



Acknowledgement

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Vision

The National Food Authority, as a government corporation shall be at the forefront in providing excellent needed services to the grains marketing industry, towards global competitiveness, and committed to ensuring food security and stabilization of supply and price of rice and corn, primarily through buffer stocking.

Mission

The National Food Authority shall:

- Pursue and accelerate the integrated growth and modernization of the food marketing industry.
- Provide excellent services towards attaining food security and the stabilization of the supply and prices of rice and corn.
- Assist the food marketing industry move towards global competitiveness.
- Empower rice and corn farmers.

The logo features a stylized grey circle with a white crescent shape inside, resembling a drop or a stylized 'P'.

Performance Pledge

WE pledge to serve **YOU** with:

- **C**ourtesy & Promptness by
- **A**ble and Committed NFA employees who are
- **R**esolved to bring Public Service to its highest level with
- **E**mphasis that a “Public Service is a Public Trust”

All these **WE** pledge, because **YOU** deserve no less.

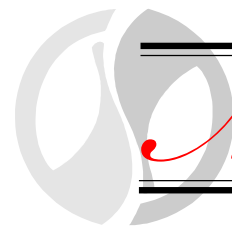


Feedback Mechanisms

Please let us know how we have served you by doing any of the following:

- ☞ Accomplish Feedback Form available at Customer Assistance Unit (CAU) in NFA Offices nationwide .
- ☞ Send your suggestion (SUG), query (QRY), or complaint (CMP) thru the use of Short Messaging Systems (SMS) by typing SUG or QRY, or CMP<space>NAME/ ADDRESS/MESSAGE TO NFA through 0917-621-0927.
- ☞ Through our website at www.nfa.gov.ph
- ☞ Through our “Suggestion Box” located at the lobby of all NFA Offices
- ☞ Call our Operations Center (OPCEN-NFA Central Office) Hotline number at 929-1816 or our Customer Assistance Unit at 454-9321, 454-3294, 928-0329 or 453-3900 locals 6135 to 37, available from 8:00am-5:00pm, Monday to Friday.

THANK YOU for helping us serve you better.



NFA Frontline Services

- Registration & Licensing
- Palay/Corn Procurement
- Rice/Corn Distribution
- Food Product Testing & Evaluation

LIST OF FRONTLINE SERVICES

Type of Frontline Service	Fees	Form/Document	Processing Time (under normal circumstances per transaction)	Responsible Person/Office
<p>REGISTRATION & LICENSING (RL)</p> <p>Application Registration/Licensing</p>	<p>P110.00 (Single Line) P165.00 (Multi-line)</p>	<p>Application Form Registration & Licensing Forms</p>	<p>35 minutes to process application and payment of fees until issuance of temporary license</p> <p>Facility inspection to be conducted within 15 working days from issuance of temporary license</p> <p>Registration/Licensing plate/sticker to be issued the next working day after conduct of facility inspection.</p>	<p>Industry Regulation Section, NFA Provincial Office</p>
<p>PALAY / CORN PROCUREMENT</p> <p>Issuance of Individual Farmer's Passbook/Master Passbook</p>	<p>30.00</p>	<p>Application Form Farmer's Information Sheet (FIS) Official Receipt (OR) Farmer's/Master Passbook</p>	<p>30 minutes from submission of complete requirements</p>	<p>Marketing Operations Section, NFA Provincial Office</p>

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Type of Frontline Service	Fees	Form/Document	Processing Time (under normal circumstances per transaction)	Responsible Person/Office
SALES THROUGH GOVERNMENT INSTITUTIONS		Memorandum of Agreement (MOA) Authority to Accept Payment (AAP) Authority to Issue (AI) Warehouse Stock Issue (WSI)	45 minutes to process request 25 mins. to withdraw 50 bags	Marketing Operations Section, NFA Provincial Office Dept. for Marketing Operations (DMO), Central Office
SALES THROUGH NON-GOVERNMENT INSTITUTIONS		Letter-request Authority to Accept Payment (AAP) Authority to Issue (AI) Warehouse Stock Issue (WSI)	Processing of request within 24 hours from receipt 25 mins. per withdrawal of 50 bags	Marketing Operations Section, NFA Provincial Office
FOOD PRODUCT TESTING & EVALUATION	Based on approved rates/fees for analyses requested	Request of FDC Services (RFDCS)	30 minutes-1 hour to process request on a first-come-first-served basis	Food Development Center, NFA, FTI Complex, Taguig City, Metro Manila

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Type of Frontline Service	Fees	Form/Document	Processing Time (under normal circumstances per transaction)	Responsible Person/Office
USE OF FDC FACILITIES a. Use of Training Facilities b. Use of Pilot Plant	Based on approved fees for each type of facility Based on approved rates for equipment to be used	Request for FDC Services (RFDCS) form Request for FDC Services (RFDCS) form	10-30 minutes to process request 30 minutes – one (1) hour to process request	Food Development Center, NFA, FTI Complex, Taguig City, Metro Manila Food Development Center, NFA, FTI Complex, Taguig City, Metro Manila
PLANT AND PRODUCT INSPECTION AND CERTIFICATION	Based on approved fees for inspection/certification requested	Request for FDC Services (RFDCS) form	40 minutes to process request, 2-4 days plant inspection	Food Development Center, NFA, FTI Complex, Taguig City, Metro Manila
CONDUCT OF TRAINING COURSES	Depends on type of training course requested	Request for FDC Services (RFDCS) form	30 minutes to process request, training proposal will be ready within 3 working days	Food Development Center, NFA, FTI Complex, Taguig City, Metro Manila

**NFA LICENSING AND REGISTRATION SERVICE
(For New & Renewal)**

Schedule of Availability of Service:

8:00 AM – 5:00 PM, Monday to Friday except holidays

Who are required to secure a License/Registration from NFA?

All persons, natural or juridical, of legal age and/or authorized to enter into contract and/or who are engaging and intending to engage in rice or corn business whether commercial or NFA rice/corn.

What are the requirements:

Please secure list of requirements and schedule of fees per line of business from the NFA Officer-of-the-Day or the Registration & Licensing Officer.

New applicants: *(Two (2) copies each)*

Individual

1. Passport size pictures (2x2) of applicant
2. Taxpayer's Identification Number (TIN)
3. Sketch of the business location, for facility inspection

Corporation/Partnership/Cooperative

1. Secretary's Certificate of a Board Resolution authorizing the representative to sign for and/in behalf of the corporation, partnership or cooperative.
2. Passport size (2x2) pictures of the representative
3. Articles of Incorporation and By-Laws
4. SEC Certificate of Registration or Certificate of Cooperation from the cooperative Development Authority (CDA)
5. Taxpayer's Identification Number (TIN)
6. Sketch of the business location, for facility inspection.

