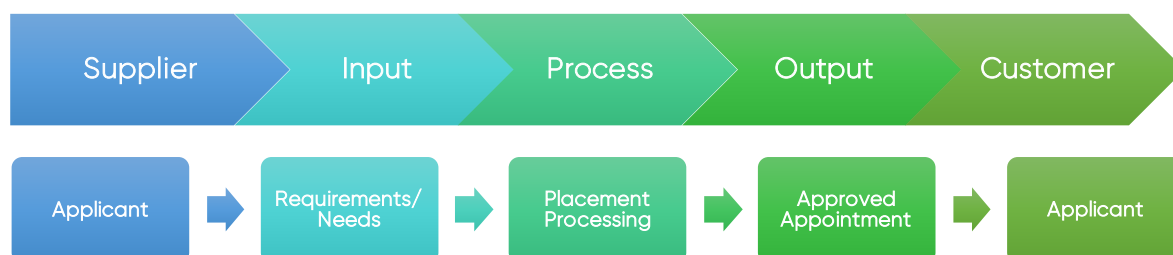


Figure 50. SIPOC Diagram of Placement Process

Figure 50 describes the process map in the placement services of the Human Resource Management. This process includes the preparation and issuance of appointment for the selected candidate.

A.3.2 Preparation of Appointment

Upon receipt of the approved Shortlisted Candidates duly signed by the Chairperson of the FPA Board of Directors, HRMS shall inform the Head of Agency and the HRMPSB Chairperson for salary grade 23 and below.

Preparation of Appointment

- a. Upon receipt of the approved and duly signed Board Resolution from the FPA Board of Directors, HRMO shall inform the Head of Agency and the HRMPSB and Special HRMPSB Chairperson for salary grades 24 to 28.
- b. The HRMS shall notify the candidates who were not considered for the position.
- c. The HRMS shall prepare appointment/s of the selected candidate/s. For Salary Grades 23 and below, the signing authority will be 7 designated by the FPA Board of Directors.

For Salary Grades 24 to 28, a Board Resolution containing the name of the appointed candidate shall be prepared after the conduct of the FPA Board Meeting called for such purpose. The said Board Resolution shall be routed to the FPA Board of Directors for signature before the issuance of appointment.

- d. The FPA Board may also designate the signing authority to these positions.
- e. The HRMS shall inform the appointee to submit the Documentary Requirements for attestation to Civil Service Commission.

A.3.3 Issuance of Appointment

- a. Upon return of the appointee's signed appointment, a notice announcing the appointment of an employee shall be posted in three (3) conspicuous places in the agency for at least fifteen (15) calendar days to start on the day following the issuance of the appointment.
- b. The HRMS shall provide a scanned copy/photocopy of the signed appointment and inform the appointee of the Oath Taking Ceremony.
- c. The HRMS shall submit Appointment Papers and other documentary requirements to Civil Service Commission Field Office for validation.

B. Personnel Welfare and Benefits

B.1 SIPOC Diagram

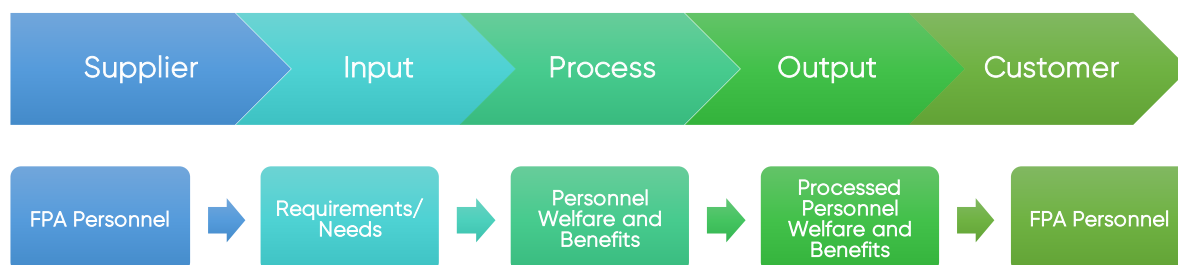


Figure 51. SIPOC Diagram of Personnel Welfare and Benefits

Figure 51 introduces the process map in personnel welfare and benefits services of the Human Resource Management. The procedure includes the process of bringing a new employee into the organization, incorporating training and orientation. Also included in this procedure is the timely processing of welfare and benefits of the Agency personnel.

C. Learning and Development

To develop the FPA workforce to efficiently and competently respond to the changes and challenges in public service, there is a need to equip the Agency's human resources by providing them with learning interventions that would build capabilities and competencies for their career and personal growth and development.

C.1 SIPOC Diagram



Figure 52. SIPOC Diagram of Learning and Development

The process map in the learning and development services of the Human Resource Management is shown in Figure 52. The Human Resource Management adopts the DA's comprehensive Learning and Development Policy for all permanent employees as per FPA Memorandum Order No. 08, s. 2019.

Below are the guidelines to access the learning and development programs:

1. Access to all human resource development programs shall be based on the applicant's needs and career path. Priority shall, however, be given to applicants (1) who have not availed of any scholarship, study grant, training, seminar, workshop, conference, or convention for the last two years; and (2) whose functions are relevant to the programs;
2. Local training, seminar, convention, and conference can be availed of by an employee at least once a year;
3. Application for a scholarship, training, seminar, conventions, and conference, whether sponsored by and/or funded by the Agency or other government and non-government institutions, should not prejudice the duties and responsibilities of the employee/applicant. Hence, prospective trainees/applicants should get the recommendation of their Division Chiefs;
4. Attendance of personnel in authorized human resource development programs shall be on official time;
5. Participants or beneficiaries of any human resource development program shall be relieved of all duties and responsibilities for the duration of the program;
6. To access any Human Resource Development Programs, the applicant:
 - a. Must have rendered at least (2) years of service in the government at the time of nomination or as prescribed by the donor country.
 - b. Must hold a permanent appointment at the time of nomination.
 - c. Must have obtained a Very Satisfactory performance rating for two consecutive periods preceding the nomination.
 - d. Must have no pending administrative and/or criminal case. Must have no pending nomination/approved application for scholarship in another program/course.

- e. Must have already rendered the required service obligation of a scholarship previously enjoyed.
 - f. Must be physically fit to travel and undergo training/study both local and abroad.
 - g. Have a college degree and/or sufficient demonstrated ability and experience related/relevant to the course applied for and must meet the position level, age, education, and experience required and specified by the donor country/organization/course for Foreign Study Training Program.
7. Government officials and employees may be authorized to participate in conventions, seminars, conferences, symposia, and such other activities conducted by non-government organizations or private institutions for a fee, as part of the human resource development program of the government, chargeable against government funds fund. The registration or participation fee shall not exceed Php 2,000 per day for each participant. (National Budget Circular No. 563 dated April 22, 2016, Items 3.1 and 3.2).
 8. HRMS will help identify the L&D interventions that may be provided for the employees recommended by their respective Division Chiefs.
 9. HRMS will use appropriate technology and Learning and Development interventions to promote expected behavior and performance at the workplace.
 10. HRMS and Personnel Division shall jointly implement and monitor the employees' Individual Development Plans (IDPs) to ensure that employees are following their respective plans for achieving their learning and career goals. Individual Development Plans can also be used as a tool to enhance the skills or develop potentials of employees who perform well and to improve or correct the performance of employees who fail to meet targets.
 11. When FPA, through the HRMS, sends participants to a public seminar/ external training suited to their learning and development needs, HRMS may require participants to submit their Learning Application Plan (LAP) at the end of the training or intervention. LAP describes the training program attended and how learning may be applied to their respective workplaces.
 12. The L&D implementer will submit a Training Completion Report (TCR) about the Learning and Development in-house training programs to the HRMS. The report shall contain highlights of the training programs, training evaluation results, and other development interventions, Learning Seminar Providers (LSP)/facilitators performance and observation, and participant recommendation.
 13. Basis of L&D Interventions
 - a. L&D needs identification and analysis shall be based on employee's performance, competency gaps, and career growth.
 - b. The annual L&D Plan shall be prepared by HRMS prior to the start of the year as a result of the LNA analysis and the consolidated Individual Development Plans (IDP's).
 - c. L&D Interventions identified in the Annual L&D Plan shall take into consideration the workforce developmental needs of the FPA.
 - d. L&D hours per employee per year shall be based on the number of hours as indicated in the Individual Development Plan.
 14. Development and Approval of L&D Interventions
 - a. The Division Chief shall review and check the appropriateness, relevance, timeliness, cost-efficiency, and effectiveness of the L&D intervention prior to the approval of Individual Development Plans (IDPs).

- b. The L&D programs that are participated in by FPA officials and employees require management approval based on the PDT review and recommendation.
- 15. Qualification and Selection of Learners
 - a. All L&D interventions shall target intended learners based on the LNA and IDP of officials and employees.
 - b. Registration for the program shall be on a "first come-first served" basis and upon submission of HRM Learners Registration/ Confirmation form.
 - c. Profile of the participants shall be prepared and provided by the concerned L&D implementer to the Learning Service Provider before the conduct of the programs.
- 16. Cancellation, Rescheduling and Submission
 - a. Rescheduling or cancellation of confirmed participants may be made through a written notice by the Head of office of the employees concerned three (3) days before the scheduled program.
 - b. In case the pre-targeted participant who cannot attend a specific training program, the head of the work unit or the supervisor, and the employee himself shall ensure that the L&D intervention mentioned in the employee's IDP shall still be pursued.
 - c. Substitution of participants may be allowed after confirmation has been made only when the program design allows for replacement or substitution and an advice has been properly and timely made.
 - d. In case where replacement or substitution may be allowed, the names of the employees shall be forwarded to the L&D implementer/HRMS at least three (3) days before the date of the activity.
 - e. An L&D intervention shall be cancelled or rescheduled due to any of the following circumstances:
 - Force Majeure;
 - Delay in the Procurement Process; or
 - Unavailability of Resource Person and Participants
- 17. Certificate of Completion/Training
 - a. A certificate of Completion/Training shall be awarded to a participant or learner who has attended and participated in at least 80% of the session and submitted the required output/s.
 - b. L&D Implementer/HRMS shall ensure an accurate recording of attendance and list of submitted output as certified by the concerned HRMS staff.
- 18. Learning Journal/Application

The official or employee shall submit to the Head of Office a Learning Application Plan (LAP) within five (5) days after attending an L&D intervention outside the Agency. However, Academic Scholars shall submit Re-entry Action Plan (REAP) or Action Plan (AP), Pursuant to existing guidelines on scholarship.

A Learning Journal shall be accomplished and submitted during the conduct of In-House Training.
- 19. Records Maintenance and Management

The Following records shall be maintained by the HRMS:

 - a. Training Completion Reports (TCR)

- b. List of Participants per training/development intervention containing a breakdown of female and male learners, senior citizen, and Person with Disability (PWD) and their level of position.
- c. Profile of Learning Service Providers (LSPs) and programs they facilitated and conducted.
- d. Training Activity Plan (TAP).
- e. In-House Training Database containing Training and Development interventions attended per employee/year.
- f. LAP Database containing Application Plan for External Training attended outside Agency.
- g. Training Evaluation and Monitoring Form
- h. Learning Journal

D. Rewards and Recognition

D.1 SIPOC Diagram



Figure 53. SIPOC Diagram of Rewards and Recognition

Figure 53 shows the process map in the rewards and recognition services of the Human Resource Management. These HRMS rewards and recognition services encourage creativity and innovativeness for an efficient responsive and progressive public service. It fosters among officials and employees of the Agency the awareness and desire to maintain or sustain exemplary performance and superior accomplishment. This service of the Human Resource Management implements processes and the incentives and interventions to motivate employees who have contributed ideas, suggestions, inventions, discoveries, superior accomplishments, and other extraordinary personal efforts based on the criteria set forth in the FPA Program on Awards and Incentives for Service Excellence, FPA Office Order No. 19, s. 2021.

