SUGAR REGULATORY ADMINISTRATION

CITIZEN'S CHARTER

Updated Version: MARCH 2026 1st Edition

I. Mandate:

The legal mandate of SRA is embodied in Executive Order No. 18 dated May 28, 1986 creating the Sugar Regulatory Administration. It states that the policy is to promote the growth and development of the sugar industry through greater participation of the private sector and to improve the working conditions of the laborers.

RA 10659 or the Sugar Industry Development Act of 2015 further declares the policy of the State to promote the competitiveness of the sugarcane industry and maximize the utilization of sugarcane resources, and improve the incomes of farmers and farm workers, through improved productivity, product diversification, job generation, and increased efficiency of sugar mills.

RA 9367 or the Biofuels Act of 2006 mandated SRA as member of the National Biofuel Board (NBB) to develop and implement policies supporting the Philippine Biofuel Program and ensure bioethanol feedstock supply and security of domestic sugar supply.

II. Vision:

By 2040, the Philippines shall have a globally competitive sugarcane industry that supports the food, power, and other related industries through an institutionally competent SRA and committed stakeholders, for a secured future for Filipinos.

III. Mission:

SRA is a Government-Owned and Controlled Corporation which formulates responsive developmental and regulatory policies, and provides RD & E services to ensure sufficient supply of sugarcane for a diversified, sustainable and competitive industry that improves productivity and profitability of sugarcane farmers and processing industries and provides decent income for workers towards enhancing the quality of life of Filipinos.

IV. Service Pledge:

We, the Officials and Employees of the Sugar Regulatory Administration, in the pursuit of high quality standards of service to our clientele, do hereby pledge to commit ourselves to perform our duties and responsibilities with utmost integrity, competence and dedication in order to work for the upliftment of the social and economic status of the sugar industry and its workers.

We offer our collective and relentless efforts to subscribe to the thrust of our government towards improving the performance and cost efficiency of our agency in order to help elevate the sugar industry in the arena of global competitiveness.

We adhere to the principle of transparency and accountability. We will see to it that national interest prevails over personal motives and eradicate graft and corruption.

We support the government's goal in sustaining the development of the sugar industry in order to generate more job opportunities and help develop the countryside by undertaking effective and relevant regulatory functions and research

and extension programs in coordination with the private sector that our clients could benefit from.

We uphold the dignity of our Agency by crossing the road of excellence and people empowerment in developing sound careers in public service through continuing programs of personnel growth and development. We will pursue our goals objectively to attain office efficiency and good governance gearing towards responsiveness.

So help us God.

PABLO LUIS S. AZCONA
Administrator
March 27, 2026

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REGULATION DEPARTMENT –
Luzon and Mindanao

EXTERNAL SERVICES

1.1 APPLICATION FOR LICENSE TO OPERATE (LTO) AS NEW TRADER

(Sugar, Molasses, Muscovado & Fructose)

License to Operate as Trader is issued to a qualified applicant to be able to transact or engage in local (Domestic LTO) and/or export/import (International LTO) transactions

Office or Division	Licensing and Monitoring Division, Regulation Department
Classification	Highly Technical
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Any person or business entity duly created under the laws of the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Form with Passport size ID picture of Signatory (Owner/President/ Authorized Representative) **Separate application form for Sugar, Molasses Muscovado & Fructose*	Licensing and Monitoring Division (LMD), SRA Website www.sra.gov.ph under Downloads Heading
Valid Government Issued ID of Signatory	Applicant
For Corporation: SEC Registration Articles of Incorporation and By Laws General Information Sheet **For Sole Proprietorship:** DTI Registration **For Cooperatives:** CDA Registration* Articles of Cooperation and By Laws Certificate of Compliance	Securities and Exchange Commission Company Registration and Business Name Department or Satellite Offices http://crs.sec.gov.ph online registration for pre-processing Department of Trade and Industry (DTI) or DTI Negosyo Center Cooperative Development Authority (CDA)
Tax Identification Number (Photocopy of TIN ID/BIR Registration 2303)	Bureau of Internal Revenue (BIR) Revenue District Office within area of jurisdiction residence/business office
Business/Mayor's Permit Current Year (Photocopy)	Local Government (City or Municipality of Business Location) Economic Zones within area of jurisdiction
Inspection Report of Office/Warehouse	LMD, SRA
Company ID (Photocopy) and Authorization Letter for Authorized Representative (Original Copy)	Applicant
ITR of previous year & Financial Statements (Photocopy)	BIR
Track Record of Domestic/Import/Export Transactions (Photo Copy) **For New International LTO Applications Only*	Bureau of Customs (BOC), Shipping Lines Sugar Suppliers (Mills, Traders and Producers) Etc.
Office and Warehouse's Vicinity Map & Lease Contract (if rented) or Tax Declaration (if owned) (Photocopy)	Applicant
License Fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two (2) sets of notarized Application Form with attached requirements to LMD thru SRA Office or thru LMD Official Email/s	1. Checks/ Evaluates client's application and required documents	None	10 Minutes	LMD Personnel
2. Prepare Office, Warehouse, and original documents submitted with application and coordinate with LMD Personnel for the physical/ virtual inspection.	2.Conduct inspection (physical/virtual) the office and warehouse of the applicant	None	1 day including travel time (if physical inspection is within NCR, Regions III & IV-A) 7 days including travel time (if physical inspection in Luzon, Visayas & Mindanao Except NCR, Regions III & IV) 2 Hours by virtual inspection	LMD Personnel
	2.1 Evaluates and Verifies authenticity of documents with concerned government agencies 2.2 Preparation of Inspection Reports		2 days 2 hours	LMD Personnel LMD Personnel/ LMD Chief/ RD Manager/ Deputy Administrator/ Administrator
3. Secure Order of Payment (OP) from LMD/LMD Email and pay the trader's registration fee to the Budget and Treasury Division (BTD) or thru Online Banking Transactions	3. Issue OP 3.1 Accepts payment upon checking confirmation to issue Official Receipt(OR) with OP and issue OR	**P20,000.00** (International with Domestic LTO for Sugar & Molasses Traders) **P15,000.00** (Domestic LTO for Sugar & Molasses Traders) **P5,000.00** (Upgrade from Domestic to International LTO for Sugar and Molasses Traders) **P20,000.00** (International for Fructose Traders) **P6,000.00** for Muscovado Traders	5 Minutes 5 Minutes	LMD Personnel Budget Officer/ Cashier-BTD

	3.3. Prepares LTO 3.4 For signature	None	10 Minutes 1 Day	LMD Personnel LMD Chief/RD Manager/ Deputy Administrator/ Administrator
4. Recieve LTO from LMD	4. Releases LTO to applicant (By Pick up/Courier thru the Records Section)	None	5 Minutes	LMD Personnel
	TOTAL:	**P20,000.00** (International with Domestic LTO for Sugar & Molasses Traders) **P15,000.00** (Domestic LTO for Sugar & Molasses Traders) **P5,000.00** (Upgrade from Domestic to International LTO for Sugar and Molasses Traders) **P20,000.00** (International for Fructose Traders) **P6,000.00** for Muscovado Traders	4WD, 2H, 35M to 11WD, 2H, 35M Based on the location/area of the applicant be it virtual/physical inspection. *Note: WD=Working Days, H=Hours D=Days*	

1.1.a APPLICATION FOR RENEWAL OF LICENSE TO OPERATE (LTO) AS TRADER

(Sugar, Molasses, Muscovado & Fructose)

License to Operate as Trader is issued to a qualified applicant to be able to transact or engage in local (Domestic LTO) and/or export/import (International LTO) transactions

Office or Division	Licensing and Monitoring Division, Regulation Department
Classification	Highly Technical
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Any person or business entity duly created under the laws of the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Form with Passport size ID picture of Signatory (Owner/President/ Authorized Representative) **Separate application form for Sugar, Molasses, Muscovado & Fructose*	Licensing and Monitoring Division (LMD), SRA Website www.sra.gov.ph under Downloads Heading
Valid Government Issued ID of Signatory	Applicant
For Corporation: SEC Registration* Articles of Incorporation and By Laws* **Not required for renewal applications unless expired or amended* Updated General Information Sheet **For Sole Proprietorship:** DTI Registration* **Not required for renewal applications unless expired or amended* **For Cooperatives:** CDA Registration* Articles of Cooperation and By Laws* **Not required for renewal applications unless expired or amended* Certificate of Compliance	Securities and Exchange Commission Company Registration and Business Name Department or Satellite Offices http://crs.sec.gov.ph online registration for pre-processing Department of Trade and Industry (DTI) or DTI Negosyo Center Cooperative Development Authority (CDA)
Tax Identification Number (Photocopy of TIN ID/BIR Registration 2303) **Not required for renewal applications unless expired or amended*	Bureau of Internal Revenue (BIR) Revenue District Office within area of jurisdiction residence/business office
Business/Mayor's Permit Current Year (Photocopy)	Local Government (City or Municipality of Business Location) Economic Zones within area of jurisdiction
Company ID (Photocopy) and Authorization Letter for Authorized Representative (Original Copy)	Applicant
ITR of previous year & Financial Statements (Photocopy)	BIR
Office and Warehouse's Vicinity Map & Lease Contract (if rented) or Tax Declaration (if owned) (Photocopy)	Applicant
Notarized Activity Report	Licensing and Monitoring Division (LMD), SRA Website www.sra.gov.ph
Photocopy of previous LTO (For LTO Renewal Applications)	Applicant
License Fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) set of notarized Application Form with attached requirements to LMD thru SRA Office or thru LMD Official Email/s	1. Checks/ Evaluates client's application and required documents	None	10 Minutes	LMD Personnel
	1.1 Evaluates and Verifies authenticity of documents with concerned government agencies		2 days	LMD Personnel
2. Secure Order of Payment (OP) from LMD/LMD Email and pay the trader's registration fee to the Budget and Treasury Division (BTD) or thru Online Banking Transactions	2. Issue OP 2.1 Accepts payment upon checking confirmation to issue Official Receipt(OR) with OP and issue OR	**P20,000.00** (International with Domestic LTO for Sugar & Molasses Traders) **P15,000.00** (Domestic LTO for Sugar & Molasses Traders) **P5,000.00** (Upgrade from Domestic to International LTO for Sugar and Molasses Traders) **P20,000.00** (International LTO for Fructose Traders) **P6,000.00** for Muscovado Traders	5 Minutes 5 Minutes	LMD Personnel Budget Officer/ Cashier-BTD

	2.2 Prepare LTO 2.3 For signature	None	10 Minutes 1 Day	LMD Personnel LMD Chief/RD Manager/ Deputy Administrator/ Administrator
3. Recieve LTO from LMD	3. Releases LTO to applicant (By Pick up/Courier thru the Records Section)	None	5 Minutes	LMD Personnel
	TOTAL:	**P20,000.00** (International with Domestic LTO for Sugar & Molasses Traders) **P15,000.00** (Domestic LTO for Sugar & Molasses Traders) **P5,000.00** (Upgrade from Domestic to International LTO for Sugar and Molasses Traders) **P20,000.00** (International for Fructose Traders) **P6,000.00** for Muscovado Traders	3WD, 35M *Note: WD=Working Days, H=Hours D=Days*	

1.2 REGISTRATION FOR WAREHOUSE/STORAGE FOR RAW & REFINED SUGAR

Registration is issued to a qualified applicant for storage of raw and refined sugar

Office or Division	Licensing and Monitoring Division, Regulation Department
Classification	Complex (New) Simple (Renewal)
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Any person or business entity duly created under the laws of the Philippines

CHECKLIST OF REQUIREMENTS (TWO SETS of COPIES)	**WHERE TO SECURE**
Notarized Application Form with Passport size ID picture of Signatory (Owner/President/ Authorized Representative)	Licensing and Monitoring Division (LMD), SRA Website www.sra.gov.ph Applicant
Valid Government Issued ID of Signatory	Applicant
For Corporation: SEC Registration* Articles of Incorporation and By Laws* **Not required for renewal applications unless expired or amended* General Information Sheet **For Sole Proprietorship:** DTI Registration* **Not required for renewal applications unless expired or amended* **For Cooperatives:** CDA Registration* Articles of Cooperation and By Laws* **Not required for renewal applications unless expired or amended* Certificate of Compliance	Securities and Exchange Commission Company Registration and Business Name Department or Satellite Offices http://crs.sec.gov.ph online registration for pre-processing Department of Trade and Industry (DTI) or DTI Negosyo Center Cooperative Development Authority (CDA)
Tax Identification Number (Photocopy of TIN ID/BIR Registration 2303) **Not required for renewal applications unless expired or amended*	Bureau of Internal Revenue (BIR) Revenue District Office that has jurisdiction over place of residence/business office
Business/Mayor's Permit Current Year (Photocopy)	Local Government (City or Municipality of Business Location) Economic Zones with area of jurisdiction
Inspection Report of Warehouse (For New Applicants)	LMD, SRA
Company ID (Photocopy) and Authorization Letter for Authorized Representative (Original Copy)	Applicant
Office and Warehouse's Vicinity Map & Lease Contract (if rented) or Tax Declaration (if owned) (Photocopy)	Applicant
Certificate of No Pending Tax Liability from BIR	Applicant
Warehouse Registration Fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two (2) sets of notarized Application Form with attached requirements to LMD thru SRA Office or thru LMD Official Email/s	Check application and requirements if complete.	None	10 Minutes	LMD Personnel
2. Prepare warehouse for physical/online inspection as per agreed schedule with assigned LMD Personnel (For NEW LTO Applications)	Inspect (physical/ online) the warehouse of the applicant	None	1 day including travel time (if physical inspection is within NCR, Regions III & IV) 3 days including travel time (if physical inspection in Luzon, Visayas & Mindanao Except NCR, Regions III & IV) 2 Hours if thru online	LMD Personnel LMD Personnel
	Evaluate and Verify authenticity of documents from concerned government agencies (For NEW LTO Applications) Preparation of Inspection Reports (For NEW LTO Applications) for endorsement to the Administrator		2 days 2 hours	LMD Personnel LMD Personnel RD Manager/ Deputy Administrator/ Administrator
3. Secure Order of Payment (OP) from LMD Personnel/LMD EMail and pay the LTO application fee at Budget and Treasury Division (BTD) or thru Online Banking Transactions	Issue OP Accept payment with OP and issue OR	P2,000.00	5 Minutes 5 Minutes	LMD Personnel Budget Officer/ Cashier-BTD

	3.3. Prepare LTO 3.4 For signature	None	10 Minutes 2 Days	LMD Personnel RD Manager/ Deputy Administrator/ Administrator
4. Recieve LTO from LMD	4. Release LTO to applicant (Thru Pick up/Email if Soft copy/Records if by Mail)	None	10 Minutes	LMD Personnel

TOTAL:	**PhP2,000**	**New LTO Application** 4WD, 4H, 40M to 7WD, 2H, 40M depending on the location of the applicant if online or physical inspection **Renewal Application** 2WD and 40M *Note: WD=Working Days, H=Hours D=Days*	

1.3. Application for Certification

1.3.a. Issuance of Circular Letter for Stop / Lift Order

The Circular Letter for Stop Order is issued to inform mills and stakeholders that the sugar quedan-permit or molasses certificates have been reported lost by the owner.