Renewal Applicants: *(Two copies each)*

1. Passport size pictures (2x2) of applicant
2. Income Tax Return of the preceding year
3. Financial Statement showing Assets and Liabilities of applicant, if the capitalization in the rice and/or business exceeds P100,000.00.

Corporation/Partnership/Cooperative:

1. Passport size (2x2) pictures of the representative, should there be a change of representative, a Secretary's Certificate of a Board Resolution authorizing the representative to sign and in behalf of the entity.
2. Latest Corporate Income Tax Return of the preceding year with audited financial statement certified by the BIR.
3. Copy of Information Sheet submitted to SEC.

Common Requirements for Both Individual and Corporation:

1. Proof of Filipino citizenship if applicant for rice and corn business has acquired Filipino citizenship by naturalization or by any other means of acquisition as provided by law.
2. Proof of ownership such as Deed of Sale, Certificate of Title, Tax Declaration or other proof of ownership. In case applicant does not own the facility, a certified copy of document allowing his/her use of the facility, such as a Contract of Lease.
3. If applicant is an estate, Court Orders appointing Special Administrator/Executor to apply for a license.

Special Requirement as proof of Filipino Citizenship

1. If applicant claims to be a natural born Filipino but with foreign sounding middle or surname, the applicant shall submit any of the following:
 - a. Two (2) copies of Birth and/or Baptismal Certificate
 - b. Immigration ID with a copy of the Immigration Order
 - c. Other documents which will sufficiently prove Philippine citizenship of the applicant.
2. If applicant is a non-natural born Filipino, he shall submit the following:
 - a. if naturalized:
 1. Oath of Allegiance
 2. Immigration ID
 3. Certificate of Naturalization

- b. If a citizen by election:
 - 1. Affidavit of election
 - 2. Oath of allegiance
 - 3. Immigration ID
- 3. If female applicant is married to an alien on or after January 17, 1973, she is required to submit the following:
 - a. An affidavit by the petitioner attesting to the truth of the fact that she has not done any act which under the law is deemed to be a renunciation of her Filipino citizenship.
 - b. a joint affidavit of the spouses stating among others as to what kind of matrimonial regime of property they have adopted and whether or not the husband participates in any manner in the ownership or administration of the paraphernal property.
 - c. An affidavit executed by the petitioner that she will use her separate and paraphernal or exclusive share in the conjugal property in the operation of her grains business.
 - d. An affidavit executed by the alien husband to the effect that he will not directly or indirectly participate in the conduct of the grains business of his wife.
 - e. Picture of the husband.
- 4. If applicant is a common-law wife/husband of an alien, the applicant shall submit the following:
 - a. Two (2x2) pictures of the alien common law wife/husband.
 - b. Joint affidavit executed by the common-law spouses stating among others the ownership of the capital invested and the common-law wife/husband's degree of participation in running the business.
- 5. If licensee is transferring his/her business to another person, said licensee/transferrer shall submit to the provincial office concerned a notice stating the following together with the document or proof evidencing the transfer:

- a. Transferee's name and address
- b. Citizenship of the transferee
- c. Nature and consideration of transfer
- d. Relationship of transferrer to transferee
- e. Date of effectivity of transfer

Said transfer shall be duly investigated and their authenticity determined. Questionable transfer or those intended to defeat NFA policies/procedures should be referred to Industry Regulations Division (IRD) for evaluation and approval.

- 6. If applicant is below 18 years as of the date of filing of application and the business is only a continuation of parent's business, the application shall be filed by the legal guardian of said minor.

Required Facilities:

Retailing:

- 1. Rice boxes painted white clean and free from posters and advertisements
- 2. Calibrated weighing scale
- 3. Authorized price tag 28 cm x 21.5 cm.

Wholesaling:

- 1. Calibrated platform scale
- 2. Price list of prices for the different varieties of sales
- 3. Storage space of 12 cu.meters. If rice is to be delivered directly to the retailers, to submit affidavit of exemption stating rice is directly distributed to the retailer/end user.
- 4. Duly calibrated moisture meter for wholesaler of palay/corn
- 5. Dryers for wholesalers of palay/corn.

Additional requirements for warehousing activity:

- 1. Warehouse plan – indicating therein the material used, floor area, height, storage space or capacity and the space occupied by the mill and other facilities, if any.
- 2. Location plan – indicating the principal roads bounding the site of the warehouse.
- 3. Postcard size of the warehouse.

For Bonded Warehouse:

1. Clearance from RTC of the province where the applicant is a resident or has place of business (applicant should not have convicted of a crime involving moral turpitude)
2. Blue print copy of warehouse plan certified by a registered engineer/architect indicating the portion applied for bonded storage if not to be completely bonded.
3. Fire insurance policy issued and signed by NFA accredited insurance company and endorsed in favor of NFA.
4. Guaranty bond in favor of NFA.

For Non-Bonded Warehouse:

For a notice in a conspicuous place in the premises with the following inscription "This warehouse/miller/sheller/dryer operator is not bonded and authorized by NFA to keep palay/corn stocks for milling/shelling/threshing/drying hours."

Warehouse Owner/Operators (whether bonded or non-bonded)

1. Duly calibrated platform scale or suitable weighing apparatus.
2. Duly calibrated moisture meter and dryer for warehousemen of palay/corn.
3. Fire extinguisher
4. Fumigating and pest control equipment
5. Pallets
6. Warehouse should be rodent and bird-proof and properly ventilated.
7. If warehouse is not completely bonded, provide fixed partitions to segregate the bonded from the non-bonded portion thereof.

Additional requirements for applicants for Milling/shelling/Threshing/Drying:

1. Post-card size picture of mill/sheller/thresher/dryer
2. Location plan indicating the principal roads bounding the site of the mill/sheller/thresher/dryer.
3. For mills, location clearance from the Housing and Land Use Regulatory Board and Environmental Compliance Certificate (Pollution Clearance and Permit to operate) from the Environmental Management Bureau (EMB), whenever applicable.

4. Rice milling recovery should be at least 62% by weight and rice mills should be equipped with such mechanism for controlling and ensuring the milling quality of rice.
5. Traveling mills shall present a Permit from the municipality/city mayor's office in the municipality where it would be allowed to operate.

Miller except Mobile rice/corn Mill Operator

1. Duly calibrated platform scale or suitable weighing apparatus.
2. Fire extinguishers
3. Adequate space for the grains receiving for milling
4. Duly calibrated moisture meter except for owners/operators of single pass rice/corn mills who render services only and are not in bonded or non-bonded warehousing.