General Services Processes

Objective

This procedure aims to standardize the process of revenue collection, controlling and distribution of everyday office supplies, controlling, dispatching, and maintenance of the FPA official vehicles, delivery of documents from and to of various communications in the FPA Central Office, and the repairs and maintenance of the FPA facilities.

Definition of Terms

Document Delivery Request Form (DDRF)	Refers to the form provided by the General Services Section-Records Unit to be accomplished by the client to request for delivery of documents.
Incoming Documents	Refers to documents received by FPA Central Office from various stakeholders through postage or personal delivery.
Outgoing Documents	Refers to documents received by the General Services Section (GSS) through the Liaison Services Unit from various Divisions/Units or FPA personnel to be mailed through postage or personal delivery.
Repairs and Maintenance	Refers to repair and maintenance services to keep the assets of the Agency in their usual working condition such as but not limited to office equipment, motor vehicles, building, and other assets.
Repair and Maintenance Request Form (RMRF)	Refers to the form provided by the General Services Section to be accomplished by the client to request for repair and maintenance services.

E. Collection Services

E.1 SIPOC Diagram

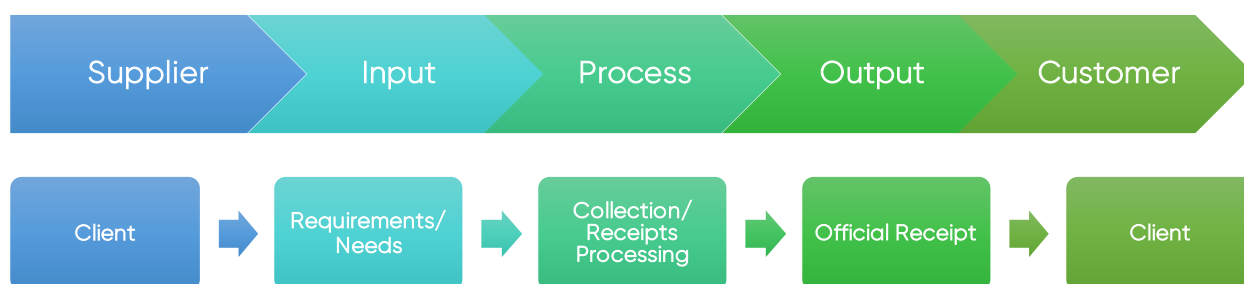


Figure 54. SIPOC Diagram of Collection Services

Figure 54 demonstrates the process map in the collection services of the General Services Section. The diagram depicts the processing of collection from licenses, permits, registrations, and other receipts.

Fundamental Principles for Revenue. The cashier shall ensure that all revenues accruing to the Agency shall be governed by the following fundamental principles:

- a. Unless otherwise specifically provided by law, all revenues accruing to the Agency by virtue of the provisions of existing law, orders, and regulations shall be deposited/remitted in the National Treasury (NT) or any duly authorized government depository, and shall accrue to the General Fund (GF) of the Agency (Sec. 65(1), P.D. No. 1445).
- b. Except as may otherwise be specifically provided by law or competent authority, all sums of money and property officially received by a public officer in any capacity or upon any occasion must be accounted for as government funds and government property (Sec. 42, Chapter 7, Title I(B), Book V, E.O. No. 292).
- c. Receipts shall be recorded as revenue of Special, Fiduciary, or Trust Funds or Funds other than the GF, only when authorized by law as implemented by rules and regulations issued by the Permanent Committee (Sec. 66, P.D. No. 1445).
- d. No payment of any nature shall be received by a collecting officer without immediately issuing an official receipt in acknowledgment thereof. The receipt may be in the form of postage, internal revenue or documentary stamps, and the like officially numbered receipts, subject to proper custody, accountability, and audit (Sec. 68(1), P.D. No. 1445).
- e. At no instance shall temporary receipts be issued to acknowledge the receipt of public funds (Sec. 72, GAAM Volume I).
- f. Pre-numbered ORs shall be issued in strict numerical sequence. All copies of each receipt shall be exact copies or carbon reproduction in all respects of the original (Sec. 73, GAAM Volume I).
- g. An officer charged with the collection of revenue or the receiving of amounts of money payable to the government shall accept payment for dues or other indebtedness to the Agency in the form of checks issued in payment of government obligations, upon proper endorsement and identification of the payee or endorsee. Checks drawn in favor of the Agency in payment of any such indebtedness shall likewise be accepted by the officer concerned. At no instance should money in the hands of the CO be utilized for the purpose of cashing private checks (Sec. 67(1) and (3), P.D. No. 1445).

F. Liaison Services

F.1 SIPOC Diagram

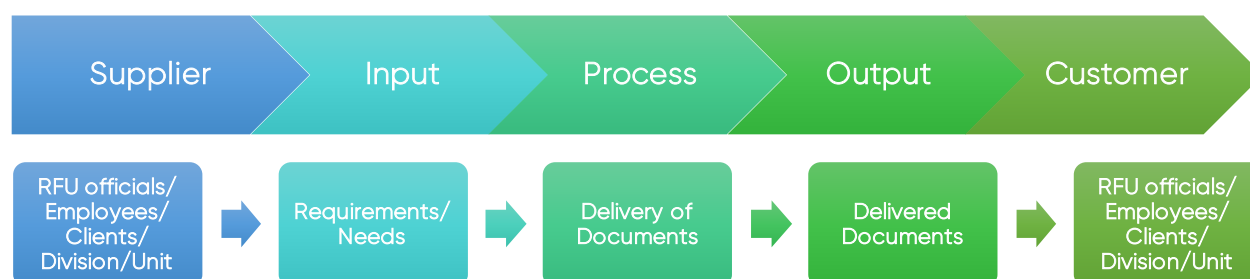


Figure 55. SIPOC Diagram of Liaison Services

Figure 55 illustrates the process map in the liaison services of the General Services Section. The diagram demonstrates the processing of the request for the delivery of communications to the Agency's internal and external clients.

Liaison Services for Incoming Documents

- a. The Liaison Officer shall receive the incoming documents through mail or personal delivery from FPA-RFU officials/employees and clients with the DRRF and sort them according to divisions/addressees.
- b. Details of the documents shall be encoded into the computer database/logbook.
- c. The Liaison Officer shall distribute the incoming documents to the respective divisions/addressees within four (4) hours upon receipt.

Liaison Services for Outgoing Documents

- a. The Liaison Officer shall receive the outgoing documents with the DRRF and sort them according to addressees/FPA-RFU officials and employees.
- b. The documents shall be prepared to be delivered through mail or private courier.
- c. The Liaison Officer shall facilitate the sending of outgoing documents to the respective FPA-RFU officials/employees within one (1) working day.

G. Repair and Maintenance Services

G.1 SIPOC Diagram

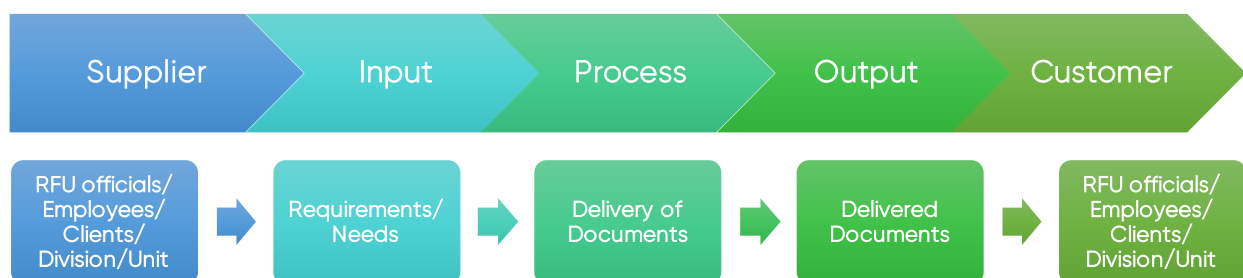


Figure 56. SIPOC Diagram of Repairs and Maintenance Services

Figure 56 shows the process map in the building and equipment repair services of the General Services Section. The diagram illustrates the processing of the request for the repair and maintenance of structures relative to buildings, grounds, and equipment, in one or more areas such as electrical, plumbing, painting, and groundskeeping. This service ensures compliance to fire regulations, occupational and health hazard safety.

- a. The GSS shall receive the signed Repair and Maintenance Request Form (RMRF) and check for completeness of details and signatures and coordinate the request to the maintenance personnel.
- b. The maintenance personnel shall conduct ocular inspection and assessment of the reported area/item requiring repair/maintenance and recommend necessary actions and supplies/materials requirements.
- c. The Chief GSS shall approve the necessary actions and supplies/materials requirements.
- d. The maintenance personnel shall implement the recommendations/actions within three (3) working days.

- e. In case there is a need to purchase supplies/materials, refer to procedure details under Inventory and Other Supply Material Services (Procurement).

H. Transportation Services

H.1 SIPOC Diagram

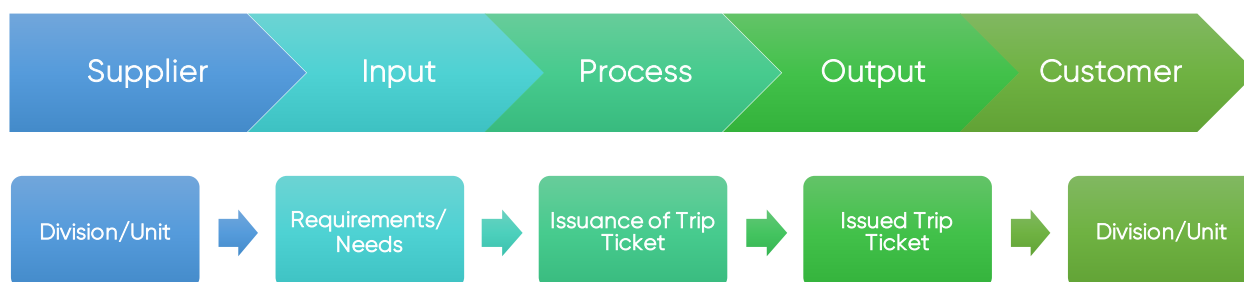


Figure 57. SIPOC Diagram of Transportation Services

Figure 57 explains the process map in the driver's services of the General Services Section. The diagram shows the processing of requests for the issuance of the trip tickets for the conveyance of the Agency's employees to and from official places of duties and assignments.

Issuance of Trip Ticket

- a. The designated GSS staff shall receive the approved Vehicle Request Form (VRF), check for completeness of details and signatures, and check for availability of vehicle and drive.
- b. The Trip Ticket shall be prepared in three (3 copies) for approval of the Chief, GSS.
- c. The GSS shall file a copy of the approved Trip Ticket and the remaining copies shall be furnished to the assigned driver and guard-on-duty. The 'NO TRIP TICKET, NO TRIP POLICY shall be strictly implemented in accordance with Office Order No. 7, Series of 2022 dated January 17, 2022, and COA Circular No. 75-6.