The Circular Letter for Lift Order is issued to inform mills and stakeholders that the sugar quedan-permit or molasses certificates have been recovered within the period of 30 days.

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Individual/partnership or corporation who are owner/s of sugar quedan-permit or molasses certificates

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Notarized application letter (1 Original)	Applicant
Affidavit of loss (1 Original)	Applicant
Certification that the sugar or molasses is not yet withdrawn (1 Photocopy)	Sugar Mill where the Quedan-permit or Molasses Storage Certificate was issued
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Division

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present application letter and requirements to Sugar Transaction Division Office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay the corresponding fees to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	₱2,000.00+ 0.10/Kilo	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit the checked and verified documents to the Office of the Manager III Secretary	3. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department
	3.1 Prepares the Circular Letter for initial and signature	None	1 day	*Regulation Officer,* Sugar Transaction Division
	3.2. Approves and Signs the Circular Letter	None	1 day	*Administrator,* SRA
	3.3. Posting the Circular Letter to the SRA website and furnish applicant a	None	2 hours	*Records Officer,* Records Section
	TOTAL:	**₱2,000.00+ 0.10/Kilo**	**2 Days 2 Hours 50 Minutes**	

1.3.b. Certification of Sugar Quedans and Molasses Storage Certificates

Certification of Sugar Quedans and Molasses Storage Certificates is done through verification and signing of Sugar Quedans and Molasses Storage Certificates by the assigned Regulation Officers at the mill. Through this, the Regulation Officers at the millsite is attesting that the sugar quedan/s and molasses storage certificate/s has a corresponding stocks in the mill warehouse/s and molasses tank/s.

Office/Division:	Sugar Regulation and Enforcement Division (SRED) – Luzon & Mindanao
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Sugar Mills

Checklist of Requirements	**Where to Secure**
Production & Sugar Monitoring System (SMS) Report (1 original and 1 duplicate copy)	Quedan Section of Sugar Mills in Luzon & Mindanao
Sugar Quedan Listings (1 original and 1 duplicate copy)	Quedan Section of Sugar Mills in Luzon & Mindanao
Sugar Quedans and Molasses Storage Certificates (1 original)	Quedan Section of Sugar Mills in Luzon & Mindanao

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submits production report/ SMS/Quedan listings and Sugar Quedans; and Molasses Storage Certificates to the authorized Regulation Officer	1.1. Checks/reviews and verifies all the submitted documents	None	2 hours	*Senior SPRO or SPRO III* assigned at the Millsite
	1.2. Certifies/signs sugar quedans and molasses storage certificates	None	4 hours*	*Senior SPRO or SPRO III* Assigned at the Millsite
	1.3. Releases the sugar quedans and molasses storage certificates	None	1 hour	*Senior SPRO or SPRO III* Assigned at the Millsite
	TOTAL	**None**	**7 hours**	

*maximum of 500 pieces of sugar quedans/molasses storage certificates.

1.3.c. Application for Shipping Permit

Issuance of Shipping Permit for coastwise movement of sugar within Philippine Territory.

Office/Division:	Sugar Regulation and Enforcement Division (SRED) – Luzon & Mindanao
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Sugar and Muscovado Traders

Checklist of Requirements	**Where to Secure**
Application Form (to be filled-out by the authorized representative of the company) (1 original)	SRED – Quezon City, 2nd Floor Main Bldg. and authorized Regulation Officers in Mindanao mills
Sugar Release Order (SRO) (1 photocopy) or Original Shipping Permit in case of re-shipment	Sugar Mills for SRO; Point of Origin
Bill of Lading or Booking Reference (1 photocopy)	Shipping Company
Clearance for Release of Imported Sugar (if imported) (1 photocopy)	Sugar Transaction Division, 1st Floor Main Bldg.
Approved Reclassification to "B" or Domestic Sugar if the imported sugar is classified as "C" or Reserved Sugar (1 photocopy)	Sugar Transaction Division, 1st Floor Main Bldg.
Authorization as Representative with valid ID (1 photocopy)	Transacting Company
SRA Official Receipt (1 original)	Cashier, Budget & Treasury Division and SRA Authorized Collecting Officer in Quezon City and Mindanao mills.

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Applies/Submits application requirements to SRED personnel.	1.1. Checks/evaluates/ verifies documents.	None	10 minutes	*Senior SPRO/ SPRO III or SPRO II* SRED
	1.2. Prepares Order of Payment (OP) if documents are complete and endorses OP for approval.	None	10 minutes	*SPRO III or SPRO II* SRED
	1.3. Signs the OP	None	2 minutes	*Chief/ Supervising SPRO* SRED
2. Presents the Order of Payment at the Cashier, Treasury Division, 4th Flr. Main Bldg./ Authorized Collecting Officer.	2.1 Checks the Order of Payment .	None	2 minutes	Cashier, Treasury Division, 4th Flr. Main Bldg./ Authorized Collecting Officer.
3. Pays for Shipping Permit Fee at the Cashier, Treasury Division, 4th Flr. Main Bldg. / SRA Authorized Collecting Officer.	3.1 Receives payment and issues SRA Official Receipt (OR)	₱ 3.00 / Lkg-bag	5 minutes	*Cashier* Budget & Treasury Division Or *SRA Authorized Collecting Officer*

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
4. Returns to SRED and submits 1 photocopy of OR	4.1 Prepares the Shipping Permit	None	15 minutes	*Senior SPRO/ SPRO III or SPRO II* SRED
	4.2 Signs the Shipping Permit	None	1 minute	Chief/ *Supervising* SPRO SRED or Manager III Regulation Department or Authorized Senior SPRO or SPRO III
5. Receives the Shipping Permit from SRED	Records and releases the Shipping Permit.	None	5 minutes	*SPRO III or SPRO II* SRED
	TOTAL	**₱ 3.00 / Lkg-bag**	**50 minutes**	

1.4. Collection of Fees

1.4.a. Collection of Sugar Quedan Fees

Collection of sugar quedans fees also known as sugar liens which includes the Stabilization Fee, Milling Permit Fee, Special Milling Fee, and Monitoring Service Fee for Raw Sugar is imposed on raw sugar quedans covering raw sugar withdrawals and production of mills. Payments of raw sugar quedans are required prior to the withdrawal of physical sugar in the mills.

Office/ Division:	Sugar Regulation and Enforcement Division (SRED) – Luzon & Mindanao
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Sugar Traders, Sugar Mills, Planters' Association, and Planters

Checklist of Requirements	**Where to Secure**
Raw Sugar Release Order/s and/ or List of Quedans (1 original and 1 duplicate copy)	Sugar Mills
SRA Official Receipt/s (1 original)	SRA Authorized Collecting Officer/ Regulation Officers assigned at the mill.

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submits Raw Sugar SROs with corresponding List of Quedans to the assigned Regulation Officers at the mill.	1.1. Checks/reviews all the submitted documents	None	5 minutes	*Senior SPRO or SPRO III* Assigned at the Millsite
	1.2. Computes corresponding fees to be paid.	None	5 minutes	*Senior SPRO or SPRO III* Assigned at the Millsite
2. Pays liens/ fees due to the authorized Regulation Officers/ Collecting Officers at the mill.	2.1. Issues SRA Official Receipt for the following quedan fees: a) Stabilization Fee b) Special Milling Fee c) Milling Permit Fee d) Monitoring Service Fee for Raw	 ₱ 0.79052/Lkg-Bag ₱ 0.079052/Lkg-Bag ₱ 0.80 /Lkg-Bag ₱ 3.00/Lkg-Bag	5 minutes	*Senior SPRO or SPRO III* Assigned at the Millsite
	2.2. Verifies/signs and releases Raw SROs for withdrawal	None	5 minutes	*Senior SPRO or SPRO III* Assigned at the Millsite
	TOTAL	**₱ 4.669572/ Lkg-bag**	**20 minutes**	

1.4.b. Collection of Monitoring Fee (Raw to Refined)

Collection of Monitoring Fee (Raw to Refined) is based on the total sugar melted for refining for a given week.

Office/Division:	Sugar Regulation and Enforcement Division (SRED) – Luzon & Mindanao
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Sugar Traders, Sugar Mills, Planters' Association, and Planters

Checklist of Requirements	**Where to Secure**
Raw Sugar Release Order/s and/ or List of Quedans (1 original and 1 duplicate copy)	Sugar Mills
SRA Official Receipts (1 original)	SRA Authorized Collecting Officer at the

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submits Refined Sugar SROs with corresponding List of Quedans to the assigned Regulation Officers at the mill.	1.1. Checks/reviews all the submitted documents	None	5 minutes	*Senior SPRO or SPRO III* Assigned *at the* Millsite
	1.2. Computes corresponding fees to be paid.	None	5 minutes	*Senior SPRO or SPRO III* Assigned *at the* Millsite
2. Pays monitoring fees to the authorized Regulation Officers/Collecting Officers at the mill.	2.1. Issues SRA Official Receipt for Monitoring Fee (Raw to Refined)	₱ 2.00/ Lkg-Bag	5 minutes	*Senior SPRO or SPRO III* Assigned *at the* Millsite
	2.2. Verifies/signs and releases Raw SROs for withdrawal	None	5 minutes	*Senior SPRO or SPRO III* Assigned *at the* Millsite
	TOTAL	**₱ 2.00/ Lkg-bag**	**20 minutes**	

1.4.c. Collection of Bioethanol Monitoring Fee Lien

Pursuant to SRA's mandate under Executive Order No. 18, Series of 1986 and Biofuels Act of 2006, the Bioethanol Monitoring Fee are collected from all Bioethanol Fuel producers using sugarcane and sugarcane by-products as feedstocks.

Office/Division:	Sugar Regulation and Enforcement Division (SRED) – Luzon & Mindanao
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Bioethanol Fuel Producers

Checklist of Requirements	**Where to Secure**
Billing Statement (1 original)	SRED – Quezon City, 2nd Floor Main Bldg.
SRA Official Receipts (1 original)	Cashier, Treasury Division, 4th Flr. Main Bldg., or SRA Authorized Collecting Officer assigned at Bioethanol Fuel Producer/sPlants.

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
	1.1. Issues Billing Statement based on the Production Report from the Department of Energy	None	5 minutes	*Senior SPRO or SPRO III* SRED
	1.2. Sends billing statement thru email or personal delivery	None	5 minutes*	*Senior SPRO or SPRO III* SRED
2. Pays liens/fees due to the authorized SRA Regulation Officers/ Collecting Officers assigned at Bioethanol Fuel Producers/Plant, or to the Treasury Division, SRA, QC	2.Issues SRA Official Receipt for the following bioethanol liens: a) Bioethanol Monitoring Fee Lien	₱ 0.05/Liter of bioethanol produced	5 minutes	*Senior SPRO or SPRO III* (Authorized Collecting Officer) SRED
	TOTAL	**₱ 0.05/ Liter**	**15 minutes**	

*One day if personal delivery

1.5. Issuance of SRA Clearances

1.5.a. Issuance of Premix Commodity Release Clearance (PCRC)

This clearance is issued to importers for the release of the imported premix commodities corresponding to specific AHTN Codes at the Bureau of Customs.

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Premix Commodity Importers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Bill of Lading (1 Photocopy)	Logistics Provider
Commercial Invoice (1 Photocopy)	Supplier of the imported Premix Commodity
Packing List (1 Photocopy)	Supplier of the imported Premix Commodity
Temporary Assessment Notice (1 Photocopy)	Bureau of Customs
Import Declaration (1 Photocopy)	Bureau of Customs
Certificate of Laboratory Analysis (1 Photocopy)	SRA Laboratory Section Division
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter and requirements to Sugar Transaction Division Office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay the corresponding fees to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	If Sucrose Content is: 0%-₱300/App.; Less than 65%-₱11.90/Lkg-bag (% Sucrose); 65% and Higher-₱37.75/Lkg-bag	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit the checked and verified documents to the Office of the Manager III Secretary	3. Accepts and receives the documents	None	10 Minutes	*Secretary*, Office of the Manager III, Regulation Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1. Process and prepares clearance for initial and signature	None	1 day	*Regulation Officer,* Sugar Transaction Division
	3.2. Approves and signs the clearance	None	1 day	*Deputy Administrator or Authorized Representative*
4. Present OR for verification and receive the clearance	4. Release the clearance	None	5 Minutes	*Clerk,* Sugar Transaction Division
TOTAL:		**If Sucrose Content is:** **0%-₱300/App.;** **Less than 65%-₱11.90/Lkg-bag (% Sucrose);** **65% and Higher-₱37.75/Lkg-bag**	**2 Days** **55 Minutes**	

1.5.b. Issuance of Clearance for Release of Imported Sugar

This clearance is issued to registered CBW, PEZA, EPZA Food Processors of sugar-based export products for the release of their imported sugar at the Bureau of Customs (BOC).