Packaging and Labeling for Palay, Milled Rice, Shelled Corn and Corn Grits

A. Palay shall be packed in woven polypropylene sacks and shall weigh 50 kg net on the basis of 14% moisture content.

B. Milled Rice

- i. Milled rice shall be packed in new and durable woven polypropylene (WPP) sacks for grains in accordance with the Philippine National Standards, for big packages in multiples of 5 up to 50 kg net weight. Small packages may be allowed provided the weight shall be 1 kg up to 15 kg or fraction thereof using polyethylene bags, paper or carton containers. Provided, however, that used sacks shall not be reused.
- ii. Appropriate packages for milled rice and broken milled rice for wholesale or retail shall be color-coded corresponding to its classification and grade.
- iii. Milled rice in sacks and/or small packages using transparent polyethylene, cloth, paper or carton abgs shall be appropriately packed and labeled.
- iv. Each package of milled rice shall be properly labeled.

C. Shelled Corn

- i. Shelled corn shall be packed in new and durable woven polypropylene (WPP) sacks of grains in accordance with the Philippine National Standards, for big packages in

multiples of 5 up to 50 kg net weight. Small packages may be allowed provided the net weight shall be a kg up to 15 kg or fraction thereof using polyethylene bags, paper or carton containers. Moisture content shall not be more than 14% and provided, further that used sacks shall not be reused.

- ii. Color coding in the packaging of shelled corn. Shelled corn for wholesale and retail shall be packed in light green sacks of 50 kg net irrespective of classification and grade. The color of the label for smaller packages shall likewise be light green.
- iii. Information shall be labeled/printed on each sack/ container for shelled corn.
- iv. In addition to the information required, the label for shelled corn contain approximate level of aflatoxin in parts per billion (ppb) for the guidance of prospective users/ buyers and quality and quality inspectors. Approximate coding scheme shall be issued for this purposes.

D. Corn Grits

- i. Corn grits shall be properly packed in 50 kilogram when packed of light green woven polypropylene sacks to protect them against mechanical damage and to facilitate handling and transport.
- ii. The outside of each container shall have a label or legible characters grouped on the same side, stamped in indelible ink.

Signboard Requirements

All grains businessmen are required to display on a conspicuous place of the store, warehouse, mill, and other grains business establishments, a signboard herein prescribed bearing the name and business name of the Licensee, the NFA control number and the words "Licensed Grains Retailer", or "Wholesaler" as the case may be. "Grains Warehouse" in case of non-bonded warehouse, "Licensed Rice Mill" or "Corn Mill" in case of rice and/or corn mill and "Grains Bonded Warehouse" in case of bonded warehouse, or such appropriate appellation depending on the line of activity engaged in. The signboard shall at least measure as follows:

1. 45 cm in width and 75 cm in length, in case of retailers, wholesalers and other establishments;
2. 75 cm in width and 135 cm in length in case of bonded warehouses, rice/corn mill and/or sheller/dryer.

Listing of Brand Names

Grains Businessmen using brand names for the rice and corn products being traded shall be required to submit a list of their brand name.

Additional Requirements and Conditions for Rolling Stores

1. A Special Permit shall be secured in addition to accreditation, if applicable, from the NFA office having jurisdiction on the location of the rolling store.
2. It shall operate only on depressed or remote barangays, refugee settlement centers, disaster areas or squatter areas away from existing rice stores, public/private markets, centers or poblacion of cities and towns.
3. A license fee per rolling store shall be paid by the private sector allowed to operate a rolling store such as NGOs and other service-oriented organizations, in addition to the license fee for their stationary stores.
4. The rolling store shall have a billboard which shall indicate NFA license number and Special Permit Number issued to the licensee.

Additional Requirements for Rice Millers, Importers, Traders/Wholesalers, Retailers, Repackers and Manufacturers/Producers of Iron Fortified Rice (IFR) and Iron Rice Premix (IRP)

1. License to operate (LTO) issued by the Bureau of Food and Drug (BFAD) for manufacturers/processors/importers-distributors of iron rice premixes (IRP).
2. All rice millers, importers-distributors, and repackers, of milled rice (except brown rice and locally produced glutinous rice) shall submit the following:
 - a. One (1) kg representative sample of their fortified rice to be offered for sale/distribution, for verification/testing as to the iron rice premix/fortificant content of the fortified rice for which a Certificate of Analysis shall be issued.
 - b. Certificate of Attendance to a training/seminar attended on rice fortification.

Requirements for Registration

Together with the prescribed and accomplished application form, new and renewal applicants who are required to register with the Authority shall submit two (2) copies each of the following:

1. Pass-port size picture of the registrant or of the authorized representative, if corporation, partnership, association or cooperative
2. For registration of transporting facilities equipment used for hauling rice and/or corn; LTO Registration Certificate with current LTO Official Receipt.
3. For registration of manufacturers, importers, dealers or distributors of post-harvest equipment and/or blending equipment for iron fortified rice, brochures containing the specifications and pictures of the equipment.

Facilities/Lines of Activities covered by a Registration

1. The following lines of activities/facilities/establishments shall require registration:
 - a. Motor Vehicles principally used or intended to be used in the transport/hauling of palay/rice and/or

corn, whether for the owner's/operator's exclusive use or for hire. Common carriers such as public utility vehicles, other than those used by "viajeros" as the term is understood, vessels, planes, trains duly franchised by the proper government agencies concerned which are not principally used for transporting rice and/or corn, as well as light vehicles such as jeep/owner-types of vehicles with or without trailers, are not covered.

- b. Transportation with 4 to 6 wheels
- c. Trucks with 8 wheels
- d. Trucks with 10 or more wheels
2. Warehouses, threshers, and shellers to be used for his own produce
3. Mechanical dryers for owner's/operator's exclusive use
4. Packaging machines for owner's/operator's exclusive use
5. Non-operational mills and other post-harvest facilities/equipment for rice and corn. The registration of these facilities shall be done only once.
6. Institution/Establishment securing their rice and/or corn requirement from the Authority for use or consumption of their employees, members or customers or to be used for relief or charitable purposes.
7. Poultry and hog raisers securing rice and/or corn and/or their by-products from the Authority to be used for animal feeds
8. Manufacturer, importers, dealers and distributors of rice and corn post-harvest facilities and/or blending equipment to be used for iron fortified rice, i.e. Volumetric mixers, feeders, etc.
9. Blending equipment (volumetric mixers/feeders) used for producing iron fortified rice.
10. Facilities/equipment to be used for rice parboiling.