I. Inventory and Other Material Supply Services

I.1 SIPOC Diagram

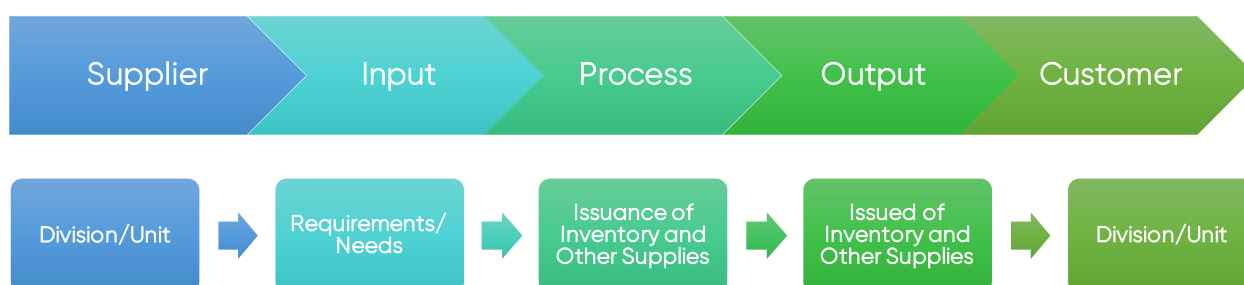


Figure 58. SIPOC Diagram of Inventory and Other Material Supply Services

Figure 58 illustrates the process map in the inventory and other material supply services of the General Services Section. The diagram shows the processing of the request for the issuance of the required inventory and other materials supplies. The General Services Section is also responsible for the processing of the procurement inventory and other materials supply not available on hand.

Procurement

- a. The GSS shall receive the approved Purchase Request (PR) and check for completeness of details and signatures.
- b. The Request for Quotation (RFQ) shall be prepared in accordance with the approved PR.
- c. The designated GSS personnel shall secure price quotations from three (3) suppliers and prepare a Summary of Quotation (SOQ) based on the submitted RFQs (refer to GPPB Resolution No. 09-2009).
- d. The Chief GSS shall check the details and completeness of the RFQs and certify the correctness of the SOQ if found in order.
- e. Purchase of goods/services from the supplier with the lowest responsive quote shall be conducted by the designated GSS personnel upon certification of the SOQ.
- f. In case there is a need to issue PO/JO, the same shall be prepared by the designated GSS personnel for certification/approval.
- g. The lowest responsive bidder shall sign the PO upon receipt and deliver within items indicated in the PO within a specified period.
A copy of the accomplished PO along with the supporting documents shall be submitted to the COA Resident Auditor within five (5) working days per COA Circular 2009-001.

Receipt of Items Purchased/Delivered

- a. Upon delivery, the designated GSS personnel shall receive/check the items purchased/delivered based on the approved PR/PO/JO and sign the "Received" portion of the DR/SI.
- b. An Inspection and Acceptance Report (IAR) shall be prepared and forwarded to the Inspector.
- c. The Inspector shall verify the items as to quantity and specifications in reference to the approved PR/PO/JO and recommend the acceptance of the items delivered if found in order.
- d. Once accepted by the Property Officer, a copy of the signed IAR, PO/JO, and other supporting documents shall be submitted to the COA.
- e. All items delivered shall be recorded to the Stock Card (SC) and placed in the designated storage area. A copy of the IAR, DR/SI, PR/PO/JO shall be forwarded to the Accounting Section for recording.

Issuance of Inventory/Semi-expendable Items/ Equipment

- a. The designated GSS personnel shall receive the approved Requisition and Issuance Slip (RIS), check for completeness of details, signatures, availability of items requested, and assign a control number for the RIS.
- b. If the item requested is an inventory item, the same shall be issued to the requesting party and sign the "received by" portion of the RIS.
- c. Items delivered shall be encoded in the Stock Card (SC) and a Report

of Supplies and Materials Issued (RSMI) shall be prepared for certification by the Property Officer.

- d. In case the item requested is a semi-expendable item or equipment (refer to COA Circular 2017-004), an Inventory Custodian Slip (ICS) or Property Acknowledgement Receipt (PAR) shall be prepared in accordance with the Government Accounting Manual (GAM) Appendix 59 and 71) for approval/issuance of the Property Officer.
- e. Upon issuance, the Accountable Officer shall sign the "received by" portion of the RIS and the ICS/PAR and the designated GSS personnel shall record the issuance in the Property Card (for PPE only).

Finance Process (Budget and Accounting)

Objective

This procedure aims to ensure the proper budget allocation and utilization through the judicious and effective use of financial resources in the disposition of government funds subject to the accounting and auditing rules and regulations.

Definition of Terms

Agency	Refers to the Fertilizer and Pesticide Authority
Commission	Refers to the Commission on Audit
Finance	Refers to the Budget and Accounting Sections

J. SIPOC Diagram

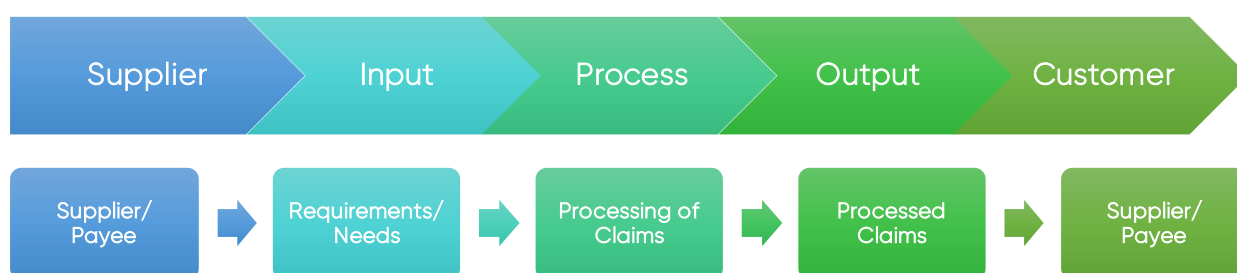


Figure 59. SIPOC Diagram of Finance Process

Figure 59 demonstrates the process map for the processing of claims in the Budget and Accounting Section and the Cashier's Unit. The Budget and Accounting Section ensures that all laws and regulations to the disbursement of financial claims are faithfully adhered to.

K. Responsibility, Accountability and Liability over Government Funds and Property

K.1 Responsibility for Government Funds and Property

The finance shall ensure that all resources of the government shall be managed, expended, or utilized in accordance with laws and regulations, and safeguarded against loss or wastage through illegal or improper disposition, with a view to ensuring efficiency, economy, and effectiveness in the operations of government. (Sec. 2, P.D. No. 1445).

K.2 Accountability over Government Funds and Property

Every officer of any government agency whose duties permit or require the possession or custody of government funds or property shall be accountable therefore and for the safekeeping thereof in conformity with law. Hence, the finance shall ensure that every Accountable Officer (AO) shall be properly bonded in accordance with law (Sec. 101, P.D. No. 1445; Section 50, Chapter 9, Subtitle B, Book V, Executive Order (E.O.) No. 292).

K.3 Liability over Government Funds and Property

The finance must be guided that:

1. Expenditures of government funds or uses of government property in violation of law or regulations shall be a personal liability of the official or employee found to be directly responsible therefor (Sec. 103, P.D. No. 1445).
2. Every officer accountable for government funds shall be liable for all losses resulting from the unlawful deposit, use, or application thereof and for all losses attributable to negligence in the keeping of the funds (Sec. 105(2), P.D. No. 1445).
3. No AO shall be relieved from liability by reason of his having acted under the direction of a superior officer in paying out, applying, or disposing of the funds or property with which he is chargeable unless prior to that act, he notified the superior officer in writing of the illegality of the payment, application, or disposition. The officer directing any illegal payment or disposition of the funds or property shall be primarily liable for the loss, while the AO who fails to serve the required notice shall be secondarily liable (Sec. 106, P.D. No. 1445).
4. When a loss of government funds or property occurs while they are in transit or the loss is caused by fire, theft, or other casualty or force majeure, the officer accountable therefor or having custody thereof shall immediately notify the Commission or the auditor concerned and, within 30 days or such longer period as the Commission or auditor may in the particular case allow, shall present his application for relief, with the available supporting evidence. Whenever warranted by the evidence, credit for the loss shall be allowed. An officer who fails to comply with this requirement shall not be relieved of liability or allowed credit for any loss in the settlement of his accounts (Sec. 73, P.D. No. 1445).
5. Government funds or property shall be spent or used solely for public purposes.
6. Trust funds shall be available and may be spent only for the specific purpose for which the trust was created or the funds received.
7. Fiscal responsibility shall, to the greatest extent, be shared by all those exercising authorities over the financial affairs, transactions, and operations of the government agency.

8. Disbursement or disposition of government funds or property shall invariably bear the approval of the proper officials.
9. Claims against government funds shall be supported with complete documentation.
10. All laws and regulations applicable to financial transactions shall be faithfully adhered to.
11. Generally accepted principles and practices of accounting as well as of sound management and fiscal administration shall be observed, provided that they do not contravene existing laws and regulations.



II. PLANNING, MANAGEMENT AND INFORMATION DIVISION (PMID) PROCESSES

A. Planning and Performance Monitoring

A.1 Objective

This procedure shall provide guidance to the planning process and how the performance of the divisions/units shall be monitored.

A.2 Definition of Terms

Annual Plans and Programs	An operational plan that indicates specific goals and objectives for a particular program.
Accomplishment Report	Regularly prepared status report that provides an overview of what was achieved during the given period.
Balanced Scorecard	A strategic management performance metric that communicates among its personnel what they want to accomplish, align the day-to-day tasks with the division/unit's objective, prioritize activities and services, and measure and monitor achievements vis-a-vis strategic targets.
Division Performance Commitment Review (DPCR)	A form that contains each operating unit's commitments to the attainment of division/unit office goals and objectives and accomplishments at the end of the rating period.
Performance Review	Formal assessment in which the top management evaluates each division/unit work performance, identifies strengths and weaknesses, offers feedback, and sets goals.

A.3 SIPOC Diagram

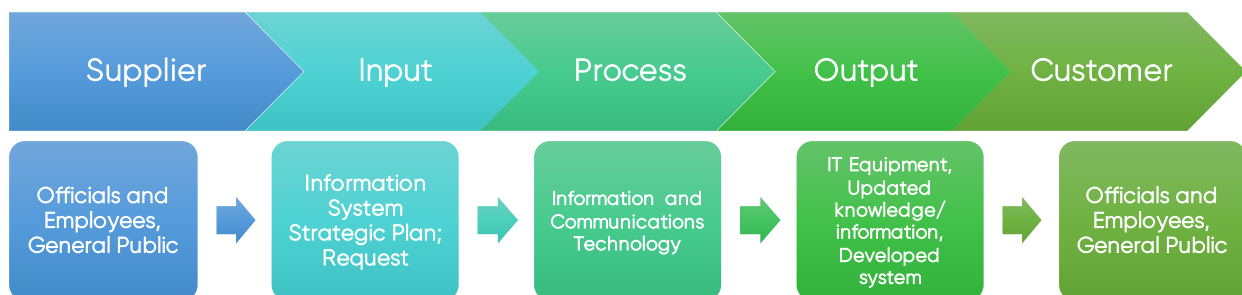


Figure 60. SIPOC Diagram of Planning and Performance Monitoring

A.3.1 Annual Plans and Programs

The preparation of annual plans and programs starts during the annual planning workshop wherein all divisions/units participated in and present their proposed plans and programs. This is reviewed and finalized by the Chief Planning Officer in accordance with the direction set by the top management and requirements of the DBM. The Planning Section consolidates all the final plans and programs to support the agency's financial proposal which will be both submitted to DA, DBM, and Congress both Houses for evaluation and approval.