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Registered CBW, PEZA & EPZA Food Processors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Approved SRA Certificate of Sugar Requirements (1 Photocopy)	Sugar Transaction Division office (see item *1.6.a* regarding the issuance)
Bill of Lading (1 Photocopy)	Logistics Provider
Commercial Invoice (1 Photocopy)	Supplier of the Imported Sugar
Packing List (1 Photocopy)	Supplier of the Imported Sugar
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter and requirements to the Sugar Transaction Division Office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay the corresponding fees to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	Monitoring Fee: CBW-₱25.00/Lkg-bag Local Sugar for CBW (D to E)-₱25.00/Lkg-bag	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit the checked and verified documents to the Office of the Manager III Secretary	3. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department
	3.1. Process and prepares clearance for initial and signature	None	1 day	*Regulation Officer,* Sugar Transaction Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Approves and signs the Clearance	None	1 day	*Deputy Administrator or Authorized Representative*
4. Present OR for verification and receive the clearance	4. Release the clearance	None	5 Minutes	*Clerk,* Sugar Transaction Division
	TOTAL:	**Monitoring Fee:** **CBW-₱25.00/Lkg-bag** **Local-₱25.00/Lkg-bag**	**2 Days** **55 Minutes**	

1.5.c. Issuance of Clearance for Release of Imported Molasses

This clearance is issued to SRA Registered International Molasses Traders for the release of the imported molasses at the Bureau of Customs (BOC) .

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered International Molasses Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Export Declaration (1 Photocopy)	Bureau of Customs
Notarized Undertaking (1 Original)	Applicant
Bill of Lading (1 Photocopy)	Logistics Provider
Packing list (1 Photocopy)	Supplier of the Imported Molasses
Commercial Invoice (1 Photocopy)	Supplier of the Imported Molasses
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter and requirements to the Sugar Transaction Division Office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay corresponding fees to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	₱600.00/MT	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit the checked and verified documents to the Office of the Manager III Secretary	3. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III
	3.1. Process and prepares clearance for initial and signature	None	1 day	*Regulation Officer,* Sugar Transaction Division
	3.2. Approves and signs the clearance	None	1 day	*Administrator or Authorized Representative*
4. Present OR for verification and receive the clearance	4. Release the clearance	None	5 Minutes	*Clerk,* Sugar Transaction Division
	TOTAL:	**₱600.00/MT**	**2 Days 55 Minutes**	

1.5.d. Issuance of Clearance for Release of Imported Sugar (HFCS/ Crystalline Fructose)

This clearance issued to SRA Registered International Fructose Trader for the release of the imported HFCS or Crystalline Fructose at the Bureau of Customs (BOC) .

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered International Fructose Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Approved SRA Certificate of Sugar Requirements (1 photocopy)	Sugar Transaction Division
Bill of Lading (1 Photocopy)	Logistics Provider
Certificate of Origin (1 Photocopy)	Supplier of the Imported Fructose
Certificate of Analysis (1 Photocopy)	Supplier of the imported Fructose
Notarized Declaration of GMO or Non GMO (1 Original)	Applicant
Notarized Undertaking (1 Original)	Applicant
SRA Official Receipt (1 Photocopy)	Cashier, Sugar Transaction Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter and requirements to Sugar Transaction Division Office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay corresponding fees to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	HFCS- ₱600.00/MT Crystalline Fructose- ₱720.00/MT	30 Minutes	*Collecting Officer* Budget & Treasury Division
3. Submit the checked and verified documents to the Office of the Manager III Secretary	3. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department
	3.1. Process and prepares the clearance for initials and signature	None	1 day	*Regulation Officer,* Sugar Transaction Division
	3.2. Approves and signs the clearance	None	1 day	*Deputy Administrator or Authorized Representative*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present OR for verification and receive the clearance	4. Release the clearance	None	5 Minutes	*Clerk,* Sugar Transaction Division
TOTAL:		**HFCS-₱600.00/MT** **Crystalline Fructose-₱720.00/MT**	**2 Days 55 Minutes**	

1.5.e. Issuance of Clearance for Muscovado Export

This clearance is issued to SRA Registered Muscovado Traders for the release of export shipment of Muscovado at the Bureau of Customs (BOC).

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered Muscovado Traders/Producer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Export Declaration (1 Photocopy)	Bureau of Customs
Packing List (1 Photocopy)	Applicant
Commercial Invoice (1 Photocopy)	Applicant
SRA Official Receipt (1 Photocopy)	Cashier, Sugar Transaction Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter and requirements to the Sugar Transaction Division Office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay corresponding fee to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	₱960.00/ Application	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit the checked and verified documents to the Office of the Manager III Secretary	3. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department
	3.1. Process and prepares the clerance for initials and signature	None	1 Day	*Regulation Officer,* Sugar Transaction Division
	3.2. Approves and signs the Clearance	None	1 Day	*Deputy Administrator or Authorized Representative*
4. Present OR for verification and receive the clearance	4. Release the clearance	None	5 Minutes	*Clerk,* Sugar Transaction Division
	TOTAL:	**₱960.00/ Application**	**2 Days 55 Minutes**	

1.5.f. Issuance of Export Clearance for Shipment of "A" or U.S Export Sugar & "D" or World Market Sugar

This clearance is issued to SRA Registered International Sugar Traders for the release of export shipment of sugar at the Bureau of Customs (BOC).

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered International Sugar Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Export Declaration (1 Photocopy)	Bureau of Customs
Notarized Deed of Undertaking (1 Original)	Applicant
Bill of lading (1 Photocopy)	Logistics Provider
Commercial Invoice (1 Photocopy)	Applicant
On-line Registration USDA (1 Photocopy)	United States Department of Agriculture
Notice to Export and Withdraw ("D" or World Market sugar Only) (1 Photocopy)	Licensing & Monitoring Division
Notarized Declaration of Consignee ("D" or World Market Sugar only) (1 Original)	Applicant
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter and requirements to the Sugar Transaction Division Office	1. Checks, verifies and validates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay corresponding fees to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	₱50.00/MT	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit the checked and verified documents to the Office of the Manager III Secretary	3. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Process and prepares clearance for initial and signature	None	1 Day	*Regulation Officer,* Sugar Transaction Division
	3.4. Approves and signs the clearance	None	1 day	*Deputy Administrator or Authorized Representative*
4. Present OR for verification and receive the clearance	4. Release the clearance	None	5 Minutes	*Clerk,* Sugar Transaction Division
	TOTAL:	**₱50.00/MT**	**2 Days 55 Minutes**	

1.5.g. Issuance of Clearance for Withdrawal, Inloading, Outloading and Acknowledgement Receipt of "A" or U.S Export Sugar & "D" or World Market Sugar

The Clearance to Withdraw "A" or "D" sugar is issued to International Sugar Traders to allow the withdrawal of export sugar from the sugar mill.

The Inloading Clearance of "A" or "D" sugar is issued to International Sugar Traders to allow the transfer of the above withdrawn sugar to the bulk sugar terminals.

The Outloading Clearance of "A" or "D" sugar is issued to International Sugar Traders to allow loading of sugar from the bulk terminal to the international vessel.

The Acknowledgement Receipt is issued to International Sugar Traders that the "A" or "D" sugar quedan portions that were detached from the permit portions is for SRA's proper monitoring, safekeeping and filing purposes.

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered International Sugar Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Affidavit of Ownership (1 Original)	Applicant
Physical Quedan-Permits (All Original)	Sugar Mills
Listing of Quedan-Permits (2 Photocopy)	Applicant
Notice to Withdraw	Licensing & Monitoring Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter, requirements and Quedan-Permits to the Sugar Transaction Division Office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Submit the checked and verified documents except the Quedan-Permits to the Office of the Manager III Secretary	2. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Process application by checking, stamping and signing Quedan-Permits (Average of 3,000 pcs per day) and prepares the Clearance for initial and approval	None	1 Day	*Regulation Officer,* Sugar Transaction Division
	2.2. Approves and signs the clearance	None	1 Day	*Deputy Administrator or Authorized Representative*
3. Present any identification for verification and receive clearance and Quedan-Permits	3. Release the clearance and the Quedan-Permits	None	10 Minutes	*Clerk,* Sugar Transaction Division
	TOTAL:	**None**	**2 Days 30 Minutes**	

1.5.h. Issuance of Reclassification or Conversion Certificates of Quedan-Permits

This certificates issued to International Sugar Traders to allow the reclassification or conversion of Quedan-Permit classification to another class, pursuant to approved Sugar Order or Board Resolutions by the SRA Sugar Board.

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered International Sugar Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Affidavit of Ownership (1 Original)	Applicant
Purchase Order (for "D" to "E" Only) (1 Photocopy)	Food Processor who will purchase the "D" to "E" sugar to Trader
Physical Quedan-Permit Portion (All Original)	Sugar Mills
Listing of Quedan-Permits (1 Original)	Applicant
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter, requirements and Quedan-Permits to the Sugar Transaction Division Office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay the corresponding fee to the Cashier	2. Accepts OP with Payment and issues Official Receipt (OR)	₱10.00/ Lkg-bag	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit the checked and verified documents except the Quedan-Permits to the Office of the Manager III Secretary	3. Receives application letter and requirements	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department
	3.1. Process application by checking, stamping and signing Quedan-Permits (Average of 2,000 pcs per day) and prepares certificate for initials and signature	None	1 Day	*Regulation Officer,* Sugar Transaction Division
	3.2. Approve and signs the certificate	None	1 Day	*Deputy Administrator or Authorized Representative*
4. Present any identification for verification and receive the certificate and Quedan-Permits	4. Release the certificate and the Quedan-Permits	None	10 Minutes	*Clerk,* Sugar Transaction Division
	TOTAL:	**₱10.00/ Lkg-bag**	**2 Days 1 Hour**	

1.6. Issuance of SRA Certification

1.6.a. Issuance of Certificate of Sugar Requirements-New

This certificate issued to Registered CBW, PEZA and EPZA Food Processors of sugar-based export products under Customs Bonded Warehouse program of the SRA and the Bureau of Customs (BOC)

Office or Division	Sugar Transaction Division
Classification	Highly Technical
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Registered CBW, PEZA and EPZA Food Processors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized application form-CSR (1 Original)	Applicant
SEC Registration (1 Photocopy)	Securities & Exchange Commission
BOI Registration (1 Photocopy)	Board of Investments
DTI Registration (1 Photocopy)	Department of Trade & Industry
BIR/VAT Registration (1 Photocopy)	Bureau of Internal Revenue
Mayors Permit (1 Photocopy)	Local Government (City/Municipal Hall)
Industrial Technology Development Institute (ITDI) Certification (1 Photocopy)	Industrial Technology Development Institute (Standards & Testing Documents)
Purchase Orders (1 Photocopy each)	Buyer of Sugar-Based Export Products
Previous Export Documents (1 Photocopy each)	Bureau of Customs
Process Flow (1 Photocopy)	Applicant
Custom Bonded Warehouse (CBW) Accreditation (1 Photocopy)	Bureau of Customs
Schedule of Importations (1 Photocopy)	Applicant
Latest Audited Financial Statements (1 Photocopy)	Applicant
On-line Registration USFDA (For U.S.A Exporters Only)	United States Food & Drug Administration
Plant Visit	SRA Regulation Department
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application forms and other requirements to the Sugar Transaction Division Office	1. Checks and verifies completeness of the submitted application letter and requirements.	None	30 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Submit verified documents to the Office of the Manager III Secretary	2. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Process application by checking and validating submitted documents	None	1 Day	*Regulation Officer, Regulation Department*
	2.2. Schedule and conduct plant visit	None	14 Days Subject to plants operational schedule	*Regulation Officer, Regulation Department*
	2.3. Endorses volume of Sugar requirement (allocation) for approval of the SRA Board	None	1 Day	*Deputy Administrator or Authorized Representative*
	TOTAL:	**P5,000/ Certificate of Sugar Requirement**	**16 Days 40 Minutes** Once approved by the SRA Board. STD personnel will notify the applicant to pay the corresponding fees and then issues a certificate of sugar requirements.	

1.6.b. Issuance of Certificate of Sugar Requirements-Renewal

This certificate issued to Registered CBW, PEZA and EPZA food processors of sugar-based export products under Customs Bonded Warehouse program of the SRA and the Bureau of Customs (BOC)

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Registered CBW, PEZA and EPZA Food Processors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Form-CSR (1 Original)	Applicant
ITDI Certifcation (1 Photocopy)	Industrial Technology Development Institute (Standards & Testing Documents)
Bank Remittances (1 Photocopy each)	Applicant
Purchase Orders (1 Photocopy each)	Buyer of Food Processor's sugar-based finished export products
On-line Registration USFDA (For U.S.A Exporters only)	United States Food & Drug Administration
Statement of liquidation of Imported Sugar used as raw material (1 Photocopy)	Bureau of Customs
Export Declarations (1 Photocopy each)	Bureau of Customs
Export Sales Invoices (1 Photocopy each)	Applicant
Summary of Total Exports	Applicant
Cancellation of Bonds (1 Photocopy)	Bureau of Customs
Scedule of Importation for the Current Year	Applicant
Latest Audited Financial Statements (1 Photocopy)	Applicant
Year-end Inventory Report	Regulation Department
Declaration of Warehouse	Applicant
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application forms and other requirements to the Sugar Transaction Division Office	1. Checks and verifies completeness of the submitted application letter and requirements.	None	30 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Submit the checked and verified documents to the Office of the Manager III Secretary	2. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Process application by checking and validating submitted documents	None	1 Day	*Regulation Officer, Regulation Department*
	2.2. Endorses volume of Sugar requirement (allocation) for approval of the SRA Board	None	1 Day	*Deputy Administrator or Authorized Representative*
TOTAL:		**P5,000/Certificate of Sugar Requirement**	**2 Days 40 Minutes** Once approved by the SRA Board. STD personnel will notify the applicant to pay the corresponding fees and then issues a certificate of sugar requirements.	