Qualifications and Disqualifications for License and Registration

Qualifications:

An applicant whether natural or juridical person before engaging in the rice and/or corn industry, shall possess the following qualifications:

1. Must be of legal age and/or authorized by law to enter into contracts,
2. Must be a Filipino citizen. In case of juridical persons, the capital stock must be wholly owned by citizens of the Philippines as prescribed in Section 1 of Republic Act 3018, except those persons/entities allowed to engage in certain lines of activity in the rice and/or corn industry pursuant to Section 2 of Presidential Decree No. 194.

Any foreign investor may, however, be allowed to apply for NFA license in the retail trade of rice and/or corn, subject to the provisions of the Retail Trade Liberalization Act of 2000.

Disqualifications:

1. For applicants who shall engage in the business of receiving palay /rice and/or corn storage, milling, shelling, threshing and/or drying, shall not have been convicted of a crime involving moral turpitude.
2. Defaulting contractors of the defunct RCA and the NGA/ NFA unless otherwise authorized by the Administrator.
3. Transferee, buyer, assignee or lessor mortgagee of post-harvest facilities (e.g. mills and warehouses) acquired from a defaulting contractor or his heirs/successors-in-interest unless with prior consent or approval from the NFA. However, this shall not apply to post-harvest facilities acquired thru a confirmed public auction sale and/or juridical foreclosure.

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Duration of Service: 35 minutes to process application & payment of fees until issuance of temporary NFA license.

How to Avail of the Registration/Licensing Service: (New & Renewal)

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/Document
1	Secure Application/ Registration/ Licensing Forms and List of Requirements	Give Application/ Registration/ Licensing Forms and List of Requirements	5 minutes	Registration and Licensing Officer (RLO)/NFA Officer of the Day		Application/ Registration/ Licensing Forms/List of Requirements
2	Submit Accomplished Application/ Registration/ Licensing Forms and complete Documentary Requirements	Receive and process submitted documents	10 minutes	Registration and Licensing Officer (RLO)		
3	Pay Application fees Registration/License Fees	Issue Official Receipt (OR)	10 minutes	NFA Cashier	P110.00 (Single line) P165.00 (multi-line) Based on approved NFA fees per line of activity	Official Receipt

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
4	Present Official Receipt (OR)	Issue Temporary License and advise client of facility inspection to be conducted within 15 working days	10 minutes	Registration and Licensing Officer (RLO)		Temporary License
		Conduct facility inspection	15 minutes	Sr. Enforcement & Investigation Officer (SEIO)		
5	Receive Registration/ License Certificate/ Metal Plates/Stickers	Issue Registration/ License Certificate/ metal plates/stickers within the next working day after facility inspection	5 minutes	Registration and Licensing Officer (RLO)		NFA License/ Registration Certificate/ Metal Plate/ Sticker
END OF TRANSACTION						

PALAY/CORN PROCUREMENT

1. ISSUANCE OF INDIVIDUAL FARMER'S/MASTER PASSBOOK

Schedule of Availability of Service:

8:00 AM – 5:00 PM, Monday to Friday except holidays

Who may avail of the Service:

A. Individual Farmer (Individual Farmer's Passbook)

1. Owner/Tiller
2. Tenant

B. Farmer's Group (Master Passbook)

3. Farmer Groups

What are the requirements:

A. Individual Farmer's Passbook

1. Photocopy of Certificate of Title
2. Certification from DA Farm Technician with jurisdiction of the area that the farmer is the bonafide owner/tiller of an agricultural land or, if tenant, certification as to the farm area tilled (in hectares).
3. 2 pcs. 2x2 pictures to be attached to the passbook and NFA file.

B. Master Passbook

1. Photocopy of certificate of registration from CDA or any government institution, such as but not limited to NFA, Bureau of Soil, ARBA, etc.
2. By- laws of the Farmers' Organization.
3. Authenticated list of officers and members with corresponding hectarage actually tilled by members.
4. Board Resolution designating the farmers group authorized representative and his alternate together with their specimen signature and 2 pcs., each, 2x2 picture.

Duration: approximately 30 minutes from submission of complete documentary requirements depending on the volume of transaction

How to apply for Individual Farmer's/Master Passbook:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Secure forms & list of requirements Submit fully accomplished application form with complete requirements	Issue forms & list of requirements Evaluate/process Application Form Prepare Authority to Accept Payment (AAP)	5 minutes 15 minutes	Clerk, Operations Section Operations Officer/ Asst. Provincial Manager Clerk, Operations Section		Application Form/Farmers' Information Sheet Authority to Accept Payment (AAP)
2	Pay processing fee	Accept payment/Issue OR	5 minutes	Cashier	P30.00	Official Receipt (OR)
3	Present OR to the Operations Section	Issue passbook	5 minutes	Clerk, Operations Section		Individual Farmer's Passbook/ Master Passbook
END OF TRANSACTION						

PALAY/CORN PROCUREMENT

2. Buying Palay/Corn from Farmers

Schedule of Availability of Service:

8:00 AM – 5:00 PM, Monday to Friday except holidays

Who may avail of the Service:

- A. Individual Farmer's Passbook (Owner- Tiller, Tenant or Agricultural Worker)
- B. Farmer's Groups

How to Avail of the Service:

What are the requirements:

Must be holders of Individual Farmer's Passbook (owner-tiller, or tenant) or Master Passbook (if farmers' group). If agricultural worker, certification from the Municipal Agricultural Officer (MAO).

Duration: approximately one (1) hour per delivery of 50 bags upon unloading (excluding waiting time)

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Deliver palay/corn to NFA warehouse or designated buying station. Show Farmer's Passbook & get priority number	Issue priority number Classify stocks	20 minutes per delivery of 50 bags	Security Guard Classifier		
2	Unload the palay/ corn delivery	Rebag & weigh the delivered stocks. Prepare/sign WSR	30 minutes per delivery of 50 bags	Warehouse Clerk/ Classifier/SGOO		Warehouse Stock Receipt (WSR)
3	Accept payment & sign PR	Compute the Equivalent Net Weight (ENW) based on the Warehouse Stock Receipt (WSR). Prepare Purchase Receipt (PR) and pay farmer for accepted deliveries.	20 minutes	Cashier/SDO		Purchase Receipt (PR)
END OF TRANSACTION						

DISTRIBUTION OF NFA RICE

1. DISTRIBUTION THROUGH LICENSED GRAINS RETAILERS

1.a ACCREDITATION AS NFA OUTLET

- In areas identified by the NFA Accreditation Committee

Schedule of Availability of Service:

8:00 AM – 5:00 PM, Monday to Friday except holidays

Who May Avail of the Service:

Licensed Grains Retailers

What are the Requirements:

General Requirement:

Must be a duly licensed grains retailer whether as an individual or group.