A.3.2 Accomplishment Report

All divisions and RFUs submit their monthly accomplishment report to the Planning Unit. The Planning Unit shall review and consolidate these documents to create a quarterly report of accomplishments vis-a-vis targets based on the performance indicators stated in the General Appropriations Act (GAA). This then shall be submitted to the DBM and oversight offices within the set deadline in the GAA.

A.3.3 Planning and Performance Reviews

A planning workshop is conducted to discuss and finalize the plans of the agency. This is held every 2nd week of February in time for the release of the "Budget Call" from the DBM wherein budgetary requirements for the budget year are specified.

Likewise, performance reviews for both physical and financial are being conducted to assess the performance of each division/unit. All operating units shall present their respective accomplishments vis-a-vis targets, hindering factors, best practices, and catch-plan plans. Likewise, the management evaluates and recommends ways to improve performance.

Division Performance Commitment Review (DPCR) calibration

DPCR containing targets

All Division Chiefs and Regional Officers shall submit their annual DPCR on a per-semester basis. The targets contained therein shall be based on the Balanced Scorecard. Any deviations shall be fully explained in the "Remarks" column.

DPCR containing accomplishments

This DPCR shall be submitted together with the complete lists/documents to ascertain the correctness of the ratings. Any deviations from the target shall be fully explained in the "Remarks" column. Likewise, the first and second semesters' accomplishments contained therein should be tallied to the submitted monthly accomplishment reports of January-June and July-December, respectively.

The Planning Unit shall initially calibrate the DPCRs before they will be submitted to the Performance Management Team (PMT) for its final assessment and approval of the Executive Director. The approved DPCRs shall be communicated back to their owners for their reference and guidance.

The guidelines on the performance review are contained in the FPA Strategic Performance Management System (FPA-SPMS).

B. Public Information

B.1 Objective

This procedure shall standardize the process of disseminating information to and responding to the concerns of the public.

B.2 Definition of Terms

Feature Article	An in-depth narrative of noteworthy events, places, or persons.
Information	Knowledge about something or someone that is obtained through factual and intensive research or investigation.
News Releases	Brief statements that outline major events or activities conducted by the FPA.
Public Information	Any information, regardless of form or format, that is disclosed and disseminated for public consumption.
Publication	All printed materials including, but not limited to, press releases, newsletters, annual reports, brochures, posters, infographics, comics, illustrative guides, Audio Visual Presentations (AVPs), etc.

B.3 SIPOC Diagram

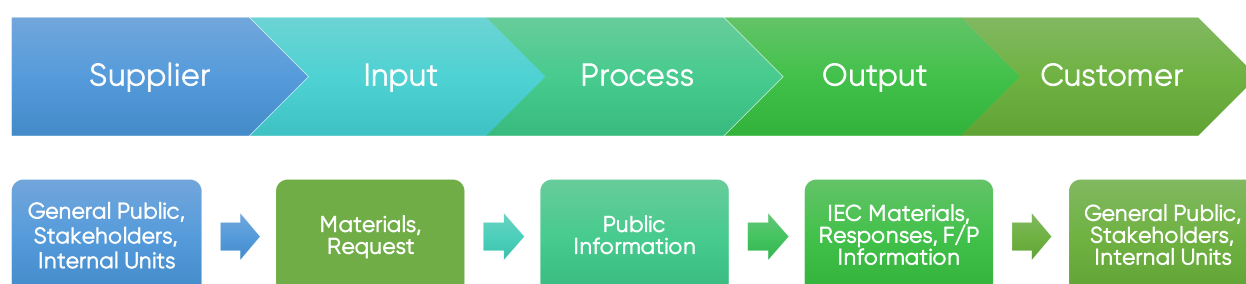


Figure 61. SIPOC Diagram of Public Information

This process (Figure 61) entails facilitating public information campaigns and advocacy activities to promote FPA's programs, services, and activities to its stakeholders and the general public. Efficient feedback mechanisms shall also be established to ensure that concerns and inquiries of the public are addressed.

B.3.1 Provision of Available/Reproduced Information, Education and Communication (IEC) Materials

Already available/reproduced Information, Education and Communication (IEC) materials shall be distributed to clients and stakeholders for them to become aware of the Agency's regulatory mandate, functions, accomplishments, and initiatives. Likewise, IEC materials shall support the promotion of the safe and judicious use of agricultural fertilizers and pesticides to the public.

B.3.2 Provision of Requested Data and Information

This service entails the provision of data and information based on requests of stakeholders lodged in the different communication platforms of the Agency such as its primary email (fpacentral77@gmail.com), social media accounts, the FOI portal, and hardcopy documents. It also includes the provision of feedbacks/responses to stakeholder inquiries and concerns.

B.3.3 Provision of Communications-Related Technical Assistance

The Information Section being the communications-support arm of FPA shall provide communications-related technical assistance (TA) based on the requests of internal Divisions/Units. Such includes the production of IEC materials, preparation of communication letters/reports, production of audio-visuals, photo/video documentation, and preparation/proofreading of contents.

B.3.4 Production of Publications

The various publications include among others, Annual Report, Newsletter, Monthly Journal of Activities, news releases, feature articles, infographics, and audio visual presentations.

B.3.5 Management of Social Media Platforms

The Report Officers per division and unit were designated through a memorandum. They shall manage their respective social media accounts.

C. Information and Communications Technology (ICT)

C.1 Objective

This procedure aims to provide guidance for the management of information and ICT-related solutions to develop an information management system and technology maintenance solutions.

C.2 Definition of Terms

Firewall	A dedicated piece of hardware or software running on a computer that allows or denies traffic passing through it, based on a set of rules.
Hardware	<p>The electronic and physical components, boards, peripherals, and equipment that make up a computer system as distinguished from the programs (software) that tell these components what to do. It is the physical component consisting of the input devices, central processor, output devices, and storage devices.</p> <p>Another computer without human assistance.</p>

In-House Development-	The user (within the agency) is involved in the design and operations of IS, actively participates in the change process and the user's knowledge and expertise are incorporated.
Information and Communications Technology (ICT)	The totality of the electronic means employed to systematically collect, process, store, present, and share information to end-users in support of their activities. It encompasses the use of computers, data communications, office systems technologies, as well as any technology that deals with the modern-day application of computing and/or communication.
Information System Strategic Plan (ISSP)	Contains the agency's overall strategy which involves medium-term (3 to 5-year plan) planning for its information and communications technology (ICT) thrusts, strategies, and programs for development. It indicates the ICT resource requirements of a particular agency on a per-year basis.
Software	Instructions that tell a computer what to do. The software comprises the entire set of programs, procedures, and routines associated with the operation of a computer system.
Virus	A software program capable of reproducing itself and usually capable of causing great harm to files or other programs on the computer it attacks. A true virus cannot spread to another computer without human assistance.

C.3 SIPOC Diagram

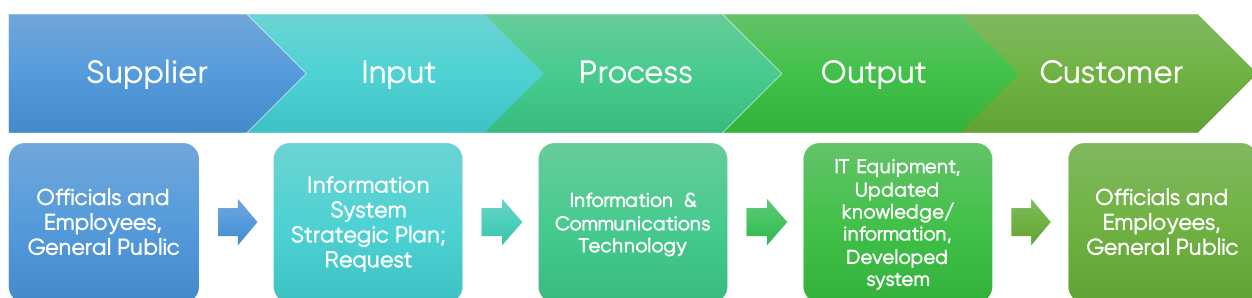


Figure 62. SIPOC Diagram of Information and Communications Technology

The process (Figure 62) aims to standardize the ICT services that are being provided. The ICT serves as the manager of the Agency's ICT systems and infrastructure through a mainstream approach. It recommends necessary and cost-effective technologies for improved institutional operations.

C.3.1 Website Administration

The administration of the FPA website through content management such as posting policy issuances, updates, advisories, articles, accomplishments, and other relevant information.

C.3.2 Provision of IT Assistance

The IT Section shall provide IT-related assistance to the different operating Divisions/Units of the Agency to maintain workplace balance.

C.3.3 Preventive Maintenance of ICT System

This includes the maintenance of Firewall, Network Equipment, Antivirus, Desktop and Laptop, Printer, and any ICT-related hardware and software that are readily available when needed.

C.3.4 System Development

The in-house development of ICT systems includes those that would enhance the efficiency of services of the frontline regulatory divisions like online application, the appointment of clients, among others. It also includes systems that would generate the requisite data on fertilizers and pesticides.

C.3.5 Information System Strategic Plan (ISSP) implementation

The ISSP is a 3 to 5-year computerization framework of an agency that describes how the organization intends to strategically use ICT in pursuit of its mission and functions. It is submitted to the MITHI Secretariat of the DICT for their evaluation and endorsement to DBM in support of the ICT budget being allocated to the agency.

D. Accreditation of Safety Dispenser, Responsible Care Officer, Agricultural Pesticide Applicator, Researcher, and Training Association

The FPA's accreditation program is designed to update and upgrade the technical knowledge of commercial users, distributors, dealers, and researchers in the handling, transport and application of fertilizers, pesticides and other agricultural chemicals. The processing is being done centralized at the FPA Central Office.

D.1 Objective

This procedure aims to provide guidance in the issuance of accreditation cards within the prescribed period. Release/issuance of accreditation cards on time.

D.2 Definition of Terms

Accreditation	An authorization manifested in an accreditation card, accorded to persons/individuals who have attended the appropriate training course, passed the FPA exam or with the approved protocol, and complied with all the requirements.
Accredited Fertilizer and Pesticide Researcher	A person who conducts experiments to generate data to support fertilizer or pesticide product registration. The research disciplines include Plant Nutrition, Entomology, Plant Pathology, Weed Science, Supervised Pesticide Residue Trial, Pesticide Toxicology and Analytical Chemistry, Rodent Control, Plant Physiology, Nematology, and other Allied Research Disciplines. The accreditation is valid for two (2) years.
Accredited Responsible Care Officer (ARCO)	A person who provides active leadership in the education and training of farmers, contracted applicators, and relevant clients. The accreditation is valid for three (3) years.
Accredited Safety Dispenser (ASD)	A person who advises buyers/end-users on the safe use, handling, and storage of fertilizer and pesticide products at the store or during business operation, in the case of Individual Business Operators (IBO). The accreditation is valid for three (3) years.