1.6.c. Issuance of Certificate of Origin

This certificate is issued to the SRA Registered International Sugar Trader who exported sugar, indicating that the sugar are produced and manufactured from the Philippines.

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered International Sugar Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized application letter (1 Original)	Applicant
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter and requirements to the Sugar Transaction Division Office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay the corresponding fees to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	₱0.50/Lkg-bag	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit checked and verified documents to the Office of the Manager III Secretary	3. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of Manager III, Regulations Department
	3.1. Process and prepares the certificate for initial and signature	None	1 day	*Regulation Officer,* Sugar Transaction Division
	3.2. Approves and signs the certificate	None	1 day	*Administrator or Authorized Representative*
4. Present OR for verification and recieve the certificate	4. Release the Certificate	None	5 Minutes	*Clerk,* Sugar Transaction
	TOTAL:	**₱0.50/Lkg-bag**	**2 Days 55 Minutes**	

1.7. Issuance / Revalidation of Certificate

1.7.a. Issuance of Certificate Exchange Authority (CEA) and Letters to the Mills

This certificate issued to Domestic or International Sugar Traders allowing the swapping or exchange of two different classes of sugar.

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered Domestic or International Sugar Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Affidavit of Ownership (1 Original)	Applicant
Physical Quedan-Permits (All Original)	Sugar Mills
Listings of Quedan-Permits (1 Photocopy)	Applicant
SRA Official Receipt (1 Photocopy)	Cashier, Budget and Treasury Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter, requirements and Quedan-Permits to the Sugar Transaction Division office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay the corresponding fees to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	₱3.00/Lkg-bag	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit checked and verified documents except the Quedan-Permits to the Office of the Manager III Secretary	3. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of Manager III, Regulation Department
	3.1. Process application by checking, stamping and signing the Quedan -Permits (Average of 2,000 pcs per day) and prepares the certificate for initial and approval	None	1 day	*Regulation Officer,* Sugar Transaction Division
	3.3. Approves and signs the Certificate	None	1 day	*Deputy Administrator or Authorized Representative*
4. Present OR for verification and receive the Certificates and	4. Release the certificate and the Quedan-Permits	None	5 Minutes	*Clerk,* Sugar Transaction Division
	TOTAL:	**₱3.00/Lkg-bag**	**2 Days 55 Minutes**	

1.7.b. Issuance of Certificate for Verification of "A" or U.S Export Sugar & "D" or World Market Sugar Quedan-Permits

This certificate is issued to Domestic or International Sugar Traders to account the classified export sugar for the basis of export allocation

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered Domestic or International Sugar Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Physical Quedan-Permits (All Original)	Sugar Mills
Listing of Quedan-Permits (1 Photocopy)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter, requirements and Quedan-Permits to the Sugar Transaction Division office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Submit checked and verified documents except Quedan-Permits to the Office of the Manager III Secretary	2. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department
	2.1. Process application by checking, stamping and signing the Quedan -permits (Average of 2,000 pcs per day) and prepares the certificate for initial and approval	None	1 day	*Regulation Officer,* Sugar Transaction Division
	2.3. Approves and signs the Certificate	None	1 day	*Deputy Administrator or Authorized Representative*
3. Present any identification for verification and receive the certificate and Quedan-Permits	3. Release the certificate and the Quedan-Permits	None	5 Minutes	*Clerk,* Sugar Transaction Division
	TOTAL:	**None**	**2 Days 25 Minutes**	

1.7.c. Issuance of Certificate for Reinstatement of "A" or U.S Export Sugar & "D" or World Market Sugar Quedan-Permits

This certificate is issued to Registered Domestic or International Sugar Traders, Planters or Millers holding homeless or unverified "A" or "D" Quedan-Permits

Office or Division	Sugar Transaction Division
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	SRA Registered Domestic or International Sugar Traders, Planters or Millers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Application Letter (1 Original)	Applicant
Physical Quedan-Permit (All Original)	Sugar Mills
Listing of quedan-permits (1 Original)	Applicant
SRA Official Receipt (1 Photocopy)	Cashier, Sugar Transaction Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application letter, requirements and Qudan-Permits to the Sugar Transaction Division office	1. Checks, verifies and evaluates application letter and requirements. Prepares Order of Payment (OP)	None	10 Minutes	*Regulation Officer,* Sugar Transaction Division
2. Pay the corresponding fees to the Cashier	2. Accepts OP with payment and issues Official Receipt (OR)	₱15.00/Lkg-bag Per Sugar Board Resolution or Sugar Order	30 Minutes	*Cashier,* Budget & Treasury Division
3. Submit checked and verified documents except the Quedan-Permits to the Office of the Manager III Secretary	3.1. Accepts and receives the documents	None	10 Minutes	*Secretary,* Office of the Manager III, Regulation Department
	3.2. Process application by checking, stamping and signing the Quedan-Permits (Average of 2,000 pcs per day) and prepares the certificate for initial and approval	None	1 Day	*Regulation Officer,* Sugar Transaction Division
	3.4. Approves and signs the Certificate	None	1 Day	*Deputy Administrator or Authorized Representative*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present OR for verification and receive the certificate and Quedan-Permits	4. Release the certificate and the Quedan-Permits	None	5 Minutes	*Clerk,* Sugar Transaction Division
	TOTAL:	**₱15.00/Lkg-bag Per Sugar Board Resolution or Sugar Order**	**2 Days 55 Minutes**	

1.8. REGISTRATION OF BIOETHANOL PRODUCER

Bioethanol Registration is issued to qualified Bioethanol Producers/Manufacturers

Office or Division	Licensing and Monitoring Division, Regulation Department
Classification	Complex (New & Renewal)
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Any person or business entity duly created under the laws of the Philippines

CHECKLIST OF REQUIREMENTS (TWO SETS of COPIES)	**WHERE TO SECURE**
Notarized Application Form with Passport size ID picture of Signatory (Owner/President/ Authorized Representative)	Licensing and Monitoring Division (LMD), SRA Website www.sra.gov.ph Applicant
Notarized Letter requesting Registration	Applicant
Valid Government Issued ID of Signatory	Applicant
For Corporation: SEC Registration* Articles of Incorporation and By Laws* **Not required for renewal applications unless expired or amended* General Information Sheet **For Cooperatives:** CDA Registration* Articles of Cooperation and By Laws* **Not required for renewal applications unless expired or amended* Certificate of Compliance	Securities and Exchange Commission Company Registration and Business Name Department or Satellite Offices http://crs.sec.gov.ph online registration for pre-processing Cooperative Development Authority (CDA)
Tax Identification Number (Photocopy of TIN ID/BIR Registration 2303) **Not required for renewal applications unless expired or amended*	Bureau of Internal Revenue (BIR) Revenue District Office that has jurisdiction over place of residence/business office
Business/Mayor's Permit Current Year (Photocopy)	Local Government (City or Municipality of Business Location) Economic Zones with Area of Jurisdiction
Inspection of Bio Ethanol Plant (For New Applicants)	LMD, SRA
Company ID (Photocopy) and Authorization Letter for Authorized Representative (Original Copy)	Applicant
Office and Plants's Vicinity Map & Lease Contract (if rented) or Tax Declaration (if owned) (Photocopy)	Applicant
Sworn Statement by the Bioethanol Producer that feedstocks used are locally sourced	Applicant
Compliance to Monthly submission of SRA Prescribed Matrix for E-Cane Report (Feedstock Utilization Report SRA Forms B-4 to B-7) (Photocopy)	Applicant
Official Receipts (OR)/ Deposit Slips as proof of payment for applicable SRA Liens (Certified True Copy by RD-SRED)	Applicant
Certificate of No Pending Tax Liability from BIR	Applicant
Registration Fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit two (2) sets of notarized Application Form with attached requirements to LMD thru SRA Office or thru LMD Official Email/s	Check application and requirements if complete.	None	10 Minutes	LMD Personnel
Prepare office and plant for physical/ online inspection as per agreed schedule with assigned LMD Personnel (For NEW LTO Applications)	Inspect (physical/ online) the office and plant of the applicant	None	1 day including travel time (if physical inspection within NCR, Regions III & IV) 3 days including travel time (if physical inspection in Luzon, Visayas & Mindanao Except NCR, Regions III & IV) 2 Hours if thru online	LMD Personnel LMD Personnel
	Evaluate and Verify authenticity of documents from concerned government agencies (For NEW LTO Applications) Preparation of Inspection Reports (For NEW LTO Applications)		2 days 2 hours	LMD Personnel LMD Personnel
	Endorse to Sugar Board for Approval	None	22 days for Board approval	RD Manager/ Deputy Administrator
3. Secure Order of Payment (OP) from LMD Personnel/LMD EMail and pay the LTO application fee at Budget and Treasury Division (BTD) or thru Online Banking Transactions	Issue OP Accept payment with OP and issue OR	P2,000.00	5 Minutes 5 Minutes	LMD Personnel Budget Officer/ Cashier-BTD

	3.3. Prepare LTO 3.4 For signature	None	10 Minutes 2 Days	LMD Personnel RD Manager/ Deputy Administrator/ Administrator
4. Recieve LTO from LMD	4. Release LTO to applicant (Thru Pick up/Email if Soft copy/Records if by Mail)	None	10 Minutes	LMD Personnel

TOTAL:	**PhP2,000**	**New LTO Application** 26WD, 4H, 40M to 29WD, 2H, 40M depending on the location of the applicant if online or physical inspection **Renewal Application** 24WD and 40M *Note: WD=Working Days, H=Hours D=Days*	

1.9 LICENSE TO OPERATE AS SUGAR MILL/REFINERY

License to Operate as Sugar Mill/Refinery is issued to a qualified applicant to operate a Sugar Milling/Refining Plant.

Office or Division	Licensing and Monitoring Division
Classification	Highly Technical (New) Simple (Renewal)
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Any person or business entity duly created under the laws of the Philippines

CHECKLIST OF REQUIREMENTS (TWO SETS of COPIES)	WHERE TO SECURE
Notarized Application Form with Passport size ID picture of Signatory (Owner/President/ Authorized Representative) **Separate application form for Mill & Refinery*	Licensing and Monitoring Division (LMD), SRA Website www.sra.gov.ph Applicant
For Corporation: SEC Registration* Articles of Incorporation and By Laws* **Not required for renewal applications unless expired or amended* General Information Sheet **For Sole Proprietorship:** DTI Registration* **Not required for renewal applications unless expired or amended* **For Cooperatives:** CDA Registration* Articles of Cooperation and By Laws* **Not required for renewal applications unless expired or amended* Certificate of Compliance	Securities and Exchange Commission Company Registration and Business Name Department or Satellite Offices http://crs.sec.gov.ph online registration for pre-processing Department of Trade and Industry DTI Negosyo Center Cooperative Development Authority
Business/Mayor's Permit Current Year (Photocopy)	Local Government (City or Municipality of Business Location) Economic Zones within area of jurisdiction
Tax Identification Number (Photocopy of TIN ID/BIR Registration 2303) **Not required for renewal applications unless expired or amended*	Bureau of Internal Revenue (BIR) Revenue District Office within area of jurisdiction residence/business office
Profile of Key Officers and Board Members **For new LTO Applications only*	Applicant
Individual & Corporate Income Tax Returns with Audited Financial Statements for the three (3) consecutive years	Applicant
Technical Inspection Report **For new LTO Applications only*	RDE Technical Services Division and LMD Personnel
Plant, Office and Warehouse's Vicinity Map & Copy of Land Title/Tax Declaration (if owned) or Lease Contract (if rented) (Photocopy) **Not required for renewal applications unless expired or amended*	Applicant
Certificate of No Pending Tax Liability from BIR	Applicant
Milling License Fee/Payment (PhP 0.05/ short ton)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two (2) sets of notarized Application Form with attached requirements to LMD	Check application and requirements if complete.	None	10 Minutes	LMD Personnel
2. Prepare for technical mill inspection as per agreed schedule with LMD/Technical Services Section Research Development and Extension Department (For NEW LTO Applications)	2.1 Conduct technical Inspection	None	1 day including travel time (if physical inspection is within NCR, Regions III & IV) 3 days including travel time (if physical inspection in Luzon, Visayas & Mindanao Except NCR, Regions III & IV)	LMD & Technical Services Section, Research Development and Extension Dep't.
	Evaluate and Verify authenticity of documents from concerned government agencies (For NEW LTO Applications) Preparation of Inspection Report (For NEW LTO Applications) for endorsement to the Administrator		2 days 2 Days	LMD Personnel RDE
	Endorse to Sugar Board for Approval (For new LTO applications)	None	22 days for Board approval	RD Manager/ Deputy Administrator
3. Secure Order of Payment (OP) from LMD Personnel and Pay the LTO application fee at the Budget and Treasury Division (BTD) or thru Online Banking Transactions	3.1. Issue OP 3.2 Accept payment with OP and issue OR	PHP .05/short tons	5 Minutes 5 Minutes	LMD Personnel Budget Officer/ Cashier-BTD
	3.3. Prepare LTO 3.4 For signature	None	10 Minutes 2 days	LMD Personnel RD Manager/ Deputy Administrator/ Administrator
4. Recieve LTO from LMD	4. Release LTO to applicant (Thru Pick up/ Email if Soft copy/ Records if by Mail)	Nope	10 Minutes	LMD Personnel
	TOTAL:	**PHP .05/ short tons (ST) for Sugar Mills** **No Fee for Reninery**	**New LTO Application** 29WD, 40M to 31WD, 40M depending on the location of the applicant **Renewal Application** 2WD and 40M *Note: WD=Working Days, H=Hours D=Days*	

1.10. Laboratory Services

1.10.a. Sugar Quality and Safety Assessment (PNS/BAFS 81:2018) Analysis of Raw Sugars from Mills

Sugar Mills are required to submit their weekly composite samples to the Laboratory for the monitoring & assessment of sugar quality and safety as produced. Sugar quality and safety conformance is assessed using the Philippine National Standard for Raw Sugar (PNS/BAFS 81:2018). Analysis of sample is done on a *first come-first serve* basis. Issuance of Certificate of Analysis is within ten (10) days from start of analysis.