How to Avail of the Service:

Must be engaged in the rice retailing business for at least two (2) years at the time of application for accreditation.

Specific Requirements:

- Outlet
1. Duly accomplished Application for Accrediation as NFA Outlet
 2. Two (2) pcs. 2 x 2 recent photo of retailer
 3. Photocopy of the Official Receipt (OR) of NFA license
 4. Sketch plan/location of the store/outlet

Duration:

Fifteen (15) minutes to process documentary requirements submitted.

Fifteen (15) minutes to conduct facility inspection within 5 working days from submission of complete documentary requirements.

Retailer's Passbook to be issued within the next working day from date of facility inspection

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Secure application & list of requirements	Issue application form and list of requirements	5 minutes	Operations Clerk		Application for Accreditation as NFA Outlet
2	Submit the fully accomplished application together with the complete documentary requirements	Evaluate application and verify documents submitted. Advise client that facility inspection will be conducted within 5 working days	15 minutes	Operations Officer/Asst. Prov'l. Mgr (APM)/ Registration & Licensing Office (RLO)		License Verification Report

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
		Conduct facility inspection	5 minutes	Sr. Enforcement & Investigation Officer (SEIO)		Inspection Report
		Approve/Disapprove application for accreditation	15 minutes from submission of inspection report	Accreditation Committee		
		Inform the applicant the status of application				
		If application is approved, issue Authority to Accept Payment (AAP), advise client to pay	5 minutes	RLO/Operations Section		Authority to Accept Payment (AAP)
3	Pay to the Cashier the cost of the Passbook	Accept payment & issue OR	5 minutes	Cashier	P30.00	Official Receipt (OR)
4	Present OR to the Operations Section	Issue the Grains Retailer's Passbook	5 minutes	Operations Clerk		Grains Retailer's Passbook
END OF TRANSACTION						

DISTRIBUTION OF RICE THROUGH LICENSED GRAINS RETAILERS

Who may avail of the Service:
NFA LICENSED GRAINS RETAILER ACCREDITED AS NFA OUTLET

1.b ISSUANCE OF RICE ALLOCATION OF RETAILERS

What are the requirements:
Grains Retailer's Passbook

Schedule of Availability of Service:
8:00 AM – 5:00 PM, Monday to Friday, except holidays

Duration: One hour & 20 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Get priority number	Give client priority number		NFA Guard on duty		
2	Present Retailer's Passbook to the Operations Section	Verify if volume is within the retailer's allocation. Determine cost of stocks for issuance/ approval of Authority to Accept Payment (AAP)	10 minutes	Operations Assistant/ Asst. Prov'l. Mgr. (APM)		Authority to Accept Payment (AAP)
3	Pay cost of stocks	Receive payment and issue OR	20 minutes	Cashier		Official Receipt (OR)

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
4	Present OR & passbook to the Operations Section	Prepare and approve Authority to Issue (AI)	20 minutes	Operations Asst./ Operations Officer/ Asst. Provincial Manager/Provincial Manager		Authority to Issue (AI)
5	Present AI, OR & Retailer's Passbook to Warehouse Supervisor	Weigh stocks & prepare WSI Record withdrawals in the Passbook Return original copy of Official Receipt (OR), passbook and WSI.	20 minutes per withdrawal of 50 bags 5 minutes	Whse. Supervisor/ Classifier/Whse. Clerk/NFA Guard Whse. Supervisor Whse. Supervisor		Warehouse Stock Issue (WSI)
6	Surrender guard stub	Verify & record stocks withdrawal	5 minutes	NFA Guard		
END OF TRANSACTION						

DISTRIBUTION OF NFA RICE

1. SPECIAL DISTRIBUTION PROGRAM

1.a Availment of NFA rice by Government Institutions

Schedule of Availability of Service:

8:00 AM – 5:00 PM without noon break

Who may avail of the Service:

- A. Local Government Units (LGUs)
- B. Government Agencies & Bureaus (i.e., DSWD, PNR, NDCC)

How to Avail of the Service:

What are the requirements:

General: Must have an existing Memorandum of Agreement (MOA)

- Specific:**
- a. Letter from the head of agency/authorized representative requesting for availment of NFA rice
 - b. Documentary Requirements specified in the MOA

Duration:

Processing of request – 45 minutes

Issuance of rice – 25 minutes per withdrawal of 50 bags

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Submit letter-request for rice availment to NFA Office in the chosen area (Central Office or any of the Field Offices)	Evaluate/process request - Prepare authorization for the concerned field office to issue rice to requesting agency -Approve authorization	45 minutes	For Central Office:- Department for Marketing Operations -(DMO) For Field Office:- Operations Section Provincial/Regional Manager, Dept. Mgr., DMO/ Asst. Administrator/Deputy Administrator(<i>as the case may be based on quantity availed per NFA Specification of Authority</i>)		
2	Proceed to the concerned NFA field office for rice withdrawal	Issue rice to client	25 minutes per withdrawal of 50 bags	Operations Section Staff/Classifier/Whse. Supervisor/ Asst. Provincial Mgr./ Provincial Mgr.		Authority to Issue (AI)Warehouse
END OF TRANSACTION						

DISTRIBUTION OF NFA RICE

1.b. Availment of NFA rice by Non-Government Institutions

Schedule of Availability of Service:

8:00 AM – 5:00 PM without noon break

Who may avail of the Service:

- A. Local Government Units (LGUs)
- B. Non-Government Organizations (NGOs)
- C. Civic Organizations

How to Avail of the Service:

What are the requirements:

- a. Letter from head of company/organization requesting for availment of NFA rice
- b. Payment must be done before withdrawal of rice, in the form of cash, Cashier's or Manager's check

Duration: Processing of request – within 24 hours from receipt
 Issuance of rice – 25 minutes per withdrawal of 50 bags

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Submit letter-request for rice availment to NFA Office in the chosen area (Central Office or any of the Field Offices)	Evaluate request. Inform of approval/ disapproval of request If request is approved:- -Issue Authority to Accept (AAP) to client	Within 24 hours	For Central Office:- -Department for Marketing Operations (DMO) For Field Office:- -Operations Section		AAP
2	Pay corresponding amount in cash, cashier's or manager's check	Accept payment If payment is made at Central Office/Regional Office, send authorization to the concerned provincial office for issuance of rice to client Issue Authority to Issue (AI) to client	15 minutes	Cashier DMO/MOS		Official Receipt

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
3	Present AI to Warehouse Supervisor for rice withdrawal	Issue rice to client following NFA standard procedure	25 minutes per withdrawal of 50 bags	Operations Section Staff/Classifier/Whse. Supervisor/Asst. Provincial Manager/ Provincial Manager		
END OF TRANSACTION						

FOOD DEVELOPMENT CENTER

FOOD PRODUCT TESTING AND EVALUATION

a. Chemical, Microbiological, Microanalytical Analyses, Physical and Sensory Testing, Package Testing and Label Evaluation

Schedule of Availability of Service:

8:00 am - 5:00 pm, Monday to Friday

Who may avail of the Service:

Companies and Private Individuals in the food and beverage industry, the general public

What are the requirements:

Sufficient quantity of product samples

Duration:

Processing of request: 30 minutes

Product Analysis: 3-14 working days depending on the number & type of analysis required, based on first-come-first-served basis.