Agricultural Certified Pesticide Applicator (CPA)	A person accredited with the capacity to safely manage the handling of pesticides. An agricultural CPA is allowed to apply restricted pesticides but not to purchase and enter into commercial contracts for pest control work. A CPA may be an Exterminator, Fumigator, Drone Controller, or Spray Operation Crew. The accreditation is valid for one (1) year.
Drone Controller (DC)	An agricultural CPA who has a license from the Civil Aviation Authority of the Phils. (CAAP) to operate/fly a drone and use it in the application of pesticides. A DC should be competent and knowledgeable in the use and application of pesticides such as (1) appropriateness of pesticide formulation to be applied; (2) correct dose/rate and manner of application; (3) awareness of hazards in the use of the product; and (4) first aid procedure. The accreditation is valid for one (1) year.
Exterminator	An agricultural CPA who uses liquid and powder forms of pesticides, including restricted pesticides and coded compounds in the control/treatment of agricultural pests. The Exterminator must be employed in a company/institution as to its in-house agricultural exterminator and they are not allowed to do extermination work outside of their company/institution. This does not, however, refer to urban pest application. The accreditation is valid for one (1) year.
FPA Accredited Training Association	An entity recognized by FPA because of its expertise in conducting training, and symposia for agricultural certified pesticide applicators, responsible care officers, and fertilizer and pesticide researchers. The accreditation is valid for one (1) year.
Fumigator	An agricultural CPA who uses restricted gaseous pesticides or fumigants/coded compounds in the control/treatment of agricultural pests. A fumigator may be an employee of an FPA-licensed PCO or a company/institution doing in-house work. The accreditation is valid for one (1) year.
Spray Operation Crew	An assistant of a Drone Controller, an agricultural CPA or ARCO who is knowledgeable and fully conversant with drone operation as well as with procedures in case of pesticide exposure. The accreditation is valid for one (1) year.

D.3 SIPOC Diagram

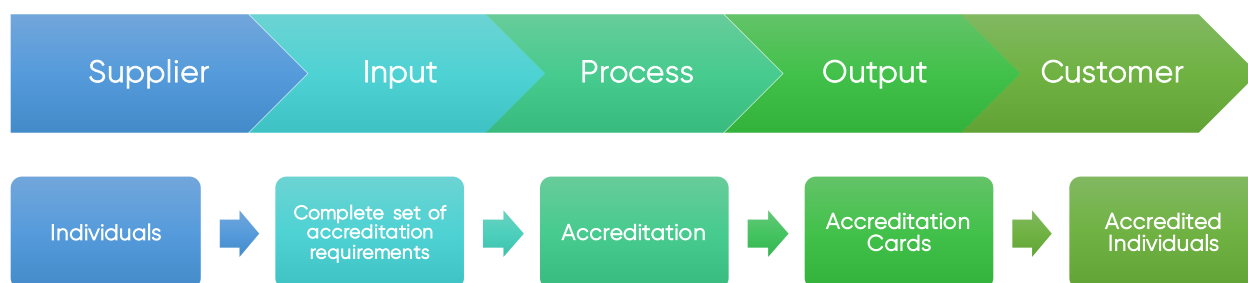


Figure 63. SIPOC Diagram of Accreditation of Safety Dispenser, Responsible Care Officer, Agricultural Pesticide Applicator, Researcher, and Training Association

The accreditation process (Figure 63) is classified into (1) accreditation of individuals whose applications were sent online; (2) accreditation of individuals whose applications were filed personally at the FPA-Central Office; and (3) accreditation of individuals whose applications were received by the FPA Field Officers. The output, which is the accreditation card, is one of the requirements in the issuance of LTO.

The coverage, requirements, step-by-step procedures, fees, and timeline are provided for in the FPA Citizen's Charter 2021 as found in this link: (<https://bit.ly/3GGWWBh>).





ANNEX 1

OFFICES

CENTRAL OFFICE

DIVISION/UNIT	OFFICE ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Executive Director	2nd Floor, FPA, Central Office, BAI Compound, Visayas Avenue, Quezon City	8426-15-72 / 8371-5388	fpa.oed@gmail.com
Office of the Deputy Executive Director for Fertilizer		8355-2684	dedfmyer.fpa@gmail.com
Office of the Deputy Executive Director for Pesticide		8920-0068	ded.fpa@gmail.com
Pesticide Regulations Division	Ground Floor, FPA, Central Office, BAI Compound, Visayas Avenue, Quezon City	8922-33-68	fpa.prd2@gmail.com
			fpa.prd.eup@gmail.com
			fpa.prd.reg@gmail.com
			fpa.prd.caip@gmail.com
			fpa.prd.license@gmail.com
Fertilizer Regulations Division	Ground Floor, FPA, Central Office, BAI Compound, Visayas Avenue, Quezon City	8441-16-01	frsdguardians@gmail.com
			fpa.frd.license@gmail.com
			fpa.frd.reg.trad@gmail.com
			fpa.frd.reg.nontrad@gmail.com
			fpa.frd.tpa@gmail.com
			fpa.frd.eup@gmail.com
			fpa.frd.vat@gmail.com
			fpa.frd.sample@gmail.com
Planning, Management and Information Division	3rd Floor, FPA, Central Office, BAI Compound, Visayas Avenue, Quezon City	8920-85-73	fpacentral77@gmail.com
			fpa77.asd@gmail.com
			fpa77.arco@gmail.com
			fpa77.cpa@gmail.com
			fpa77.researcher@gmail.com
Laboratory Services Division	3rd Floor, FPA, Central office, BAI Compound, Visayas Avenue, Quezon City	8920-84-49	fpa.lsd@gmail.com
Field Operations Coordinating Unit	3rd Floor, FPA, Central office, BAI Compound, Visayas Avenue, Quezon City	8927-36-47	fpa.focu.general@gmail.com
Finance and Administrative Division	2nd Floor, FPA, Central office, BAI Compound, Visayas Avenue, Quezon City	8920-82-38	gtomimbang.fpa@gmail.com/ acctgsection.fpa@gmail.com
			hrsection.fpa@gmail.com
			fpabudget2020@gmail.com
			fpa77property@gmail.com
Cashier	Ground Floor, FPA, Central office, BAI Compound, Visayas Avenue, Quezon City	8426-50-58	theaoliveros@gmail.com

REGIONAL OFFICES

REGION	DIVISION/UNIT	OFFICE ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
CAR	Cordillera Administrative Region	2nd Floor Caoili Bldg., Km 10 Shilan, La Trinidad, Benguet	0921-864-9371/ 0917-774-1086	fpa.regioncar.07218@gmail.com rbtanguid@yahoo.com
	Benget/Baguio City	FPA Benguet Provincial Office, Provincial Capitol, La Trinidad, Benguet	0939-958-2691	rbillig@yahoo.com
	Ifugao/Mt. Province	PAENRO, Provincial Capitol, Lagawe, Ifugao	0935-915-6024	rhodez_11@yahoo.com
	Kalinga/Upper Apayao	Office of City Agricultural Services, Bulanao, Tabuk, Kalinga	0926-282-6924	agustonagayang@yahoo.com
Region I	ILOCOS REGION	3rd Floor, Department of Agriculture, Aguila Road, Sevilla, San Fernando City, La Union	0928-709-3682	fparegion1@gmail.com
	Ilocos Norte	NTA Bldg. Brgy. Tabug Batac City, Ilocos Norte	0906-561-5731	tabladanoel_fpa@yahoo.com
	Ilocos Sur and La Union	Provincial Library Quezon Avenue, Vigan City, Ilocos Sur	0920-831-3824	mb_santiago11@yahoo.com
	Pangasinan District 1, 2, 3	OPAG Bldg., Penro Compound A,B. Fernandez Ave. Dagupan City, Pangasinan	0939-621-7047	melchoschos@yahoo.com
	Pangasinan District 4, 5, 6	Pangasinan Research and Development Station, Tebag, Sta. Barbara, Pangasinan	0919-468-9688	johnmarkmanangan@yahoo.com
Region II	CAGAYAN VALLEY	Door 6, 2nd Floor, NCS Bldg. Div. Road San Gabriel, Tuguegarao City	0906-316-0048	cagayanvalley.fpa@gmail.com
	Cagayan District 1, 3	Door 6, 2nd Floor, NCS Bldg. Div. Road San Gabriel, Tuguegarao City	0917-134-5470	arwin.cardenas@yahoo.com
	Cagayan District 2, 3 and Lower Apayao	Door 6, 2nd Floor, NCS Bldg. Div. Road San Gabriel, Tuguegarao City	0917-134-5432	hcayaban.fpa@gmail.com
	Nueva Viscaya	Provincial Agricultural office, Bayombong, Nueva Vizcaya	0917-134-5436	osel15_belldandy@yahoo.com
	Southern Isabela	Diversion Road, San Gabriel, Tuguegarao City	0935-969-5138	ganabamkeithvincent@gmail.com
	Northern Isabela	Door 6, 2nd Floor, NCS Bldg. Div. Road San Gabriel, Tuguegarao City	0917-134-5258	baluag_7@yahoo.com
	Quirino	Provincial Agriculture Office Quirino, Cabarraguas, Quirino	0917-134-5470	robertsalvador56@yahoo.com.ph
Region III	Central Luzon	DA Regional office, San Fernando, Pampanga	0906-767-7777	fpa_r3@yahoo.com romeoval_21479@yahoo.com
	Aurora	Department of Agriculture, Dipaculao, Aurora	0908-576-0878	williamgante@yahoo.com
	Bataan	OPAG Provincial Compound Balanga City Bataan	0910-529-2051	jerzonlopez22@gmail.com
	Bulacan	Provincial Agricultural Office, Capitol Compound, Malolos City, Bulacan	0919-474-6822	valdezrpv_knight@hotmail.com
	Nueva Ecija	Office of The Provincial Agriculturist, Palayan City, Nueva Ecija	0929-235-6650	robilynsarmiento580@gmail.com
	Tarlac	PPDO Office Capitol Bldg. Capitol Compound San Vicente, Tarlac City, Tarlac	0925-613-9963/0999-676-2323	gordz_09@yahoo.com
	Zambales	Office of The Provincial Agriculturist, Palangian, Iba 2201, Zambales	0949-899-3812	quirino.baterna@yahoo.com
Region IV	CALABARZON	DA LARES Compound, Maraouy, Lipa City, Batangas	0921-425-2868	fparegioniv@gmail.com salcaide.fpa@gmail.com
	Marinduque, Romblon and Laguna	DA APCO Office, Capotol Compound, Brgy. Santol, Boac, Marinduque	0917-138-2087	mnlarga.fpa@gmail.com
	Cavite	Provincial Agriculture Office, Capitol Tres Martires City, Cavite	0917-133-4727	ajedrojo@gmail.com
	Romblon and Quezon	DA APCO, QARES Compound, Brgy. Lagalag, Tiaong, Quezon	0917-188-3980	bundalianedmar@gmail.com
	Occidental Mindoro	Old OPA Bldg., Hidalgo St., Pob. 7, San Jose, Occidental Mindoro	0917-847-0289	ftb179@yahoo.com
	Oriental Mindoro	DA Satellite Office, Brgy. Camilmil, Calapan City, Oriental Mindoro	0977-856-1978	tektek1979@yahoo.com
	Palawan	APCO Office, DA-PRES, Brgy. Sta. Monica, Puerto Princesa City, Palawan	0917-134-5500	baduyenjocelyn@gmail.com
	Batangas	DA LARES Compound, Maraouy ,Lipa City, Batangas	0947-985-6173	georleneorbista@gmail.com