Office or Division:	Laboratory Services Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business Entity
Who May Avail:	Sugar Mills

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Raw Sugar Sample (2 Kg) Complete Certificate of Analysis (1 original) Certificate of Analysis for BIR Submission (3 original)	Client's Mill Client's Laboratory Client's Laboratory

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits Raw Sugar sample to the Laboratory Location: Left Wing, Ground Floor, SRA Annex Bldg.	1.1. Evaluates and receives sample if it meets required specification	PHP 2950	10 minutes	*Chemist II* Sugar Laboratory, Left Wing, Ground Floor, SRA Annex Bldg.
	1.2. Records sample in the Entry Sheet and assigns sample identification	None	5 minutes	*Chemist II* Sugar Laboratory
	1.3. Conducts analysis and computes for tests results	None	4 days	*Chemist II & Chemist III* Sugar Laboratory
	1.4. Reviews/ verifies data and computation of results	None	4 days	*Chemist III* Sugar Laboratory
	1.5. Prepares Certificate of Analysis and Billing	None	2 days	*Chemist II* Sugar Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Evaluates and certifies prepared Certificate of Analysis and Billing for correctness	None	4 hours	*Chemist III* Sugar Laboratory
	1.8. Approves Certificate of Analysis	None	10 minutes	*Manager III* Office of the Manager III, Regulation Dept. – Luzon & Mindanao
	1.9. Submits Certificate of Analysis to Records Section for Releasing	None	10 minutes	*Science Aide* Sugar Laboratory
	1.10. Issuance of Certificate of Analysis by mail or thru the assigned Mill Regulation Officer	None	10 minutes	*Records Officer* Records Section, 2nd Floor, Left Wing, SRA Annex Bldg.
TOTAL:		**PHP 2950**	**10 days, 4 hours and 45 minutes**	

1.10.b Sugar Quality and Safety Assessment (PNS/BAFS 82:2018) Analysis of White Sugars from Refineries/Mills

Sugar Refineries/Mills are required to submit their weekly composite samples to the Laboratory for the monitoring & assessment of sugar quality and safety as produced. Sugar quality and safety conformance is assessed using the Philippine National Standard for White Sugar (PNS/BAFS 82:2018). Analysis of sample is done on a *first come-first serve* basis. Issuance of Certificate of Analysis is within ten (10) days from start of analysis.

Office or Division:	Laboratory Services Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business Entity
Who May Avail:	Sugar Refineries/Mills

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
White Sugar Sample (2 Kg) Complete Certificate of Analysis (1 original)	Client's Refinery/Mill Client's Laboratory

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits White Sugar sample to the Laboratory Location: Ground Floor, Right Wing, SRA Annex Bldg.	1.1. Evaluates and receives sample if it meets required specification	None	10 minutes	*Chemist II* Sugar Laboratory
	1.2. Records sample in the Entry Sheet and assigns sample identification	None	5 minutes	*Chemist II* Sugar Laboratory
	1.3. Conducts analysis and computes for tests results	None	4 days	*Chemist II &* *Chemist III* Sugar Laboratory
	1.4. Reviews/ verifies data and computation of results	None	4 days	*Chemist III* Sugar Laboratory
	1.5. Prepares Certificate of Analysis	None	2 days	*Chemist I or* *Chemist II* Sugar Laboratory
	1.6. Evaluates and certifies prepared Certificate of Analysis for correctness	None	4 hours	*Chemist III* Sugar Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Approves Certificate of Analysis	None	10 minutes	*Manager III* Office of the Manager III, Regulation Dept. – Luzon & Mindanao
	1.8. Submits Certificate of Analysis to Records Section for Releasing	None	10 minutes	*Science Aide* Sugar Laboratory
	1.9. Issuance of Certificate of Analysis by mail or thru the assigned Mill Regulation Officer	None	10 minutes	*Records Officer* Records Section
TOTAL:	**TOTAL:**	**None**	**10 days, 4 hours and 45 minutes**	

1.10.c Analysis of Pre-mixes, Dry Mixes & Concentrate/Sucrose Analyte

Analysis of Premixes, Dry Mixes and other food concentrates are requirement for issuance of SRA Premix Commodity Release Clearance. Analysis of sample is done on a *first come-first serve* basis. Issuance of Certificate of Analysis is within ten (10) days from start of analysis.

Office or Division:	Laboratory Services Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business Entity
Who May Avail:	Importers, Brokers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Premix Commodity Release Clearance (1 photocopy) to be submitted by the Licensing & Monitoring Division to Laboratory	Licensing & Monitoring Division

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1.1. Coordinate with Regulations Department for sampling schedule (upon receipt of request for clearance from client by Regulations Dept.)	None	10 minutes	*Chemist III* Sugar Laboratory
	1.2. Conduct site sampling and submit sample to the Laboratory	None	5 days	*Chemist I, Chemist II or Chemist III*, Sugar Laboratory
2. Client obtains Order of Payment from the Laboratory Location: Right Wing, Ground Floor, SRA Annex Bldg.	2. Issues Order of Payment to the Client	None	10 minutes	*Chemist I, Chemist II or Chemist III*, Sugar Laboratory
3. Pays the required Analysis Fee Location: Right Wing, 2nd Floor, SRA Annex Bldg.	3.1. Collects required analysis fee from the Client	PHP 3,000	30 minutes	*Cashier* Treasury Section
	3.2. Records sample in the Entry Sheet and assigns sample identification	None	5 minutes	*Chemist II* Sugar Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. Conducts analysis and computes for tests results	None	4 days	*Chemist I, Chemist II & Chemist III* Sugar Laboratory
	3.4. Reviews/ verifies data and computation of results	None	4 days	*Chemist III* Sugar Laboratory
	3.5. Prepares Certificate of Analysis	None	2 days	*Chemist II* Sugar Laboratory
	3.6. Evaluates and certifies prepared Certificate of Analysis for correctness	None	4 hours	*Chemist III* Sugar Laboratory
	3.7. Approves Certificate of Analysis	None	10 minutes	*Manager III* Office of the Manager III, Regulation Dept. – Luzon & Mindanao
	3.8. Submits Certificate of Analysis to Records Section for Releasing	None	10 minutes	*Science Aide* Sugar Laboratory
4. Client presents Official Receipt to the Records Officer to claim Certificate of Analysis Location: Left Wing, 2nd Floor, SRA Annex Bldg.	4. Issuance of Certificate of Analysis	None	30 minutes	*Records Officer* Records Section
TOTAL:		**PHP 3,000**	**15 days, 5 hours and 45 minutes**	

1.10.d. Analysis of Raw Sugar, White Sugar, Muscovado, Molasses, and Other Sugar Products (for Special Samples & Walk-in Clients)

Provision of analytical support services to sugar mills, refineries, traders, sugar planters, industrial users, researchers brokers, and surveyors, other government agencies, and the general public. Analysis of sample is done on a *first come-first serve* basis. Issuance of Certificate of Analysis is dependent on the required number of parameter/s of each sample submitted.

Office or Division:	Laboratory Services Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business Entity
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.1. Sample for Analysis Raw Sugar	Client

Analysis/Test	Required Sample Weight
Moisture	200 grams
Polarization	500 grams
Ash	200 grams
Color – Whole Raw	100 grams
Sucrose	250 grams
Reducing Sugar	500 grams
Dextran	200 grams
pH	250 grams
Starch	200 grams
Sulfur Dioxide	200 grams

1.2. White Sugar

Analysis/Test	Required Sample Weight
Moisture	250 grams
Polarization	500 grams
Ash	250 grams
Color	250 grams
Reducing Sugar	250 grams
Floc Test	2 kilograms
Sulfur Dioxide	200 grams
Iron	250 grams
Microorganism	
Total Mesophilic	250 grams
Yeast & Moulds	250 grams

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Client

Thermophilic Spore-	250 grams
Grist Size	500 grams
Quaternary Ammonium	250 grams
Sediment/ Insoluble Matter	2.5 kilograms
Turbidity	250 grams
Appearance	500 grams
Taste & Odor	250 grams
Odor upon Acidification	250 grams
pH	250 grams

1.3. Muscovado

Analysis/Test	Required Sample Weight
Moisture	250 grams
Polarization	500 grams
Reducing Sugar	500 grams
Ash	250 grams
Color	250 grams
Brix	500 grams

1.4. Molasses

Analysis/Test	Required Sample Weight
Brix	1 kilogram
Polarization	500 grams
Sucrose	250 grams
Reducing Sugar	250 grams
Total Sugar as Invert	250 grams
Total Sugar as Invert	250 grams
Total Solids/Dry	250 grams
Ash	250 grams
Specific Gravity	500 grams
Refractive Index	250 grams
Suspended Solids	250 grams
pH	250 grams

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.5. Premixes, Dry Mixes, Concentrates Analysis/Test — Required Sample Sucrose — 50 grams Sucrose with additional Fructose, — 50 grams	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits sample to the Laboratory and fills outs Request for Analysis Form Location: Ground Floor, Annex Bldg.	1.1. Evaluates and receives sample if it meets required specification	None	15 minutes	*Chemist II* Sugar Lab
	1.2. Issues Order of Payment to the Client	None	10 minutes	*Chemist II* Sugar Lab
2. Pays the required analysis fee at the Cashier Location: Right Wing, 2nd Floor, SRA Annex Bldg.	2.1. Collects required analysis fee from the Client	**See Schedule of Fees below**	30 minutes	*Cashier* Treasury Section
	2.2. Records sample in the Entry Sheet and assigns sample identification	None	5 minutes	*Chemist II* Sugar Lab
	2.3. Conducts analysis and computes for tests results	None	Maximum of 10 days depending on parameter/s required	*Chemist I, Chemist II & Chemist III* Sugar Lab
	2.4. Reviews/ verifies data and computation of results	None	4 day	*Chemist III* Sugar Lab
	2.5. Prepares Certificate of Analysis	None	2 day	*Chemist II* Sugar Lab
	2.6. Evaluates and certifies prepared Certificate of Analysis for correctness	None	4 hours	*Chemist III* Sugar Lab
	2.7. Approves Certificate of Analysis	None	10 minutes	*Manager III* Office of the Manager III, Regulation Dept. – Luzon & Mindanao
	2.8. Submits Certificate of Analysis to Records Section for Releasing	None	10 minutes	*Science Aide* Sugar Lab
3. Client presents Official Receipt to the Records Officer to claim Certificate of Analysis Location: Left Wing, 2nd Floor, Annex Bldg.	3. Issuance of Certificate of Analysis	None	30 minutes	*Records Officer* Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		**Please Schedule of Fees below**	**16 days, 5 hours and 50 minutes**	

SCHEDULE OF FEES		
Matrix	**Analysis / Test**	**Fee**
Raw Sugar	Moisture	PHP 400
	Polarization	PHP 400
	Ash	PHP 400
	Grain Size	PHP 400
	Color	
	Affined	PHP 400
	Whole Raw	PHP 400
	Sucrose	PHP 650
	Reducing Sugar	PHP 600
	Dextran	PHP 1,000
	pH	PHP 400
	Starch	PHP 1,600
	Sulfur Dioxide	PHP 750
White Sugar	Moisture	PHP 400
	Polarization	PHP 400
	Ash	PHP 400
	Color	PHP 400
	Reducing Sugar	PHP 600
	Floc Test	PHP 400
	Sulfur Dioxide	PHP 750
	Iron	PHP 750
	Microorganism	
	Total Mesophilic Bacterial Count	PHP 500
	Yeast and Moulds	PHP 500
	Thermophilic Spore-Forming Bacteria	PHP 500
	Grist Size	PHP 400
	Quaternary Ammonium Compound (QAC)	PHP 1700
	Sediment/Insoluble Matter	PHP 600
	Turbidity	PHP 600
	Appearance	PHP 400
	Taste and Odor	PHP 400
	Odor upon Acidification	PHP 400
	pH	PHP 400

SCHEDULE OF FEES		
Matrix	**Analysis / Test**	**Fee**
Muscovado	Moisture	PHP 400
	Polarization	PHP 400
	Reducing Sugar	PHP 600
	Ash	PHP 400
	Color	PHP 400
	Brix	PHP 400
Molasses	Brix	PHP 400
	Polarization	PHP 400
	Sucrose	PHP 650
	Reducing Sugar	PHP 600
	Total Sugar as Invert	PHP 1,250
	Total Reducing Sugars after Hydrolysis	PHP 1,250
	Total Solids / Dry Substance	PHP 700
	Ash	PHP 400
	Specific Gravity	PHP 400
	Refractive Index	PHP 400
	Suspended Solids	PHP 400
	pH	PHP 400
Premixes, Dry Mixes, Concentrates	Sucrose	PHP 3,000
	with Fructose, Glucose, Lactose (for each additional parameter)	PHP 1,000
Fees for Complete Analysis:		
Complete Raw Sugar Analysis (Moisture, Polarization, Color, Sulfur Dioxide, Dextran)		PHP 2,950
Complete White Sugar Analysis (Moisture, Polarization, Color, Reducing Sugar, Ash, Sulfur Dioxide)		PHP 2,750
Complete Molasses Analysis (Brix, Polarization, Sucrose, Reducing Sugar, Total Sugar as Invert, Total Solids/Dry substance)		PHP 2,500
Complete Microbiological Tests (Total Mesophilic Bacterial Count, Yeast and Moulds, Thermophilic Spore-Forming Bacteria)		PHP 1,400
Rush /Expedite Analysis	Regular Fee + 50%(Regular Fee)	

1.10.e. Water and Air Emission Analysis

To provide reliable and precise data and results in environmental services to sugar mills/refineries (wastewater and air emissions) and private sectors (water and wastewater) through the use of analytical measurements that is accurate and reliable for the intended purpose.