Fees:

Based on the FDC-approved rates for each type of analysis

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Bring samples and inform staff of the types of analyses required	Accomplish request for FDC Services (RFDCS) form. Inform client of the total cost of analyses and date of release of Report of Analyses	10 minutes	Information Liaison Industry Section (ILIS) staff		Request for FDC Service Form
2	Sign conforme portion of the RFDCS	Advise client to pay	5 minutes	(ILIS) staff		

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
3	Pay corresponding fee in cash or dated company check. If provincial check is used, pay an additional ¼ of 1% of the face value of the check or a minimum of P110.00 whichever, is higher, as bank charge	Process payment and Issue Official Receipt (OR) for cash payment and Temporary Receipt (TR) for check payment. OR will be issued after 3 banking days to replace TR issued.	5 minutes	Cashier	Per approved FDC fees/ rates	Official Receipt/ Temporary Receipt
4	Present Official Receipt (OR)	Give original copy of RFDCS to client and advise him/her of the scheduled date of release of report Conduct the analysis and prepare Report of Analyses	5 minutes 3-14 working days	ILIS Staff Laboratory concerned		
5	Present original copy of RFDCS on the scheduled date of release of report	Release to client original copy of Report of Analyses. Ask client to affix signature on the duplicate copy of report and in the Customer's Transaction logbook to acknowledge receipt.	5 minutes	ILIS staff		Report of Analyses
END OF TRANSACTION						

FOOD PRODUCT TESTING AND EVALUATION

b. Shelf-life Testing

Schedule of Availability of Service:

8:00 am - 5:00 pm, Monday to Friday

Who may avail of the Service:

Companies and Private Individuals in the food and beverage industry

What are the requirements:

sufficient quantity of product samples

Duration:

Processing of request: 55 minutes, preparation of proposal will be 10 working days, based on a first-come-first-served basis. Actual shelf-life testing depends on the type of the product and its characteristics

Fees:

Proposal Fee: P500.00

Testing Fee varies depending on the type of product and complexity of test to be conducted

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Fill-out Request Form	Discuss with client the information required for evaluation Prepare RFDCS to bill client for proposal fee. Inform client that proposal fee is non-refundable but deductible from the total cost of project if implemented	15 minutes	Information Liaison and Industry Section (ILIS) staff		Request for Shelf-life Testing Form, RFDCS
2	Pay proposal fee in cash or dated company check. If provincial check is used, pay an additional 1/4 of 1% of the face value of the check or a minimum of P110.00 as bank service charge	Process payment and issue Official Receipt (OR) for cash payment and Temporary Receipt for check payment. OR will be issued after 3 banking days to replace temporary receipt previously issued.	5 minutes	FDC Cashier		OR/TR

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
3	Receive original copy of OR/TR and the Request form	Prepare proposal for the conduct of shelf-life testing on client's product Present proposal to client	10 working days 10 minutes	SLT staff ILIS staff/ SLT staff		
4	If amenable, sign and approve proposal	Fill-out RFDCS form and ask client to sign on Conforme portion	5 minutes	ILIS staff		RFDCS
5	Sign conforme portion. Pay 75% of the Shelf-life Testing (SLT) fee as downpayment	Process payment and issue Official Receipt (OR) for cash payment and Temporary Receipt for check payment.	5 minutes	Cashier	Per approved FDC fees/rate	Official Receipt (OR)/ Temporary Receipt (TR)
6	Submit required number of samples at the ILIS office as scheduled based on proposal	Conduct shelf-life testing of the samples submitted. Prepare SLT Report.	may vary depending on product type and its characteristics	Shelf-Life Testing (SLT) staff		Shelf-Life Testing (SLT) Report

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
7	Return to ILIS on scheduled date of release of SLT Report and prepare original copy of RFDCS (downpayment)	Prepare new RFDCS form to bill client of the 25% balance of the SLT fee. Ask client to sign on the conforme portion.	5 minutes	ILIS Staff		RFDCS
8	Sign conforme portion and pay the remaining 25% of the SLT fee	Process payment and issue Official Receipt (OR) for cash payment and Temporary Receipt for check payment.	5 minutes	Cashier	Per approved FDC fees/rate	OR/TR
9	Present OR/TR and get original copy of SLT Report	Release original copy of the SLT Report testing to client. Ask client to affix signature on the duplicate copy of the report and in the Customer Transaction Logbook to acknowledge receipt	5 minutes	ILIS staff		SLT Report
END OF TRANSACTION						

USE OF FDC PILOT PLANT

Research & Development, Market Sample Preparation, Establishment of cost Processing Operation and other Target Market

Schedule of Availability of Service:

8:00 am – 5:00 pm, Monday to Friday

Who may avail of the Service:

Companies and Private Individuals in the food and beverage industry

What are the requirements:

1. Letter request indicating product to be processed, process flow and product specifications, quantity to be processed;

2. List of raw and packaging materials;
3. Time schedule of workers; and
4. Valid health certificate of workers

Duration:

Processing of request to use Pilot Plant: One (1) hour
Duration of use of plant varies depending on the type of product and process to be undertaken

Fees:

Based on the FDC approved rates, dependent on the number/type of equipment/processes to be used

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Inform attending staff of the product type to be processed and purpose	Evaluate client request Discuss with client the processes involved and the QA service to be provided. Estimate cost for QA services to be provided. Inform client of the policy/rules on the use of pilot plant and its schedule of availability. Prepare RFDCS to bill client for the QA services to be provided.	15 minutes 15 minutes 10 minutes	Industry Liaison and Information Services (ILIS) staff Quality Assurance(QA) Staff ILIS staff		RFDCS

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
2	If amenable, sign conforme portion of the RFDCS and accomplish standard technical documents given by the QA staff	Advise client to pay the total cost for Quality Assurance (QA) services to be provided while using the pilot plant. Ask client to accomplish standard technical documents	15 minutes	ILIS staff QA Staff		Standard Technical Documents
3	Pay corresponding fee in cash or dated company check	Process payment and issue Official Reciept (OR) for cash payment and Temporary Receipt (TR) for check payment.	5 minutes	Cashier	Based on approved FDC rates/ fees	OR/TR
4	Receive original copy of RFDCS and OR/TR. Use pilot plant as scheduled.	Provide needed services to client.	Varies depending on client's needs	QA/Engineering Staff		