REGIONAL OFFICES

REGION	DIVISION/UNIT	OFFICE ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Region V	BICOL REGION	DA-RFO5 Compound, San Agustin, Pili, Camarines Sur	0910-082-5885	fpa.bicol5@gmail.com gabriel_atole@yahoo.com
	Sorsogon	OPAG, Capitol Compound, Sorsogon City	0929-856-6001	ardon.neeestuye@gmail.com
	Camarines Norte and Camarines Sur I	OPAG, Capitol Compound, Daet, Camarines Norte	0921-570-4304 0917-400-2083	fitacl07@gmail.com
	Albay	FPA-Albay, BAI, Rawis, Legazpi City	0919-243-1626	nuevaalma77@gmail.com
	Catanduanes and Camarines Sur II	DA-RFO5 Compound, San Agustin, Pili, Camarines Sur	0912-928-8908	cmnunez320@gmail.com
	Masbate	OPAG, Capitol Compound, Ibingay, Masbate City	0930-076-6326	rodnyconda@gmail.com
Region VI	WESTERN VISAYAS	DA Field Unit VI, Parola, Iloilo City	0917-547-7721	fpa6westernvisayas@gmail.com
	Negros Occidental	DA RFU VI, Landbank Cottage Road, Gatuslao St., Bacolod City, Negros Occidental	0999-189-0359 0977-827-1692	francisvillamon@yahoo.com francisvillamon@gmail.com
	Antique	OPAG ANLAD Bldg., New Capitol Annex, San Jose, Antique	0947-469-5684 0917-335-6125	cresporogelio@gmail.com
	Capiz and South Iloilo	DA Field Unit VI, Parola, Iloilo City	0966-712-8840	mondalfor@yahoo.com
	South Iloilo Central Iloilo	DA Field Unit VI, Parola, Iloilo City	0950-916-3315 0998-556-3260	gelladularyan@yahoo.com
	North Iloilo Central Iloilo	DA Field Unit VI, Parola, Iloilo City	0907-233-3733	emanuelbarrida@yahoo.com
Region VII	CENTRAL VISAYAS	Mandaue Experiment Station, DA-RFO 7 MES Complex Maguikay Mandaue City OPAG Siquijor Helen, Larena, Siquijor, OPAG Bohol Tagbilaran City, Bohol	0928-709-3680 0917-547-7757	fpa_cebu@yahoo.com aarausa@yahoo.com
	Bohol District 1, 2	Bohol APC, Regulatory Division, DAO District, Tagbilaran City, Bohol	0951-235-5166 0917-547-7720	andycornellbornillo@yahoo.com
	Bohol 3rd District and Parts of Cebu South District	OPAG Siquijor Helen, Larena, Siquijor OPAG Bohol Tagbilaran City, Bohol	0907-589-8959 0917-547-7758	jessmuring25@gmail.com
	Cebu City and Cebu North District	Mandaue Experiment Station, DA-RFO 7 MES Complex Maguikay Mandaue City	0909-758-4140	sundayf09@gmail.com
Region VIII	EASTERN VISAYAS	2nd Floor, Rm 4 CEBU CFI Community Cooperative, Guinapondan, Palo Leyte	0936-370-2626 0919-007-3294	frncost@yahoo.com/jcfpar8@yahoo.com
	Biliran	OPAS Provincial Capitol Compound, Naval, Biliran	0930-112-2129	loretomacabiojr88@gmail.com
	West and Eastern Samar	OPAS Bldg. Provincial Capitol, Borongan, Eastern Samar	0921-286-2296	garyipmr8@gmail.com
	Leyte	2nd Floor, Rm 4 CEBU CFI Community Cooperative, Guinapondan, Palo Leyte	0915-219-6424	ercastanas@yahoo.com.ph
	Northern Samar	PAO Provincial Capitol, Catarman, Northern Samar	0936-347-8759	johnmar.norsurafpa@gmail.com
	Southern Leyte	Provincial Agriculture Capitol Site, Asuncion Maasin City Southern Leyte	0908-515-8416	cterciño@gmail.com
Region IX	ZAMBOANGA PENINSULA	Caperig Bldg., Sabate St., Sto. Niño, Pagadian City	0907-730-4893	fpar_ix@yahoo.com khouratz_alex@yahoo.com
	Zamboanga Del Norte	DA - Regional Satellite office, Dipolog City	0907-242-0624	fpazanorte@gmail.com
	Zamboanga Del Sur	Caperig Bldg., Sabate St., Sto. Niño, Pagadian City	0912-755-0250	miketuito@yahoo.com
	Zamboanga Sibugay	DA Research Division-ZAMPIARC, Sanito Ipil, Zamboanga Sibugay	0946-001-5711	charlielimbag@rocketmail.com
	Zamboanga City	Bureau of Plant Industry, Port Area Zamboanga City	0950-023-8516	canamorph91@gmail.com
	Basilan Province	DA-ROS Luntung Isabela City, Basilan	0927-908-3012	estradaarnulfo29@yahoo.com

REGIONAL OFFICES

REGION	DIVISION/UNIT	OFFICE ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Region X	NORTHERN MINDANAO	Ajland Development Corp. Cugman, Cagayan De Oro City	0917-718-0144 0968-853-3764	soniacallejama@yahoo.com.ph fpa_x@yahoo.com
	South Bukidnon	Capitol Compound, Malaybalay City	0918-351-1537	charliemasa2000@gmail.com
	North Bukidnon	FPA-Bukidnon office, Room 214, National And Provincial Offices, Capitol Grounds, Malaybalay City, Bukidnon	0906-586-8118 0967-586-8118	sirchiest@gmail.com
	Lanao Del Norte & Misamis Occidental	DA Provincial office, Tubod Lanao Del Norte	0908-947-6977	lorna.sajol@yahoo.com
	Misamis Oriental	Cugman, Cagayan De Oro City	0930-396-1429	numb_890@yahoo.com
Region XI	DAVAO REGION	Suite No. 9 Granland Businesses Center, R. Castillo St. Agdao, Davao City	0928-709-3675	fpaxi_davao@yahoo.com fpaxidavao@gmail.com
	Davao Del Norte	Capitol Compound, Brgy. Mankilam, Tagum City, Davao Del Norte	0908-184-2224	cheery_binas@yahoo.com
	Davao Del Sur	OPAG Compound, Digos City, Davao Del Sur	0920-221-3837	imelda_rasay@yahoo.com
	Davao De Oro	PAGRO Bldg., Capitol Compound, Brgy. Cabidanan, Nabunturan, Davao De Oro	0965-926-5299	rustomgaintanduyan@gmail.com
	Davao Oriental	Plant Quarantine Building, Quezon St., Maty City, Davao Oriental	0909-410-2815	junettecano@gmail.com
	Davao City	Suite No. 9 Granland Businesses Center, R. Castillo St. Agdao, Davao City	0907-576-4886	louie.palarao@cvsc.edu.ph
Region XII	SOCCSKSARGEN	2nd Floor, KL Lucena Realty Bldg., Alunan Ave., Koronadal City	0928-709-3679	fpasocsargen@yahoo.com acbornea1031@yahoo.com
	Sarangani City of General Santos	2nd Floor, KL Lucena Realty Bldg., Alunan Ave., Koronadal City	0946-149-3726	joeybarcenapascua@gmail.com
	North Cotabato	DA-CEMIARC Amas, Kidapawan City	0919-614-4703	fpasocsargen@yahoo.com
	South Cotabato	2nd Floor, KL Lucena Realty Bldg., Alunan Ave., Koronadal City	0917-152-2693	jbasilio.fpa@gmail.com
	Sultan Kudarat	DA-RCPC, Tacurong City	0939-513-2516	cherubin_sk@yahoo.com
CARAGA	CARAGA	Door 3, Sbr Apartment, Fernandez Homesite, Libertad, Butuan City	0918-964-2816 0963-940-4264	dsnfpa@yahoo.com.ph
	Agusan Del Norte	Department of Agriculture, RFU CARAGA	0912-705-4860 0908-131-2949	jeysonatillo@yahoo.com
	Surigao Del Sur	Office of the Provincial Agriculturist BAEX, Telaje, Tandag City, Surigao Del Sur	0910-611-1779	yzredin@gmail.com
	Surigao Del Norte	BPI office Peñaranda St., Surigao City, Surigao Del Norte	0951-374-6382 0927-867-1843	josephrectocanda@gmail.com
	Agusan Del Sur	Provincial Agricultures Office, Patin-Ay, Agusan Del Sur	0970-094-0090	abrahamligan@gmail.com
BARM	Tawi-Tawi	Department of Agriculture and Fisheries, Bongao, Tawi-Tawi	0920-239-6283	nqjumawan_2460@yahoo.com
NCR	National Capital Region	FPA, Central office, BAI Compound, Visayas Avenue, Quezon City	0948-156-7313	eperlado.fpa@gmail.com
			0935-550-9962	jpumerez.fpa@gmail.com
			0995-892-9266	salaumvanissa@gmail.com



CODE	NAME OF FORM	LINK
FPA-BCT-01	Application for Registration of Biotech Plant-Incorporated Protectant (PIP)	https://bit.ly/3IloZaA
FPA-BCT-02	Application for Registration of Product Containing Plant-Incorporated Protectant (PIP) x non-PIP	https://bit.ly/3IloZaA
FPA-BCT-03	Application Form for Experimental Use Permit - Bioefficacy Trial	https://bit.ly/3IloZaA
FPA-FAD-F01	Finance Tracking Form	https://bit.ly/3It1LQ1
FPA-FAD-F02	Preventive Maintenance Monthly Inspection Report	https://bit.ly/3It1LQ1
FPA-FAD-F03	Building Facility Maintenance Schedule	https://bit.ly/3It1LQ1
FPA-FAD-F04	Request for Inspection	https://bit.ly/3It1LQ1
FPA-FAD-F05	Annual Procurement Plant for Common-use Supplies and Equipment	https://bit.ly/3It1LQ1
FPA-FAD-F06	Travel Order	https://bit.ly/3It1LQ1
FPA-FAD-F07	Vehicle Trip Ticket	https://bit.ly/3It1LQ1
FPA-FAD-F08	Request for Use of Facilities	https://bit.ly/3It1LQ1
FPA-FAD-F09	Vehicle Request Form	https://bit.ly/3It1LQ1
FPA-FAD-F10	External Provider Performance Evaluation Form	https://bit.ly/3It1LQ1
FPA-FAD-F11	Request for Use of Facilities	https://bit.ly/3It1LQ1
FPA-FAD-F12	Request for Messengerial Services Form (OFI)	https://bit.ly/3It1LQ1
FPA-FAD-F13	Request for Messengerial Services Form (OFI)	https://bit.ly/3It1LQ1
FPA-FAD-F14	Property Inventory Form (PIF)	https://bit.ly/3It1LQ1
FPA-FAD-F15	Summary of Quotation (SOQ)	https://bit.ly/3It1LQ1
FPA-FAD-F16	Official Business Request Form (OBRF)	https://bit.ly/3It1LQ1
FPA-FAD-F17	Repair and Maintenance Request Form (RMRF)	https://bit.ly/3It1LQ1
FPA-FAD-F18	Document Delivery Request Form (DRRF)	https://bit.ly/3It1LQ1
FPA-FAD-F19	Document Request Form	https://bit.ly/3It1LQ1