Office or Division	Laboratory Services- Environmental Laboratory
Classification	Highly Technical
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugar mills, Refineries, Bioethanol, Distilleries and Walk-In Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Required Sampling Volume, Holding Time/Temperature / Proper Labelling and Type of Container / Schedule of Endorsement	Environmental Laboratory Section *Sugar Regulatory Administration Annex Building, Ground Floor (right wing), North Ave., Diliman, Quezon City*

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in Client	**SAGE Monitoring Team**				
1. Submit samples and fill up the Chain of Custody (COC) at Envilab Section	1. Endorsement/ Submit samples and fill up the Chain of Custody (COC)	1. Evaluates accomplished COC and adequacy of samples as per analytical requirement	None	5 minutes	*Chemist/ SSRS (Envilab Section)*
2. Pays the analytical fee after the Order of Payment is issued at the Treasury Division		<u>For walk-in clients</u>: 2.1. Issues Order of Payment 2.2. Accepts payment and issues Official Receipt to the client <u>For SAGE samples</u>: 2.3. Issues billing statement to SAGE QA-QC Manager	None None None	2 minutes 2 minutes 2 minutes	*Chemist/ SSRS (Envilab Section)* *Cashier/ Treasury Division* *Chemist/ SSRS (Envilab Section)*
3. Return to laboratory and presents Official Receipt	None	3.1. Logs the OR# in the chain of custody	None	1 minute	*Chemist/ SSRS (Envilab Section)*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Conducts Analysis: <u>Water/Wastewater</u> pH Total Solids Acidity Total Alkalinity Calcium Hardness Total Hardness Chloride Oil & Grease BOD5 COD TSS TDS Phosphorus Ammonia Nitrate Sulfate Silica Iron Conductivity Odor Color Temperature Dissolved Oxygen Copper <u>Air Emission</u> Particulate Matter Sulfur Dioxide Nitrous Oxide Carbon Monoxide	(Php) 200 500 300 300 300 300 300 800 1,000 500 700 500 400 400 400 400 400 400 200 200 400 200 200 1,000 400 700 600 250	Maximum of 12 days depending on the requested parameters	*Chemist/ SSRS ENVILAB Staff (Envilab Section)*
	3.3. Reviews/verifies test data and computes for the result	None	30 minutes	*Chemist II SSRS (Envilab Section)*
	3.4. Prepares test certificate	None	10 minutes	*Chemist II Sr. Science Research Specialist (Envilab Section)*
	3.5. Review and certifies prepared test	None	10 minutes	*Chemist V (Envilab Section)*
	3.6. Approves test certificate/s	None	5 minutes	*Deputy Administrator II (Regulation*

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		3.7. For walk-in clients, test certificate is delivered to the Records Section 3.8. For SAGE samples, test certificate/test report (air emission) is forwarded to SAGE QA/ QC Manager for final computation of results and preparation of Environmental Monitoring Report	None None	1 minute 1 minute	*Clerk III (Envilab Section)* *Clerk III (Envilab Section)*
4. Secures test certificate/s at the Records Section	-----	4. For walk-in clients Verifies client's OR Dry seals and releases test certificate/s	None	1 minute	*Records Officer (Records Section)*
TOTAL:			**See 3.2. for schedule of fees**	**12 days 1 hr 16 minutes**	

*The "Attachment" represents the Service Specification Table Reflecting The Total Processing Hours Per Analyte

"Attachment"

SERVICE SPECIFICATION TABLE
REFLECTING TOTAL PROCESSING HOURS PER ANALYTE

ANALYTE	Walk-in Clients	SAGE Monitoring Team
WATER / WASTEWATER		
pH	1 hr, 17 mins	1 hr, 13 mins
Total Solids	1 hr, 12 mins	1 hr, 8 mins
Acidity	2 hrs, 7 mins	2 hrs, 3 mins
Total Alkalinity	2 hrs, 7 mins	2 hrs, 3 mins
Calcium Hardness	1 hr, 37 mins	1 hr, 33 mins
Total Hardness	1 hr, 37 mins	1 hr, 33 mins
Chloride	2 hrs, 7 mins	2 hrs, 3 mins
Oil & Grease	3 hrs, 7 mins	3 hrs, 3 mins
BOD5	5 days, 1 hr, 7 mins	5 days, 1 hr, 3 mins
COD	5 hrs, 7 mins	5 hrs, 3 mins
TSS	1 hr, 32 mins	1 hr, 28 mins
TDS	5 hrs, 7 mins	5 hrs, 3 mins
Phosphorus	5 hrs, 7 mins	5 hrs, 3 mins
Ammonia	5 hrs, 7 mins	5 hrs, 3 mins
Nitrate	5 hrs, 7 mins	5 hrs, 3 mins
Sulfate	5 hrs, 7 mins	5 hrs, 3 mins
Silica	5 hrs, 7 mins	5 hrs, 3 mins
Iron	5 hrs, 7 mins	5 hrs, 3 mins
Conductivity	1 hr, 27 mins	1 hr, 23 mins
Odor	1 hr, 17 mins	1 hr, 13 mins
Color	2 hrs, 7 mins	2 hrs, 3 mins
Temperature	20 mins	20 mins
Dissolved Oxygen	20 mins	20 mins
Copper	8 hrs	8 hrs
AIR EMISSION		
PM	-	3 days, 1 hr, 3 mins
Sulfur Dioxide	-	4 hrs, 3 mins
Nitrous Oxide	-	9 hrs, 3 mins
CO	-	5 hrs, 3 mins
Ambient Air (PM10)	-	1 day, 1 hr, 3 mins

RESEARCH DEVELOPMENT AND EXTENSION DEPARTMENT – Luzon and Mindanao

EXTERNAL SERVICES

2.1. Mill Services

2.1.a. Sugar Regulatory Administration-Special Action Group for Environment (SRA-SAGE)- Air & Water Quality Monitoring for Sugar Mills, Refineries, Bioethanol, Distilleries and Bagasse-Based Power Plants

Quarterly air emissions and wastewater sampling conducted in sugar mills and refineries (QC Team—L&M Mills; Visayas Team—Visayas Mills)

Office or Division	Factory Services & Research Division, RDE, SRA
Classification	Highly Technical
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugar Mills, Refineries, Bioethanol, Distilleries and Bagasse-Based Power Plants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request	Client/Stakeholders/Applicant (Sugar mills, Refineries, Bioethanol, Distilleries and Bagasse-Based Power Plants)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request to SRA Administrator	1. Acceptance	None	5 minutes	SRA Administrator, Administrator's Office
2. Coordination w/ FSRD, RDE	2. Scheduling	None	1 hour	SAGE Team Leader, FSRD
3. Coordination w/ FSRD, RDE	3. Pre-arrangement	None	1 day	SAGE Team Leader, FSRD
4. Coordination w/ FSRD, RDE	4. Team preparation	None	1 day	SAGE Team Leader, FSRD
5. Overseeing the SAGE team at the site	5. Actual conduct of environmental air & water quality monitoring	None	1 day/ smokestack excluding travel time	SAGE Team Leader, FSRD
6. Coordination w/ FSRD, RDE	6. Report preparation	None	10 days	SAGE Team Leader, FSRD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Coordination w/ FSRD, RDE	7. Issuance of Billing	For Air Emission: 1. *TSP/ Particulate Matter* Php8000 - 1 stack Php15000 - 2 stacks Php22000 - 3 stacks Additional Php6000/ stack in excess of 3 stacks 2. NOx - Php3500/ stack 3. SOx - Php1000/ stack 4. CO - Php250/bag 5. Ambient Air PM10 - Php2500/pt PM2.5 - Php2500/pt	1 day	SAGE Team Leader, FSRD
8. Coordination w/ FSRD, RDE	8. Release of report	None	1 day	FSRD/SRA-Record or Regulation Officer
TOTAL:		**See step 7 for fees**	**15 Days, 1 hour, 5 Minutes**	

2.1.b Capacity and Efficiency Assessment of Sugar Mills and Refineries

A technical audit that gives a clear scenario of the plant's equipment and efficiency profile, enabling the authorities to draw conclusions as to where improvements and/ or rectifications should be applied.

Office or Division	Factory Services & Research Division, RDE, SRA
Classification	Highly Technical
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugar Mills and Refineries

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Target stakeholder for the conduct of energy audit for the year as per approved FSRD COB	Submitted FSRD Audit Plan for the year to QMS

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Submission of communication / notification letter to target mill	None	1 hour	Team Leader, CEA Team, FSRD
2. Acceptance of notification by the client in FSRD	2. Scheduling	None	1 hour	Team Leader, CEA Team, FSRD
3. Coordination w/ FSRD, RDE	3. Pre-arrangement	None	1 day	Team Leader, CEA Team, FSRD
4. Coordination w/ FSRD, RDE	4. Team preparation	None	1 day	Team Leader, CEA Team, FSRD
5. Overseeing the team at the site	5. Actual conduct of Capacity & Efficiency Assessment/Audit	None	8 days excluding travel time	Team Leader, CEA Team, FSRD
6. Coordination w/ FSRD, RDE	6. Report preparation	None	90 days	Team Leader, CEA Team, FSRD
	TOTAL:	**None**	**100 Days, 2 hours**	

2.1.c Energy Efficiency & Conservation and Commercial Cogeneration for the Sugar Industry (Energy Audit)

Involves the promotion of energy efficiency and the advancement of cogeneration in the sugar mills through energy assessment/audit.

Office or Division	Factory Services & Research Division, RDE, SRA
Classification	Highly Technical
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugar Mills, Refineries, Bioethanol, Distilleries and Bagasse-Based Power Plants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Target stakeholder for the conduct of energy audit for the year as per approved FSRD COB	Submitted FSRD Audit Plan for the year to QMS

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Submission of communication / notification letter to target mill by the Team Leader	None	1 hour	Team Leader, Energy Audit Team, FSRD
2. Acceptance of notification by the client in FSRD	2. Scheduling	None	1 hour	Team Leader, Energy Audit Team, FSRD
3. Coordination w/ FSRD, RDE	3. Pre-arrangement	None	1 day	Team Leader, Energy Audit Team, FSRD
4. Coordination w/ FSRD, RDE	4. Team preparation	None	1 day	Team Leader, Energy Audit Team, FSRD
5. Overseeing the Energy Audit team at the site	5. Actual conduct of energy audit	None	8 days excluding travel time	Team Leader, Energy Audit Team, FSRD
6. Coordination w/ FSRD, RDE	6. Report preparation	None	90 days	Team Leader, Energy Audit Team, FSRD
	TOTAL:	**None**	**100 Days, 2 hours**	

2.2. Agricultural Assistance / Training Services

2.2.a. Farmers' Trainings/Seminars

These are provided to stakeholders upon request or as planned. Topic is on sugarcane production technology, farm operations from land preparation to harvesting. It also include information on the milling operation, sugar regulations and farm management. The OPSI Core Group (pool of specialists) conducts these activities.

Office or Division	Office of the Manager III, RD&E
Classification	Highly Technical Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Farmer Groups/Sugarcane Farmers

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter request/ concern		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to Mill District Office or submit request/ concern.	1.1. Receive and evaluate request/ concern.	None	2 hours	Mill District Officer/ Agriculturist *Mill District Office*
	1.2. Discuss client's concern and give recommendation/ endorse request/ concern to ESD Head office.	None	2 hours	Mill District Officer *Mill District Office*
	1.3. Endorse request/ concern to the Office of the Manager III.	None	2 hours	Chief Agriculturist— *ESD Head Office*
	1.4 Assess and recommend appropriate action.	None	4 hours	Manager III—*RD&E Department*
	1.5. Endorse request/ concern for approval.	None	4 hours	Deputy Administrator — *RD&E Department*
	1.6. Approve request/ concern and return the same/ feedback to RD&E Department	None	1 day	Administrator *Office of the Administrator*
2. Attend preliminary meetings at designated venue	2.1. Conduct meeting for training details and schedule	None	4 hours	Mill District Officer and representative from the OPSI Core group *Mill District Office*
	2.2. Conduct training need assessment	None	4 hours	Mill District Officer *Mill District Office*
	2.3. Prepare training module, schedule and materials	None	12 days	Manager III and OPSI Core Group *RD&E Department*
	2.4. Form Training Team	None	4 hours	Manager III—*RD&E Department*
	2.5. Prepare travel documents		1 day	Training Aide and Clerk III—*RD&E Department*
3. Attends training/ seminar at designated venue	3. Conduct training/ seminar	None	3 days	RDE Manager III and OPSI Core Group *RD&E Department*
	TOTAL:	**None**	**20 Days**	

2.2.b. Technical Assistance (Sharing of Information)

This pertains to the services being rendered to farmers and other stakeholders regarding technical assistance such as the introduction, sharing of information, knowledge and expertise on the new/improved Package of Technology (POT) in sugarcane production and other by and co-products. This also involves transfer of sugarcane-related production data.

Office or Division	RDE - Division concerned
Classification	Simple Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugarcane Farmers/Entities/Researchers

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter request/concern		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to ESD Head office	1.1. Receive and evaluate request/ concern and recommend appropriate action.	None	30 minutes	Chief Agriculturist/ Technical staff- *ESD Head Office*
	1.2. Receive request/ concern and evaluate recommended appropriate action.	None	30 minutes	Manager III— *RD&E Department*
	1.3. Dis/Approve the request/ concern and forward to involved unit/s.	None	1 hour	Deputy Administrator— *RD&E Department*
	1.4. Prepare requested information	None	3 hour	Head of Division concerned
	1.5. Approve requested information	None	2 hours	Administrator/ Deputy Administrator
2. Receive the requested information at RD&E Department	2.1. Discuss the requested data/ information	None	1 hours	Head of Division concerned
	TOTAL	**None**	**1 Day**	

2.2.c. Technical Assistance (Conduct of Survey)

This pertains to the services being rendered to farmers and other stakeholders regarding technical assistance such as the conduct of survey for data validation. This also involves transfer of sugarcane-related production data.