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
		<p>Compute actual cost for use of pilot plant (equipment, water, electricity, etc.) and inform ILIS of the total cost.</p> <p>Prepare RFDCS to bill client for the use of pilot plant. Ask client to sign conforme portion and pay total cost.</p>	<p>Varies depending on equipment etc. to use</p> <p>5 minutes</p>	Engineering Services/Support Service Staff	Based on approved rates/fees	RFDCS
5	Proceed to Cashier to pay corresponding fee in cash or dated company check.	Process payment and issue Official Receipt (OR) for cash payment and Temporary Receipt (TR) for check payment.	5 minutes	Cashier	Based on actual cost incurred	Official Receipt (OR)/ Temporary Receipt (TR)
6	Present OR to ILIS staff.	Release to client necessary documents	5 minutes	ILIS staff		
END OF TRANSACTION						

PLANT/PRODUCT INSPECTION AND CERTIFICATION

Schedule of Availability of Service:

8:00 am - 5:00 pm, Monday to Friday

Who may avail of the Service:

Companies and Private Individuals in the food and beverage industry

What are the requirements:

1. Letter-request
2. License to Operate or Valid Sanitary Permit
3. Plant lay-out
4. Plant Sanitation Procedure

5. Process Flow and description of each step
6. List of Raw materials
7. Hazard Control and Critical Point (HACCP) Plan per product if requesting for HACCP Accreditation

Duration:

Processing of request for inspection/certification: 45 minutes
 Inspection of plants: 2-4 days, depending on size of plant

Fees:

Based on the FDC approved rates. Transportation to be provided by client.

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Submit required documents to ILIS Staff	Evaluate submitted documents to determine acceptability of request.	15 minutes	ILIS/QA staff		
2	If acceptable, give company profile for documentation of request.	Inform client of inspection date and cost involved. Fill out the RFDCS form and/or prepare proposal if needed.	10 minutes	ILIS/QA staff		RFDCS and/or proposal

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
3	If amenable to the inspection date and cost involved, sign in the CONFORME portion of the RFDCS and /or proposal	Advise client to pay corresponding fee	5 minutes	ILIS staff		RFDCS and/or proposal
4	Proceed to Cashier and pay corresponding fee in cash or dated company check	Process payment and issue Official Receipt (OR) for cash payment and Temporary Receipt for check payment.	5 minutes	Cashier	As computed by QA staff based on approved rates	OR/TR
5	Present OR/TR, get original copy of RFDCS from ILIS staff	Give original copy of RFDCS to client. Conduct site inspection. Evaluate plant/ product and prepare inspection report	5 minutes 2-4 working days depending on size of plant 10-15 working days	ILIS staff QA Inspector QA Inspector		
6	Present original copy of RFDCS or authorization to get Plant Inspection Report/Certificate	Release to client original copy of Plant Inspection Report/Certificate. Ask client to affix signature on the duplicate copy of report and in the customer transaction logbook to acknowledge receipt.	5 minutes	ILIS staff		Plant Inspection Report/ Certificate
END OF TRANSACTION						

USE OF FDC TRAINING FACILITY

**AUDITORIUM, TRAINING ROOMS, MEETING ROOMS,
DORMITORY**

Schedule of Availability of Service: Hourly, Daily, Monthly

Who may avail of the Service:

Companies and Private Individuals in the food and beverage industry

What are the requirements:

Letter-request indicating purpose of use

Duration:

Processing of request to use facilities: 30 minutes

Duration of use of facilities varies depending on Agreement between FDC & client

Fees: Based on FDC approved rates

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Inform FDC staff of facilities and equipment needed and submit letter-request.	Evaluate if purpose of use is acceptable under existing policy. Prepare proposal cost for use of facilities	15 minutes 1-2 days	Information Liaison and Industry Section (ILIS) staff LIS Staff		Request for FDC Services (RFDCS)
2	If client agree, sign conforme portion of proposal and the RFDCS	Fill-out RFDCS Form indicating facilities needed and corresponding cost. Advise client to pay.	5 minutes	ILIS staff		

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
3	Proceed to Cashier and pay corresponding fee in cash or dated company check.	Process payment and issue Official Receipt (OR) for cash payment and Temporary Receipt for check payment.	5 minutes	Cashier	Based on approved FDC rates/ fees	OR/TR
4	Present OR/TR to ILIS Staff	Give original copy of RFDCS to client	5 minutes	ILIS staff		
5	Receive original copy of RFDCS. Use requested facilities on scheduled date.	Implement the request	per Agreement	Concerned FDC Staff		
END OF TRANSACTION						

CONDUCT OF TRAINING COURSES

Schedule of Availability of Service:

8:00 am - 5:00 pm, Monday to Friday

Who may avail of the Service:

Companies and Private Individuals in the food and beverage industry

What are the requirements:

Letter Request indicating the purpose of Training

Duration:

Processing of request for conduct of training courses: 30 minutes

Preparation of training proposal will take 1-3 days

Duration of training varies depending on the type of training course to be conducted

Fees:

Based on the FDC approved rates, as computed based on the client's requirement.

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Inform FDC staff of the required training	Evaluate client's request and inform him of the procedure and policy for the conduct of training.	10minutes	ILIS staff		
2	If amenable, pay the non-refundable proposal fee	Prepare RFDCS. Ask client to sign on conforme portion.	5 minutes	Cashier	P500 Proposal fee	RFDCS

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
3	Sign conforme portion of the RFDCS and proceed to Cashier to pay proposal fee in cash or dated company check.	Process payment and issue Official Receipt (OR) for cash payment and Temporary Receipt (TR) for check payment.	5 minutes	Cashier		OR/TR
		Prepare the training proposal.	1-3 working days	ILIS Staff		Training Proposal
4	If amenable, sign proposal	Fill-out RFDCS form. Ask client to sign conforme portion and pay training fee as indicated in the proposal.	5 minutes			RFDCS
5	Sign conforme portion of RFDCS and pay training fee.	Process payment and issue Official Receipt (OR) for cash payment and Temporary Receipt (TR) for check payment.	5 minutes	Cashier	Based on FDC-approved rates	OR/TR
		Conduct training as scheduled.	Per agreement	Concerned FDC staff		
END OF TRANSACTION						