CODE	NAME OF FORM	LINK
FPA-FAD-F20	Potential Assessment Form	https://bit.ly/3It1LQ1
FPA-FAD-F21	Interview Assessment Form	https://bit.ly/3It1LQ1
FPA-FAD-F22	Comparative Assessment Form	https://bit.ly/3It1LQ1
FPA-FAD-F23	Detailed Allocation of Percentage Weights on the Qualification Standards in the Assessment of Applicants for Positions with Salary Grade 4-16	https://bit.ly/3It1LQ1
FPA-FAD-F24	Detailed Allocation of Percentage Weights on the Qualification Standards in the Assessment of Applicants for Positions with Salary Grade 18-24	https://bit.ly/3It1LQ1
FPA-FAD-F25	Individual Development Plan	https://bit.ly/3It1LQ1
FPA-FAD-F26	Checklist of Requirements for Newly Hired Employees (Regular)	https://bit.ly/3It1LQ1
FPA-FAD-F27	Checklist of Requirements for Newly Hired Employees (COS)	https://bit.ly/3It1LQ1
FPA-FAD-F28	Personnel Development Plan	https://bit.ly/3It1LQ1
FPA-FAD-F29	Learning Application Plan	https://bit.ly/3It1LQ1
FPA-FAD-F30	Re-entry Action Plan	https://bit.ly/3It1LQ1
FPA-FAD-F31	Training Evaluation and Monitoring Plan	https://bit.ly/3It1LQ1
FPA-FAD-F32	Learning Journal	https://bit.ly/3It1LQ1
FPA-FAD-F33	Training Activity Plan	https://bit.ly/3It1LQ1
FPA-FAD-F34	Individual Performance Commitment and Review	https://bit.ly/3It1LQ1
FPA-FOCU-F01	Attachment to RFU Monthly Accomplishment Report (Licenses Issued) RFU Licenses Issued Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F02	Attachment to RFU Monthly Accomplishment Report (Regional Summary of Monitoring) RFU Summary of Monitoring Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F03	Inspection Request Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F04	Citizen/Client Satisfaction Survey Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F05	Monthly Monitoring and Validation Report of Pesticide Spraying in Plantations	https://bit.ly/3nJ5BMI
FPA-FOCU-F06	Acknowledgement Receipt Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F07	Regional Fertilizer Price Monitoring Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F08	Provincial Fertilizer Price Monitoring Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F09	Risk Appraisal Checklist Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F10	Pesticide Prices Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F11	Fertilizer Stock Inventory Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F12	RFU Monthly Accomplishment Report Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F13	SUMS Order Form	https://bit.ly/3nJ5BMI
FPA-FOCU-F14	Inspection Sheet	https://bit.ly/3nJ5BMI
FPA-FRD-F01	Application for Local Fertilizer Product Registration	https://bit.ly/3KySqYS
FPA-FRD-F02	Application for Imported Fertilizer Product Registration	https://bit.ly/3KySqYS
FPA-FRD-F03	Application for License to Operate as Fertilizer Handler	https://bit.ly/3KySqYS

FORM LINKS

CODE	NAME OF FORM	LINK
COA	General Journal (GJ)	https://bit.ly/3It1LQ1
COA	Cash Receipts Journal (CRJ)	https://bit.ly/3It1LQ1
COA	Cash Disbursement Journal (CDJ)	https://bit.ly/3It1LQ1
COA	Check Disbursement Journal (CKDJ)	https://bit.ly/3It1LQ1
COA	Report of Advice to Debit Account Issued	https://bit.ly/3It1LQ1
COA	Monthly Report of Disbursement (MRD) FAR 4	https://bit.ly/3It1LQ1
COA	Quarterly Report of Revenue and Other Receipts (QRROR) FAR 5	https://bit.ly/3It1LQ1
COA	Order of Payment (OP)	https://bit.ly/3It1LQ1
COA	Disbursement Voucher (DV)	https://bit.ly/3It1LQ1
COA	Report of Check Issued (RCI)	https://bit.ly/3It1LQ1
COA	Journal Entry Voucher (JEV)	https://bit.ly/3It1LQ1
COA	Index of Payments (IoP)	https://bit.ly/3It1LQ1
COA	Advice of Checks Issued and Cancelled (ACIC)	https://bit.ly/3It1LQ1
COA	Cash Disbursement Record (CDRec)	https://bit.ly/3It1LQ1
COA	List of Due and Demandable Accounts Payable-Advice to Debit Accounts (LDDAP-ADA)	https://bit.ly/3It1LQ1
COA	Liquidation Report (LR)	https://bit.ly/3It1LQ1
COA	Itinerary of Travel (IoT)	https://bit.ly/3It1LQ1
COA	Inventory Custodian Slip (ICS)	https://bit.ly/3It1LQ1
COA	Purchase Request (PR)	https://bit.ly/3It1LQ1
COA	Purchase Order (PO)	https://bit.ly/3It1LQ1
COA	Inspection and Acceptance Report (IAR)	https://bit.ly/3It1LQ1
COA	Requisition Issue Slip (RIS)	https://bit.ly/3It1LQ1
COA	Report of Supplies and Materials Issued (RSMI)	https://bit.ly/3It1LQ1
COA	Waste Materials Report (OFI)	https://bit.ly/3It1LQ1
COA	Report on the Physical Count of Property Plant and Equipment (RPCPPE)	https://bit.ly/3It1LQ1
COA	Report of Accountability for Accountable Forms (RAAF)	https://bit.ly/3It1LQ1

CODE	NAME OF FORM	LINK
PRD-BF-2	Bill Form for Product Registration Application	https://bit.ly/3uIKP4s
PRD-BF-3	Bill Form for CAIP/Export Permit/Certification Application	https://bit.ly/3uIKP4s
PRD-BF-4	Bill Form for Pesticide Confirmatory Analysis	https://bit.ly/3uIKP4s
PRD-BF-5	Bill Form for License & Warehouse Registration Application	https://bit.ly/3uIKP4s
PRD-EF-1	Evaluation Form for Provisional Product Registration (Products from Bureau of Animal Industry)	https://bit.ly/3uIKP4s
PRD-EF-2	Evaluation Form for License for Pesticide Handler with OHS Requirements	https://bit.ly/3uIKP4s
PRD-EF-3	Evaluation Form for License for Pesticide Handler	https://bit.ly/3uIKP4s
PRD-EF-4	Evaluation Form for License for PCO/DSO (Pest Control Operator/ Drone Spraying Operator)	https://bit.ly/3uIKP4s
PRD-EF-5	Evaluation Form for Product Registration (New Generic Pesticides)	https://bit.ly/3uIKP4s
PRD-PC-1	Process Checklist for EUP & Product Registration Application (New Proprietary Pesticides & New Pesticide Formulations)	https://bit.ly/3uIKP4s
PRD-TF-1	Tracking Form for EUP & CPR (New Proprietary Pesticides & New Pesticide Formulations)	https://bit.ly/3uIKP4s
PRD-TF-2	Tracking Form for Evaluation of Laboratory Test Results	https://bit.ly/3uIKP4s
PRD-TF-3	Tracking Form for License & Warehouse Registration	https://bit.ly/3uIKP4s
PRD-TR-1	Transaction Record (EUP & Product Registration Application)	https://bit.ly/3uIKP4s
COA	Statement of Appropriations, Allotments, Obligations, Disbursements and Balances – FAR No.1	https://bit.ly/3It1LQ1
COA	Summary of Appropriations, Allotments, Obligations, Disbursements and Balances by Object of Expenditures – FAR No.1-A	https://bit.ly/3It1LQ1
COA	List of Allotments and Sub-Allotments – FAR No. 1-B	https://bit.ly/3It1LQ1
COA	Aging of Unpaid Obligations – FAR No. 3	https://bit.ly/3It1LQ1
COA	Obligation Request and Status	https://bit.ly/3It1LQ1
COA	Registry of Revenue and Other Receipts (OFI)	https://bit.ly/3It1LQ1
COA	Registry of Revenue and Other Receipts – Regular Agency and Foreign Assisted Projects Fund (OFI)	https://bit.ly/3It1LQ1
COA	Registry of Appropriations and Allotments	https://bit.ly/3It1LQ1
COA	Registry of Allotments, Obligations and Disbursements – Personnel Services	https://bit.ly/3It1LQ1
COA	Registry of Allotments, Obligations and Disbursements – Maintenance and Other Operating Expenses	https://bit.ly/3It1LQ1
COA	Registry of Allotments, Obligations and Disbursements – Capital Outlays	https://bit.ly/3It1LQ1
COA	Comparison of Budget and Actual Amounts (SCBAA)	https://bit.ly/3It1LQ1
COA	General Journal (GJ)	https://bit.ly/3It1LQ1
COA	Cash Receipts Journal (CRJ)	https://bit.ly/3It1LQ1
COA	Cash Disbursement Journal (CDJ)	https://bit.ly/3It1LQ1

FORM LINKS

CODE	NAME OF FORM	LINK
FPA-FRD-F04	Application for License to Repack Fertilizers	https://bit.ly/3KySqYS
FPA-FRD-F05	Application for Fertilizer Warehouse Registration	https://bit.ly/3KySqYS
FPA-FRD-F06	Application for Value Added Tax (VAT) Exemption Certificate	https://bit.ly/3KySqYS
FPA-FRD-F07	Application for Fertilizer Dealership	https://bit.ly/3KySqYS
FPA-FRD-F08	Application for Mango Flower Inducer Contractor	https://bit.ly/3KySqYS
FPA-FRD-F09	Application for Experimental Use Permit for Fertilizer Efficacy Trial	https://bit.ly/3KySqYS
FPA-FRD-F10	Bill Form	https://bit.ly/3KySqYS
FPA-FRD-F11	Monthly Production & Sales Report	https://bit.ly/3KySqYS
FPA-FRD-F12	Endorsement of Bioefficacy Data	https://bit.ly/3KySqYS
FPA-FRD-F13	Application for Export Certificate	https://bit.ly/3KySqYS
FPA-FRD-F14	Disposal of Unsound Fertilizer	https://bit.ly/3KySqYS
FPA-FRD-F15	Application for Reuse of Wastewater on Fertilization	https://bit.ly/3KySqYS
FPA-FRD-F16	Manufacturing Site Inspection Report	https://bit.ly/3KySqYS
FPA-FRD-F17	Repacking Site Inspection Report	https://bit.ly/3KySqYS
FPA-FRD-F18	Baseline Data Form for Environmental Impact Monitoring	https://bit.ly/3KySqYS
FPA-FRD-F19	Agri/Aqua Self Monitoring Form	https://bit.ly/3KySqYS
FPA-FRD-F20	Pest and Disease Monitoring Form	https://bit.ly/3KySqYS
FPA-IQA-F01	Internal Audit Peer Evaluation Form	https://bit.ly/3Iok9JL
FPA-IQA-F02	Internal Audit Feedback Survey Form	https://bit.ly/3Iok9JL
FPA-LRC-01	Application for FPA Laboratory Recognition	https://bit.ly/3IloZaA
FPA-LRC-02	Bill Form (FPALRC)	https://bit.ly/3IloZaA
FPA-LRC-03	Checklist on the Application Documents submitted by the Applicant Laboratory for the FPA Laboratory Recognition Program	https://bit.ly/3IloZaA
FPA-LRC-04	FPA Laboratory Recognition Program Corrective Action Assessment Report	https://bit.ly/3IloZaA
FPA-LRC-05	FPA Laboratory Recognition Audit Checklist	https://bit.ly/3IloZaA
FPA-LRC-06	FPA Laboratory Recognition Program Laboratory Assessment Report	https://bit.ly/3IloZaA
FPA-LSD-F01	Request for Analysis Form (Fertilizer)	https://bit.ly/3IloZaA
FPA-LSD-F02	Request for Analysis Form (Pesticide)	https://bit.ly/3IloZaA
FPA-LSD-F03	HPLC Column Monitoring Log	https://bit.ly/3IloZaA
FPA-LSD-F04	Competency Assessment Plan	https://bit.ly/3IloZaA