Office or Division	RDE - Extension Services Division
Classification	Simple Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugarcane Farmers/Entities/Researchers

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter request/concern		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to ESD Head office	1.1. Receive and evaluate request/ concern and recommend appropriate action.	None	30 minutes	Chief Agriculturist/ Technical staff- *ESD Head Office*
	1.2. Receive request/ concern and evaluate recommended appropriate action.	None	30 minutes	Manager III— *RD&E Department*
	1.3. Dis/Approve the request/ concern and feedback to RDE Manager III.	None	1 hour	Deputy Administrator— *RD&E Department*
	1.4. Schedule field validation.	None	1 hour	RDE Manager III/ Chief Agriculturist *RD&E Department*
2. Guide technical staff during field validation.	2.1. Conduct field survey and validation	None	1 day	Mill District Officer and ESD Head Office
	2.2 Prepare and submits field validation report to the Chief Agriculturist	None	4 hours	Mill District Officer concerned *Mill District Office*
	2.3. Assess and recommend appropriate action.	None	3 hour	Chief Agriculturist *RD&E Department*
	2.4. Endorse reports/ documents to the Deputy Administrator	None	2 hours	RDE Manager III *RD&E Department*
	2.5. Approve the result of the validation survey and feedback the same to the RDE Manager			Administrator/ Deputy Administrator
3. Receive results from RD&E Department	3. Discuss results of validation survey	None	4 hours	RDE Manager III / Chief Agriculturist *RD&E Department*
	TOTAL:	**None**	**3 Days**	

2.2.d. Survey of Potential Areas for Sugarcane Production

Physical inspection and evaluation of a certain area which intended for area expansion for sugarcane production. Activities include gathering of technical information such soils and climatic factors, legal documents with concern to LGU development plan and programs and for economic consideration, the feasibility aspect of the project.

Office or Division	Office of the Manager III, RD&E
Classification	Highly Technical Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Private Groups/Entities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request	Applicant

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request to the Office of the Administrator	1.1. Receive and evaluate request and forward to Deputy Administrator, RD&E Department	None	2 hours	Administrator *Office of the Administrator*
	1.2. Receive and evaluate request and forward to the Office of the Manager III	None	2 hours	Deputy Administrator— *RD&E Department*
	1.3. Discuss with the requesting party regarding Terms of Reference	None	4 hours	Manager III— *RD&E Department*
	1.4. Form a Survey Team and conduct preliminary meetings	None	1 day	Manager III— *RD&E Dep*artment
	1.5. Prepare travel documents	None	4 hours	Clerk III—*RD&E Department*
	1.6. Prepare necessary survey materials	None	4 hours	Survey Team— *RD&E Department*
2. Guide the Survey Team in the subject area	2.1. Conduct field survey and data gathering	None	10 days	Survey Team— *RD&E Department*
	2.2. Prepare reports and submit to the Office of the Manager III	None	5 days	Survey Team— *RD&E Department*
	2.3. Finalize reports and recommendations	None	1 day	Manager III— *RD&E Department*
	2.4. Present the results to the Administrator and Deputy Administrator	None	4 hours	Manager III— *RD&E Department*
3. Receive reports from the Office of the Manager III, RD&E Department	3. Present and discuss the findings and recommendations	None	4 hours	Manager III— *RD&E Department*
	TOTAL:		**20 days**	

2.2.e. Consultation and Referrals

Clients and especially the walk-in ones in the mill district consult with the Mill District Officers and Agriculturists on a particular problem and get their advice from the experts. Field personnel also entertain issues and concerns being referred to by some stakeholders e.g., sugarcane production related matters, SIDA projects e.g., block farms, farm to mill roads, socialized credit, etc.

Office or Division	Extension Services Division
Classification	Simple Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugarcane Farmers/Entities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
No requirements (Walk-in)	Applicant

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Mill District Office	1.1. Entertain/ interview clients and determine the issues and concerns	None	1 hour	Mill District Officer— *ESD Mill District Office*
2. Receive advice and recommendations from the ESD Mill District Office	2.1. Provide advice and recommendations	None	1 hour	Mill District Officer— *ESD Mill District Office*
	TOTAL	**None**	**2 hours**	

2.2.f. Consultation and Referrals (For referrals that need ocular inspection and validation survey)

Clients and especially the walk-in ones in the mill district consult with the Mill District Officers and Agriculturists on a particular problem and get their advice from the experts. Field personnel also entertain issues and concerns being referred to by some stakeholders e.g., sugarcane production related matters, SIDA projects e.g., block farms, farm to mill roads, socialized credit, etc.

Office or Division	Extension Services Division
Classification	Simple Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugarcane Farmers/Entities

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
No requirements (Walk-in)		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Mill District Office	1.1.Entertain/ interview clients and determine the issues and concerns and set the schedule for field inspection.	None	2 hours	Mill District Officer— *ESD Mill District Office*
2. Guide the Agriculturist in the subject area	2.1. Conduct field survey	None	4 hours	Mill District Officer— *ESD Mill District Office*
3. Receive recommendations from the ESD Mill District Office	3. Discuss results of validation survey and provide recommendations	None	2 hour	Mill District Officer— ESD Mill District Office
	TOTAL:	**None**	**1 Day**	

2.3. LAREC Services

2.3.a. Analysis of Soil Samples

The Division recognizes the importance of proper soil sampling and analysis as basis for fertilizer and other management application, and on how these treatments affect the sugar quality and sugar industry. It has three laboratories situated in Davao, Bukidnon and Pampanga.

Office or Division:	Agri-Allied Research Division
Classification:	Highly Technical
Type of Transaction:	G2C,G2B, G2G
Who may avail:	Sugarcane Farmers/Associations/Cooperatives,Millers, Distillers,Researchers, Walk-in Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client information including PhilID/ PhilSys Number 2. At least one (1) kilo properly labelled soil sample (location, topography, vegetation, area size, date of collection).	To be provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample/s to Soil Laboratory. *(soils laboratory at LAREC station (Pampanga), Bukidnon and Davao)*	1.1. Receives, identifies, evaluates sample/s for analysis	None	25 mins.	Soil Laboratory Staff *(soils laboratory LAREC station (Pampanga), Bukidnon and Davao)*
2. Pay the analytical fee (*Collecting/ Disbursement Officer SRA-LAREC Station, No fee in Bukidnon and Davao)*	2.1. Issue order of payment (*Collecting/ Disbursement Officer SRA-LAREC Station*	P100/ soil sample	15 mins.	*Collecting/ Disbursement Officer SRA-LAREC Station*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim analysis report *(At soils laboratory at LAREC station (Pampanga), Bukidnon and Davao)*	3. Analysis of samples and preparation of analysis report	None	10 working days for fairly dry soil submitted 14 days for wet sample submitted	Chemist/ Labtech/Science aide, Senior Science Research Specialist, OIC, LAREC *(At Soils Laboratory in LAREC station (Pampanga), Bukidnon, Davao),*
TOTAL:	**TOTAL:**	**P100/ soil sample**	10 working days for fairly dry soil submitted 14 days for wet sample submitted	

2.3.b. Analysis of Juice Samples

The Division conducts laboratory procedures to determine the juice quality of sugarcane.

Office or Division:	Agri-Allied Research Division
Classification:	Simple
Type of Transaction:	G2C,G2B, G2G
Who may avail:	Sugarcane Farmers/Associations/Cooperatives,Millers, Distillers,Researchers, Walk-in Clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Client information including PhilID/ PhilSys Number 2. Properly labelled sugarcane stalk samples(No. of samples, variety/ies, date harvested/collected)	To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit samples to the Laboratory *(available at SRA-LAREC Station only)*	1.1. Receives, identifies, evaluates sample/s for analysis	None	20 mins.	Soil Laboratory Staff *(available at SRA-LAREC Station only)*
2. Pay the analytical fee *(Collecting/ Disbursement Officer at SRA-LAREC)*	2.1. Issue order of payment *(Collecting/ Disbursement Officer at SRA-LAREC)*	P50.00/ sample	15 mins.	Collecting/ Disbursement Officer SRA-LAREC
3. Claim analysis report	3. Analysis of Juice sample, preparation and release of analysis report	None	1 day	Chemist/ Labtech/Science aide, Senior Science Research Specialist, OIC, SRA-LAREC *(At Laboratory in SRA-LAREC)*
	TOTAL:	**P50.00/ sample**	**1 day** (Max 30 samples/ transaction)	

2.3.c. Conduct of Efficacy Trial

This Division is open for collaborative efforts on conducting efficacy trials of different newly-developed products.

Office or Division:	Agri-Allied Research Division
Classification:	Complex
Type of Transaction:	G2C,G2B, G2G
Who may avail:	Fertilizer/Pesticide Manufacturers, Importers, Distributors, State Universities and Colleges and other Industry Clientele

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request	To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCE-SSING TIME**	**PERSON RESPONSIBLE**
1. Submit signed request letter with PhilID/PhilSys Number to SRA-QC	1.1. Receives, and forwards to LAREC for Review and Evaluation	None		RDE Personnel/ Administrator/ Deputy Administrator, RDE/ Manager III,RDE
2. Meet with accredited researchers at SRA-LAREC station for the details of the study and possible terms and conditions	2.1 Meets the client regarding the details of the study and possible terms and conditions	None	4 hours	Manager III,RDE/ Chief Science Research Specialist/FPA Accredited researchers (Agri-Allied Research Division)
	3. Prepares Memorandum of Agreement of the trial (includes reviews from the Legal Department)	None	7 days	Chief Science Research Specialist/FPA Accredited researchers, Legal Department
	5. Endorses final MOA for Board Approval	None	1 day	Deputy Administrator, RDE
	6. Reviews, Evaluates/ Approves MOA	None	22 days*	Sugar Board (SRA-QC)
	7. Prepares Board Resolution/ Secretary's Certificate/ Forward to LAREC	None	1 day	Board Secretary (SRA-QC)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
	8. Prepares final MOA for signing		1 day	Chief Science Research Specialist/ FPA Accredited researchers (Agri-Allied Research Division)
9. Signs MOA	9.1 Signs MOA	None	40 mins.	Client, Administrator (Office of the Administrator)
10. Payment of the budgetary requirement for the conduct of the Efficacy trial	10.1 Accepts payment and issues OR	*to be agreed upon by researcher and client	20 minutes	SRA-QC cashier/ Collecting Officer (Administrative and Finance Department)
	11. Requests Cash advance, Release/ encashment of check	None	10 days	SRA-LAREC Collecting/Disbursing Officer, Administrative and Finance Department
12. Secure Experimental Use Permit (EUP) with the Fertilizer and Pesticide Authority	13. Provides the client with test protocol	None	1 day	Client, FPA Accredited researcher (Agri-Allied Research Division)
14. Coordinate and Monitor lay-out for progress of Efficacy trial	15. Conducts necessary farm operations for the lay-out, care/ maintenance, data gathering, harvesting, report writing and submission of final report	None		Client, FPA Accredited researcher (Agri-Allied Research Division)
	TOTAL:		**45 days, 5 hours****	

**Duration of evaluation and approval of Efficacy Trial and Sugar Board meetings (a 22-day –grace period for the Board meetings was included in the processing time) and Issuance of Secretary's Certificate or Board Resolution is not within the control of Agri-Allied Research Division (SRA-LAREC)*

***processing time only, exclusive of the actual duration of the trial and report submission as stated in No. 15)*

Assumptions

The trial proposal has complete details and documentary requirements.

2.3.d. Sales of Sugarcane High Yielding Variety (HYV) Planting Material

One of the vital component of high crop productivity is the use of certified high yielding sugarcane varieties. The division maintains a nursery area that serves as a source of certified sugarcane planting materials to the various Mill Districts of Luzon from Cagayan to Bicol region.

Office or Division:	Agricultural Support Services Division
Classification:	Complex
Type of Transaction:	G2C,G2B, G2G
Who may avail:	Sugarcane Farmers/Associations/Cooperatives,Millers, Distillers,Researchers, Walk-in Clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request	To be provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter to SRA LAREC or SRA QC	1.1. Receives, identifies, evaluate the request	None	5 mins.	LAREC clerk, SRA QC clerk
	1.2. Meets the client regarding the details of the request and possible varieties to be acquired	None	30 mins.	Chief Science Research Specialist of SRA LAREC, SRS of SRA LAREC, Farm supervisor of SRA LAREC
	1.3. Confirmation on the date of pick up, preparation of HYVs	None	6 days	Farm Supervisor of SRA LAREC
	1.4. Issue order of payment	None	10mins.	Farm Supervisor of SRA LAREC
2. Pay the cost of canepoints to SRA LAREC or SRA QC	2.1. Accepts payment and issue OR	P2,000/lacsa	10 mins.	Collecting Officer of SRA LAREC or SRA QC
3. Present Official receipt (OR) to SRA LAREC	3.1 Validate the receipt and release the acquired planting materials	None	10mins.	Farm Supervisor of SRA LAREC
	TOTAL:	**P2,000/lacsa**	**6 days, 1 hr and 5mins**	

PLANNING, POLICY, AND SPECIAL PROJECTS DEPARTMENT—Quezon City

EXTERNAL SERVICES

3.2. Request for Industry Data/Information (Guided by Freedom of Information Procedure)

Processing of data requests from interested parties which are covered by the Freedom of Information Law.