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

**NFA CUSTOMER ASSISTANCE AND FEEDBACK MECHANISM
E-MAIL/ON-LINE FEEDBACK THROUGH THE NFA WEBSITE**

Who May Avail of the Service: General Public

What are the requirements: Internet Connection

Schedule of Availability of Service: 24 hours for 7 days of the week

Duration: 30 minutes to 3 days

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Using a computer and an Internet Service Facility, log on to the NFA official website: www.nfa.gov.ph	Receive report via the Internet	5-15 minutes	NFA Webmaster & NFA-Customer Assistance Unit, Industry Regulations Division (IRD), Industry Services Department (ISD)		
2	At the upper left portion of the NFA Home Page, click on the site "Action Center" to get the names of NFA personnel you may want to contact for inquiries/suggestions or any concerns					
3	Click on the "Contact Us" found at the bottom left of the Home page to start your sending an e-mail to NFA	Reply by citing relevant NFA policies and/or coordinate with concerned NFA offices. OR Refer to concerned Office (Central Office or Field Office) if report/matter is not within the NFA representative's jurisdiction	30 minutes 3 days	NFA Customer Assistance Unit, Industry Regulations Division (IRD), Industry Services Department (ISD), Central Office		On-line message pre-formatted form
END OF TRANSACTION						

TEXT NFA (0917-6210927) – Receipt of reports via SMS Facility (text)

The Text-NFA System for Customer Assistance Service Program is a text messaging facility which aims to provide the public a fast means to send to NFA their suggestions, inquiries, request for assistance, and/or grievances/complaints on any NFA concerns using their mobile phones. Messages/Information that may be sent using Text-NFA System are as follows:

1. Suggestions which may be considered for the improvement of NFA services rendered to the public;
2. Inquiries regarding existing NFA projects/programs being implemented;
3. Requests for assistance on certain undertakings which are NFA concerns in nature;

4. Reporting of any illegal activities in relation to projects/ programs being implemented by NFA; and
5. Grievances/complaints against any third party individuals which are NFA concerns in nature and/or against any NFA officers and employees.

Schedule of Availability of Service: 24 Hours for 7 Days of the Week

Who May Avail of the Service: General Public

What Are the Requirements: Cellular telephone/Text through Internet

Duration: 30 minutes to 3 days

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Send text message to Text-NFA System through the number 0917-6210927 which must conform with the following format: Keyword<space>Name/ Address/Message Wherein: Keyword = sug (for suggestions) or qry (for inquiries/					

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
	requests for assistance) or cmp (for complaints/ grievances) Name=full name of the sender Address=mailing address of the sender Message=suggestions the sender wishes to offer; or inquiries/ requests for information assistance on NFA projects/programs; or grievances/ complaints that are NFA concerns					
2	Receive an auto-response for text message sent	Reply by citing policies and/or coordinate with concerned offices/ agencies Or Field Office or other agency concerned if report is not within the jurisdiction of NFA-Central Office	Within 5-30 minutes Two Hours – 3 Days	Text NFA Action Officer (Industry Services Dept. Personnel)		
END OF TRANSACTION						

NATIONAL FOOD AUTHORITY CITIZEN'S CHARTER

CUSTOMER TELEPHONE ASSISTANCE SERVICE

A telephone assistance service is available in all NFA offices, however, the Customer Assistance Unit based in the Central Office may receive calls from anywhere through telephone number 454-9321, 454-3294, 928-0329, or 453-3900 locals 6135-37, or call the NFA Operations Center (OPCEN) Hotline at 929-1816

Schedule of Availability of Service: 8:00am to 5:00pm, Monday to Friday, except Holidays

Who May Avail of the Service: General Public

What Are the Requirements: Telephone

Duration: 5 minutes to 3 days

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Call the nearest NFA Office	Receive call and accomplish an NFA-CAU Suggestion/ Complaint/ Inquiry/ Request Form to document the call. Reply outright to query/ request if information is readily available OR For matters which are for further evaluation, to be coordinated or referred to concerned department or other NFA branch, informs the customer of the date on which the needed response can be expected.	5 minutes 3 Days	NFA-Customer Assistance Unit, IRD, ISD, Central Office/ R.O. CAU Officer/P.O. CAU Officer		
END OF TRANSACTION						

SUGGESTION BOX

A "Suggestion Box" is conspicuously situated in the lobby of all NFA offices, nationwide, to receive suggestions, queries, complaints or request of NFA clients

Schedule of Availability of Service:

8:00am to 5:00pm, Monday to Friday, except Holidays

Who May Avail of the Service:

General Public

What Are the Requirements:

NFA Complaints and Suggestion Form

Duration:

45 minutes to 3 days for NFA to act on "suggestions"

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person in Charge	Fees	Form/ Document
1	Go to the nearest NFA Office					
2	Get an NFA-CAU Suggestion/ Complaint/Inquiry/ Request Form.	Give client the form to accomplish	5 minutes	NFA Officer-of-the-Day or NFA Lobby guard		NFA-CAU Suggestion/ Complaint/ Inquiry/Request Form
3	Accomplish the form and put it in the "Suggestion Box"	Gather contents of the suggestion box at the end of each day. Reply outright to query/request if information is available. OR For matters which are for further evaluation, to be coordinated and referred to concerned department or other NFA branch, informs the customers of the date on which the needed response can be expected.	10 minutes 30 minutes 1 to 3 days	NFA-Customer Assistance Unit, IRD, ISD, Central Office/R.O. CAU Officer/P.O. CAU Officer		NFA-CAU Suggestion/ Complaint/ Inquiry/Request Form
END OF TRANSACTION						

Messages

Responsibility and Accountability

A distinct feature in the appointment papers of government officials and employees is the doctrine that "A Public Office is a Public Trust." As such, we are all expected to serve with "the highest degree of responsibility, efficiency, integrity and honesty." The Anti-Red Tape Act of 2007 is another legal boost to the tenets of public service that we must strive to enshrine in our hearts and minds as public servants.

This Citizen's Charter is a testament to our collective effort here at the NFA to continuously improve our services to the public whom we serve. They are our reason for being. It is only fitting that we strive to be of the best service to them.

JESSUP P. NAVARRO
Administrator

Fast and Efficient Service

It has always been our desire to maintain our good standing as an institution that takes pride in having a wealth of professionals who embody and practice the ideals of genuine public servitude. Through the painstaking efforts of the NFA Anti-Red Tape Act (ARTA) Executive Committee and the Technical Working Committee (TWC), we have drafted this guidebook on the simplified procedures in conducting our front line services. With this Citizen's Charter, we hope to further enhance the way we conduct our services -- to the satisfaction of our stakeholders and the public in general.

PEDRO S. HERNANDO, JR.
Deputy Administrator
for Finance and Administration and
Chairman, NFA Anti-Red Tape Committee