CODE	NAME OF FORM	LINK
FPA-LSD-F05	Personnel Competency Assessment Form	https://bit.ly/3IloZaA
FPA-LSD-F06	Test Parameter Results Form	https://bit.ly/3IloZaA
FPA-LSD-F07	Billing Statement - Methyl Bromide	https://bit.ly/3IloZaA
FPA-LSD-F08	Equipment Service Log	https://bit.ly/3IloZaA
FPA-LSD-F09	Summary of Personnel Training Needs	https://bit.ly/3IloZaA
FPA-LSD-F10	Job Description Form	https://bit.ly/3IloZaA
FPA-LSD-F11	RASCI Form	https://bit.ly/3IloZaA
FPA-LSD-F12	Intermediate Checks on Pipettors	https://bit.ly/3IloZaA
FPA-LSD-F13	Individual Training Needs Questionnaire	https://bit.ly/3IloZaA
FPA-LSD-F14	GC Column Monitoring Log	https://bit.ly/3IloZaA
FPA-LSD-F15	Competency Assessment Log	https://bit.ly/3IloZaA
FPA-LSD-F16	List of Reference Materials (Fertilizer Section)	https://bit.ly/3IloZaA
FPA-LSD-F17	List of Reference Materials (Pesticide Section)	https://bit.ly/3IloZaA
FPA-LSD-F18	List of Reference Standards	https://bit.ly/3IloZaA
FPA-LSD-F19	Intermediate Checks on Volumetric Glassware	https://bit.ly/3IloZaA
FPA-LSD-F20	LSD Housekeeping Monitoring Checklist	https://bit.ly/3IloZaA
FPA-LSD-F21	Application for Permit to Purchase Methyl Bromide	https://bit.ly/3IloZaA
FPA-OED-F01	OED Request Form for Documents	https://bit.ly/3tLPLEZ
FPA-OED-F02	OED Routing Slip	https://bit.ly/3GRTF2M
FPA-OED-F03	OED Request Form for Approval of VAT Exemption and VAT Export Through Philippine National Single Window	https://bit.ly/3qM5K3U
FPA-PMID-F01	Application For Accreditation ASD/ARCO	https://bit.ly/327ze2M
FPA-PMID-F02	Application for Accreditation Fertilizer and Pesticide Researcher	https://bit.ly/3rmp3A2
FPA-PMID-F03	Application for Accreditation Certified Pesticide Applicator	https://bit.ly/3GGQPh3
FPA-PMID-F04	Application for Accreditation Drone Controller/ Crew	https://bit.ly/3rv8q5c
FPA-PMID-F05	Routing Slip for Accreditation	https://bit.ly/33XmmN6
FPA-PMID-F06	Approval for Posting to Website	https://bit.ly/33XmmN6
FPA-PMID-F07	Request for IT Assistance	https://bit.ly/33XmmN6
FPA-PMID-F08	Participant's Training Evaluation	https://bit.ly/33XmmN6

FORM LINKS

CODE	NAME OF FORM	LINK
FPA-PMID-F09	Evaluation of FPA Accredited Training Association (FATA)	https://bit.ly/33XmmN6
FPA-PMID-F10	Training Evaluation Summary	https://bit.ly/33XmmN6
FPA-PMID-F11	Application for Accreditation Training Association	https://bit.ly/33XmmN6
FPA-PMID-F12	Overall Training Evaluation Rating	https://bit.ly/33XmmN6
FPA-PMID-F13	Request for Information Materials	https://bit.ly/33XmmN6
FPA-PMID-F14	Other Request	https://bit.ly/33XmmN6
FPA-PMID-F15	Approval for Publication of Information Materials	https://bit.ly/33XmmN6
FPA-PMID-F16	Approval for Posting to Social Media Accounts	https://bit.ly/33XmmN6
FPA-PMID-F17	Request of Approval in the Use of Electronic Signature of the Executive Director	https://bit.ly/33XmmN6
FPA-PMID-F18	Routing Slip for Accreditation (received via email)	https://bit.ly/33XmmN6
FPA-PMID-F19	Routing Slip for DPCR Calibration	https://bit.ly/33XmmN6
FPA-QMS-F01	Document Entry Form	https://bit.ly/3Iok9JL
FPA-QMS-F02	Nonconformity and Corrective Action Report (NCAR)	https://bit.ly/3Iok9JL
FPA-QMS-F03	Citizen/ Client Satisfaction Survey	https://bit.ly/3Iok9JL
P-001	Notice of Intent to Conduct Experiment	https://bit.ly/3uIKP4s
P-002	Application for Experimental Use Permit	https://bit.ly/3uIKP4s
P-012	Application for Registration of a Pesticide Active Ingredient	https://bit.ly/3uIKP4s
P-022	Application for Registration of a Pesticide Product	https://bit.ly/3uIKP4s
P-110	Application for License as Manufacturer/Formulator/Extruder	https://bit.ly/3uIKP4s
P-120	Application for License as Repacker	https://bit.ly/3uIKP4s
P-130	Application for License as Dealer	https://bit.ly/3uIKP4s
P-140	Application for Warehouse Registration	https://bit.ly/3uIKP4s
P-150	Application for License as Importer/Exporter/Indentor/End-User/Institutional-User	https://bit.ly/3uIKP4s
P-160	Application for License as National Distributor	https://bit.ly/3uIKP4s
P-160-A	Application for License as Area Distributor	https://bit.ly/3uIKP4s
P-170	Application for License as Pesticide Supplier Local Subsidiary	https://bit.ly/3uIKP4s
P-180	Application for License as Drone Spraying Operator (DSO)/Pest Control Operator (PCO)	https://bit.ly/3uIKP4s
P-200	Monthly Pest Control Operation Report	https://bit.ly/3uIKP4s
PRD-BF-1	Bill Form for EUP Application	https://bit.ly/3uIKP4s

CODE	NAME OF FORM	LINK
PRD-BF-2	Bill Form for Product Registration Application	https://bit.ly/3uIKP4s
PRD-BF-3	Bill Form for CAIP/Export Permit/Certification Application	https://bit.ly/3uIKP4s
PRD-BF-4	Bill Form for Pesticide Confirmatory Analysis	https://bit.ly/3uIKP4s
PRD-BF-5	Bill Form for License and Warehouse Registration Application	https://bit.ly/3uIKP4s
PRD-EF-1	Evaluation Form for Provisional Product Registration (Products from Bureau of Animal Industry)	https://bit.ly/3uIKP4s
PRD-EF-2	Evaluation Form for License for Pesticide Handler with OHS Requirements	https://bit.ly/3uIKP4s
PRD-EF-3	Evaluation Form for License for Pesticide Handler	https://bit.ly/3uIKP4s
PRD-EF-4	Evaluation Form for License for PCO/DSO (Pest Control Operator/ Drone Spraying Operator)	https://bit.ly/3uIKP4s
PRD-EF-5	Evaluation Form for Product Registration (New Generic Pesticides)	https://bit.ly/3uIKP4s
PRD-PC-1	Process Checklist for EUP and Product Registration Application (New Proprietary Pesticides & New Pesticide Formulations)	https://bit.ly/3uIKP4s
PRD-TF-1	Tracking Form for EUP and CPR (New Proprietary Pesticides & New Pesticide Formulations)	https://bit.ly/3uIKP4s
PRD-TF-2	Tracking Form for Evaluation of Laboratory Test Results	https://bit.ly/3uIKP4s
PRD-TF-3	Tracking Form for License and Warehouse Registration	https://bit.ly/3uIKP4s
PRD-TR-1	Transaction Record (EUP and Product Registration Application)	https://bit.ly/3uIKP4s
COA	Statement of Appropriations, Allotments, Obligations, Disbursements and Balances – FAR No.1	https://bit.ly/3It1LQ1
COA	Summary of Appropriations, Allotments, Obligations, Disbursements and Balances by Object of Expenditures – FAR No.1-A	https://bit.ly/3It1LQ1
COA	List of Allotments and Sub-Allotments – FAR No. 1-B	https://bit.ly/3It1LQ1
COA	Aging of Unpaid Obligations – FAR No. 3	https://bit.ly/3It1LQ1
COA	Obligation Request and Status	https://bit.ly/3It1LQ1
COA	Registry of Revenue and Other Receipts (OFI)	https://bit.ly/3It1LQ1
COA	Registry of Revenue and Other Receipts – Regular Agency and Foreign Assisted Projects Fund (OFI)	https://bit.ly/3It1LQ1
COA	Registry of Appropriations and Allotments	https://bit.ly/3It1LQ1
COA	Registry of Allotments, Obligations and Disbursements – Personnel Services	https://bit.ly/3It1LQ1
COA	Registry of Allotments, Obligations and Disbursements – Maintenance and Other Operating Expenses	https://bit.ly/3It1LQ1
COA	Registry of Allotments, Obligations and Disbursements – Capital Outlays	https://bit.ly/3It1LQ1
COA	Comparison of Budget and Actual Amounts (SCBAA)	https://bit.ly/3It1LQ1
COA	General Journal (GJ)	https://bit.ly/3It1LQ1
COA	Cash Receipts Journal (CRJ)	https://bit.ly/3It1LQ1
COA	Cash Disbursement Journal (CDJ)	https://bit.ly/3It1LQ1

FORM LINKS

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CODE	NAME OF FORM	LINK
CSC	CSC Form 212 Revised 2017 Personal Data Sheet	https://bit.ly/3It1LQ1
CSC	SALN Form Revised as of January 2015	https://bit.ly/3It1LQ1
CSC	CS Form No. 32 Revised 2018 Oath of Office	https://bit.ly/3It1LQ1
CSC	CS Form No. 33-B Revised 2018 Appointment Paper	https://bit.ly/3It1LQ1





THE FPA'S OPERATIONS MANUAL

This Operations Manual (OM) shall serve as a guide to all FPA employees in their delivery of services to the transacting public. It describes in detail the procedures, work instructions, and forms, taking into consideration the FPA's Citizen's Charter and Quality Manual.

It is divided into four chapters namely: (1) Chapter 1: FPA Overview; (2) Chapter 2: Quality Management System; (3) Chapter 3: Core Processes and (4) Chapter 4: Administration and Support Processes.

