



1. ISSUANCE OF ACCREDITATION CARDS FOR RESPONSIBLE CARE OFFICER (ARCO), AGRICULTURAL CERTIFIED PESTICIDE APPLICATOR (CPA), F/P RESEARCHER, AND SAFETY DISPENSER (ASD) FORWARDED/EMAILED BY FPA REGIONAL OFFICES

The accreditation cards issued herein pertains to the applications received by the FPA -Regional/ Provincial Offices whereby the processing and printing of cards are centrally done at the Planning, Management & Information Division, Central Office.

Division	PLANNING, MANAGEMENT AND INFORMATION DIVISION (PMID)
Classification	Complex
Type of transaction	G2G - Government to Government
Who may avail	<ol style="list-style-type: none"> 1. Records Unit under Finance and Admin Division (FAD), FPA Central Office 2. FPA Field Units (FUs) / Regional Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application(s) for Accreditation with complete supporting documents received by the FPA-Regional Office from its clients and forwarded to Records Unit, FAD and those applications emailed by FUs directly to PMID	As received from the FUs concerned

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Responsible Person
1. FUs to email and FAD-Records to forward - the received application with complete supporting documents 2. Wait for the cards and transmittal letter	1. Receive the application and supporting documents / acknowledge if received thru email	Corresponding accreditation fee is being paid to FPA-Field Unit upon filing of application by client	15 minutes	Admin Officer II PMID, 3/F, FPA Building
	1.1 Check the information and supporting documents.		15 minutes	Admin Officer II PMID, 3/F, FPA Building
	2.1 Verify the data with the Agency records, evaluate and secure authorization		1 hour	Admin Officer II PMID, 3rd Floor, FPA Bldg.
	2.2 Provide authorization of eSignature on the card		1.5 hours	Office of the Executive Director 2/F, FPA Building
2.3 Print and record the card	Admin Officer II PMID, 3rd Floor, FPA Bldg.			
	2.2 Review the documents		30 minutes	Planning Officer V PMID, 3rd Floor, FPA Bldg.
2. FAD to receive the accreditation cards with transmittal letter for mailing to Regional Office concerned	2. Sort the cards, prepare transmittal sheets and forward the same to Records Unit - FAD for mailing to Regional Offices		30 minutes	Admin Officer II PMID, 3/F, FPA Building
TOTAL		None	4 hours	



2. POSTING/PUBLICATION IN THE FPA WEBSITE

Includes all postings whether new or updates on the previously posted information

Division	PLANNING, MANAGEMENT AND INFORMATION DIVISION
Classification	Simple
Type of transaction	G2G - Government to Government
Who may avail	All Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed request	Thru google form or at 3F, ICT Unit, PMID, FPA Bldg
2. Document(s) to be posted (hard or soft copy)	Personnel concerned

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Responsible Person
1. Submit request and documents / soft copy	1. Receive request together with the copy of the document(s) to be posted	None	30 minutes	Info Technology Officer I 3F, PMID, FPA Bldg.
	1.1 If soft copy, convert to pdf file			Website Administrator 3F, PMID, FPA Bldg.
2. Can check the website if already posted	3. Upload the file/document			Website Administrator 3F, PMID, FPA Bldg.
TOTAL		None	30 minutes	



3. PROVISION OF REPRODUCED/AVAILABLE 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.

For related requests by the Field Units, the service will be completed when the materials were forwarded to Records Unit, Finance and Admin Division for freight/ mailing.

Division	PLANNING, MANAGEMENT AND INFORMATION DIVISION
Classification	Simple
Type of transaction	G2G - Government to Government
Who may avail	All Units / Divisions / Regions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter or Request	Letter - from Heads of Units/ Divisions/Regions Request Form - Info Unit, 3F, PMID, FPA Bldg.

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Responsible Person
1. Submit/email request	1. Receive the request	None	5 minutes	Info Officer II 3F, PMID, FPA Bldg.
	1.1 Prepare the information materials Note: Some of the info materials are reproduced/ printed in-house.		3 hours and 45 minutes depending on the kind & number of copies requested	
2. FAD to receive the info materials for freight to Regional Office	2. Release the info materials / forward to Records - FAD for mailing/freight to Regions		10 minutes	
TOTAL		None	4 hours depending on the kind & number of copies requested	



4. PROVISION OF COMMUNICATIONS-RELATED 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, and preparation/proofreading of contents.

Division	PLANNING, MANAGEMENT AND INFORMATION DIVISION
Classification	Simple
Type of transaction	G2G - Government to Government
Who may avail	All Units / Divisions / Regions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled out request form	Letter - from Heads of Units/ Divisions/Regions Request Form - Info Unit, 3F, PMID, FPA Bldg.

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Responsible Person
1. Submit/email request	1. Receive the request	None	5 minutes	Info Officer II 3F, PMID, FPA Bldg.
	1.1 Prepare the TA Note: Processing time will depend on the type of TA request		1 day (for content related preparations); 5 days for audio-visuals	Info Officer II/III 3F, PMID, FPA Bldg.
	1.2 Review the TA		4 hours	Planning Officer V
2. Receive the Request	2. Provide the TA	None	10 minutes	
TOTAL		None	1 day 4hrs and 15 mins (for content preparation); 5 days 4hrs and 15 mins (for audio-visual preparation)	



5. PROVISION OF IT ASSISTANCE

The information and communication Unit (ICT) of PMID is in-charge of all IT related concerns of the Agency.

Division	PLANNING, MANAGEMENT AND INFORMATION DIVISION
Classification	Complex
Type of transaction	G2G - Government to Government
Who may avail	All FPA officials and employees including Contract of Service personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for IT assistance	ICT Unit, PMID. FPA Bldg.

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Responsible Person
1. Inform the ICT Unit of PMID	1. Receive the info/call and fill-up the request form	None	10 minutes	Info Technology Officer I/ Info System Analyst 3F, PMID, FPA Bldg.
2. Discuss the problem	2. Conduct interview with the requestor		20 minutes	
3. Wait for the findings/ recommendation or the equipment to be functional	3. Check the equipment/ software. Do troubleshooting and make recommendation, if applicable		1 day (reformat and installation of software)	
4. Receive the findings/ recommendation or the equipment.	4. Inform the findings and recommendation, if any, for the IT equipment.		15 minutes	
TOTAL		None	1 day and 45 minutes	