Office or Division:	Planning, Policy and Special Projects Department
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Businesses (G2B)
Who may avail:	Students, Researchers, Industry stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request	Data requisitioner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request for sugarcane industry data/ information to Receiving Officer	1.1. Receives request for data/ information and gives instructions	None	10 minutes	Secretariat FOI Receiving Officer
	1.2. Prepares transmittal to FOI – Decision Maker (DM)	None	10 minutes	FOI Receiving Officer
	1.3. Receives transmittal from FOI-RO, evaluates the request and decides (approved/ disapproved)	None	1 hour*	FOI Decision Maker
	1.4. Receives decision from FOI-DM and gives instructions	None	10 minutes	Secretariat FOI Receiving Officer
	1.5. Processes data approved by the FOI-DM for release to the requisitioner	None	10-15 working days	Process data owner
	1.6. Prepares reply to the data requisitioner for signature of the FOI-RO	None	1 hour	Secretariat FOI Receiving Officer
	1.7. Releases the reply and the data to requisitioner	None	10 minutes	Secretariat FOI Receiving Officer
	TOTAL:	**None**	**10-15 working days**	

**The duration of evaluation and decision of FOI-DM is not within the control of Planning, Policy and Special Projects Department.*
***The duration of PPSPD's processing of data is dependent on the nature and complexity of data being requested.*

REGULATION DEPARTMENT – Visayas

EXTERNAL SERVICES

4.1 LICENSE TO OPERATE (LTO) AS TRADER

(Sugar, Molasses, & Muscovado)

License to Operate as Trader is issued to a qualified applicant to be able to transact or engage in local (Domestic LTO) and/or export/import (International LTO) transactions.

Office or Division	Licensing and Monitoring Division, Regulation Department—Visayas
Classification	Complex (New) Simple (Renewal)
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Any person or business entity duly created under the laws of the Philippines

CHECKLIST OF REQUIREMENTS (TWO SETS of COPIES)	**WHERE TO SECURE**
Notarized Application Form with Passport size ID picture of Signatory (Owner/ President/ Authorized Representative) **Separate application form for Sugar, Molasses Muscovado & Fructose*	Licensing and Monitoring Division (LMD)-Visayas SRA Website www.sra.gov.ph under Downloads Heading
Valid Government Issued ID of Signatory	Applicant
For Corporation: SEC Registration* Articles of Incorporation and By Laws* **Not required for renewal applications unless expired or amended* General Information Sheet **For Sole Proprietorship:** DTI Registration* **Not required for renewal applications unless expired or amended* **For Cooperatives:** CDA Registration* Articles of Cooperation and By Laws* **Not required for renewal applications unless expired or amended* Certificate of Compliance	Securities and Exchange Commission Company Registration and Business Name Department or Satellite Offices http://crs.sec.gov.ph online registration for pre-processing Department of Trade and Industry (DTI) or DTI Negosyo Center Cooperative Development Authority (CDA)
Tax Identification Number (Photocopy of TIN ID/BIR Registration 2303) **Not required for renewal applications unless expired or amended*	Bureau of Internal Revenue (BIR) Revenue District Office within area of jurisdiction residence/business office
Business/Mayor's Permit Current Year(Photocopy)	Local Government (City or Municipality of Business Location) Economic Zones within area of jurisdiction
Inspection Report of Office/Warehouse (For New Applicants)	LMD, SRA
Company ID (Photocopy) and Authorization Letter for Authorized Representative (Original Copy)	Applicant
ITR of previous year & Financial Statements (Photocopy)	BIR
Track Record of Domestic/Import/Export Transactions (Photo Copy) **For New International LTO Applications Only*	Bureau of Customs (BOC), Shipping Lines Sugar Suppliers (Mills, Traders and Producers) Etc.
Office and Warehouse's Vicinity Map & Lease Contract (if rented) or Tax Declaration (if owned) (Photocopy)	Applicant
Notarized Activity Report **For renewal applications only*	Licensing and Monitoring Division (LMD), SRA Website www.sra.gov.ph
Photocopy of previous LTO (For LTO Renewal Applications)	Applicant
License Fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit two (2) sets of notarized Application Form with attached requirements to LMD thru SRA Office or thru LMD Official Email/s	Check application and requirements if complete.	None	10 Minutes	LMD Personnel
Prepare office and warehouse for physical/online inspection as per agreed schedule with assigned LMD Personnel (For NEW LTO Applications)	Inspect (physical/ online) the office and warehouse of the applicant	None	1 day including travel time	LMD Personnel
	Evaluate and Verify authenticity of documents from concerned government agencies (For NEW LTO Applications) Preparation of Inspection Reports (For NEW LTO Applications) for endorsement to the Administrator		2 days 2 hours	LMD Personnel LMD Personnel RD Manager/ Deputy Administrator/ Administrator
3. Secure Order of Payment (OP) from LMD Personnel/LMD EMail and pay the LTO application fee at Budget and Treasury Division (BTD) or thru Online Banking Transactions	Issue OP Accept payment with OP and issue OR	**P20,000.00** (International with Domestic LTO for Sugar & Molasses Traders) **P15,000.00** (Domestic LTO for Sugar & Molasses Traders) **P5,000.00** (Upgrade from Domestic to International LTO for Sugar and Molasses Traders) **P6,000.00** for Muscovado Traders	5 Minutes 5 Minutes	LMD Personnel Budget Officer/ Cashier-BTD

	3.3. Prepare LTO 3.4 For signature	None	10 Minutes 2 Days	LMD Personnel RD Manager/ Deputy Administrator/ Administrator
4. Recieve LTO from LMD	4. Release LTO to applicant (Thru Pick up/Email if Soft copy/Records if by Mail)	None	10 Minutes	LMD Personnel

TOTAL:	**P20,000.00** (International with Domestic LTO for Sugar & Molasses Traders) **P15,000.00** (Domestic LTO for Sugar & Molasses Traders) **P5,000.00** (Upgrade from Domestic to International LTO for Sugar and Molasses Traders) **P6,000.00** for Muscovado Traders	**New LTO Application** 4WD, 4H, 40M to 7WD, 2H, 40M depending on the location of the applicant if online or physical inspection **Renewal Application** 2WD and 40M *Note: WD=Working Days, H=Hours D=Days*	

4.2. Application for Certification

4.2.a. Certification of Sugar Quedans and Molasses Storage Certificates

Certification of Sugar Quedans and Molasses Storage Certificates is done through verification and signing of Sugar Quedans and Molasses Storage Certificates by the assigned Regulation Officers at the mill. Through this, the Regulation Officers at the millsite is attesting that the sugar quedan/s and molasses storage certificate/s has a corresponding stocks in the mill warehouse/s and molasses tank/s.

Office/Division:	Sugar Regulation and Enforcement Division (SRED) – Visayas
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Sugar Mills

Checklist of Requirements	**Where to Secure**
Production & Sugar Monitoring System (SMS) Report (1 original and 1 duplicate copy)	Quedan Section of Sugar Mills in Visayas
Sugar Quedan Listings (1 original and 1 duplicate copy)	Quedan Section of Sugar Mills in Visayas
Sugar Quedans and Molasses Storage Certificates (1 original)	Quedan Section of Sugar Mills in Visayas

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submits production report/ SMS/Quedan listings and Sugar Quedans; and Molasses Storage Certificates to the authorized Regulation Officer at the millsite.	1.1. Checks/reviews and verifies all the submitted documents	None	2 hours	*Regulation Department Personnel* Assigned at the Millsite
	1.2. Certifies/signs sugar quedans and molasses storage certificates	None	4 hours*	*Regulation Department Personnel* Assigned at the Millsite
	1.3. Releases the sugar quedans and molasses storage certificates	None	1 hour	*Regulation Department Personnel* Assigned at the Millsite
	TOTAL	**None**	**7 hours**	

*depending on the number of quedans and molasses storage certificates.

4.2.b. Application for Shipping Permit

Shipping Permit is issued for coastwise movement of sugar within Philippine Territory.

Office/Division:	Licensing and Monitoring Division (LIMD) - Visayas
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Sugar and Muscovado Traders

Checklist of Requirements	**Where to Secure**
Application Form (to be filled-up by the authorized representative of the company) (1 original)	LMD – Bacolod City, Main Bldg. and authorized Regulation Officers in Visayas mills
Sugar Release Order (SRO) (1 photocopy) or Original Shipping Permit in case of re-shipment	Sugar Mills for SRO; Point of Origin
Clearance for Release of Imported Sugar (if imported) (1 photocopy)	Sugar Transaction Division, SRA-QC,1st Floor Main Bldg.
Authorization as Representative with valid ID (1 photocopy)	Transacting Company
SRA Official Receipt (1 original)	Treasury Division, SRA Bacolod City and SRA Authorized Collecting Officer in Visayas mills.

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Applies/Submits application requirements to LMD personnel.	1.1. Checks/evaluates/ verifies documents.	None	2 minutes	*Assigned LMD Personnel*
	1.2. Prepares Order of Payment (OP) if documents are complete and endorses OP for approval.	None	2 minutes	*Assigned LMD Personnel*
	1.3. Signs the OP	None	1 minute	*Chief SPRO* LMD
2. Presents the Order of Payment to the Authorized Collecting Officer	Checks the Order of Payment .	None	1 minute	SPRO III or SRA Authorized Collecting Officer.
3. Pays for Shipping Permit Fee to the SRA Authorized Collecting Officer.	Receives payment and issues SRA Official Receipt (OR)	₱ 3.00/ Lkg-bag	2 minutes	*SRA Authorized Collecting Officer*

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
4. Returns to LMD and submits 1 photocopy of OR	4.1 Prepares the Shipping Permit	None	10 minutes	*Assigned LMD Personnel*
	4.2 Signs the Shipping Permit	None	1 minute	Chief SPRO LMD or Manager III Regulation Department or Authorized Senior SPRO or SPRO III & SPRO II in Visayas mills
5. Receives the Shipping Permit from LMD	Records and releases the Shipping Permit.	None	1 minute	*Assigned LMD Personnel*
	TOTAL	**₱ 3.00/ Lkg-bag**	**20 minutes**	

4.3. Collection of Fees

4.3.a. Collection of Sugar Quedan Fees

Collection of sugar quedans fees also known as sugar liens which includes the Stabilization Fee, Milling Permit Fee, Special Milling Fee, and Monitoring Service Fee for Raw Sugar is imposed on raw sugar quedans covering raw sugar withdrawals and production of mills. Payments of raw sugar quedans are required prior to the withdrawal of physical sugar in the mills.

Office/Division:	Sugar Regulation and Enforcement Division (SRED) – Visayas
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Sugar Traders, Sugar Mills, Planters' Association, and Planters

Checklist of Requirements	**Where to Secure**
List/ Abstract of Quedans (1 original and 1 dumplicate copy)	Sugar Mills
SRA Official Receipt/s (1 original)	SRA Authorized Collecting Officer

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submits Raw Sugar SROs with corresponding List of Quedans to the SRA Authorized Collecting Officer.	1.1. Checks/reviews all the submitted documents	None	3 minutes	SRA Authorized Collecting Officer.
	1.2. Computes corresponding fees to be paid.	None	2 minutes	SRA Authorized Collecting Officer.
2. Pays liens/fees due to the SRA Authorized Collecting Officer.	2.1. Issues SRA Official Receipt for the following quedan fees: a) Stabilization Fee b) Special Milling Fee c) Milling Permit Fee d) Monitoring Service Fee for Raw	₱ 0.79052/Lkg-Bag ₱ 0.079052/Lkg-Bag ₱ 0.80/Lkg-Bag ₱ 3.00/Lkg-Bag	5 minutes	SRA Authorized Collecting Officer
	2.2. Verifies/signs and releases Raw SROs for withdrawal	None	5 minutes	*Regulation Personnel* Assigned at Millsite
	TOTAL	**₱ 4.669572 / Lkg-bag**	**15 minutes**	

4.3.b. Collection of Monitoring Fee (Raw to Refined)

Collection of Monitoring Fee (Raw to Refined) is based on the total sugar melted for refining for a given week.

Office/Division:	Sugar Regulation and Enforcement Division (SRED) – Visayas
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Sugar Traders, Sugar Mills, Planters' Association, and Planters

Checklist of Requirements	**Where to Secure**
Refined Sugar Release Order/s and/ or List of Quedans (1 original and 1 duplicate copy)	Sugar Mills
SRA Official Receipts (1 original)	SRA Authorized Collecting Officer at the millsite

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1. Submits Refined Sugar SROs with corresponding List of Quedans to the assigned Regulation Officers at the mill.	1.1. Checks/reviews all the submitted documents	None	3 minutes	SRA Authorized Collecting Officer.
	1.2. Computes corresponding fees to be paid.	None	2 minutes	SRA Authorized Collecting
2. Pays monitoring fees due to the SRA Authorized Collecting Officer.	2.1. Issues SRA Official Receipt for Monitoring Fee (Raw to Refined)	₱ 2.00/ Lkg-Bag	5 minutes	SRA Authorized Collecting Officer.
	2.2. Verifies/signs and releases Raw SROs for withdrawal	None	5 minutes	*Regulation Personnel* Assigned at Millsite
	TOTAL	**₱ 2.00/ Lkg-bag**	**15 minutes**	

4.3.c. Collection of Bioethanol Monitoring Fee Lien

Pursuant to SRA's mandate under Executive Order No. 18, Series of 1986 and Biofuels Act of 2006, the Bioethanol Monitoring Fee is collected from all Bioethanol Fuel producers using sugarcane and sugarcane by-products as feedstocks.

Office/Division:	Sugar Regulation and Enforcement Division (SRED) – Visayas
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen; G2B – Government-to-Business
Who may avail:	Registered Bioethanol Fuel Producers

Checklist of Requirements	**Where to Secure**
Billing Statement	SRED – SRA, Bacolod City
SRA Official Receipts	Treasury Unit, SRA, Bacolod City

Client Steps	**Agency Actions**	**Fees to be paid**	**Processing Time**	**Person Responsible**
	1.1. Issued Billing Statement based on the Production Report from the Department of Energy	None	5 minutes	*Chief SPRO,* SRED – Visayas
	1.2. Sends billing statement thru email or personal delivery	None	5 minutes*	*Assigned SRED Personnel*
2. Pays liens/fees to the Treasury Unit, SRA Bacolod City	2.Issues SRA Official Receipt for the following bioethanol liens: a) Bioethanol Monitoring Fee Lien	₱ 0.05/Liter of bioethanol produced	5 minutes	*Treasury Unit* (Authorized Collecting Officer)
	TOTAL	**₱ 0.15/ Liter**	**15 minutes**	

*One day if personal delivery

4.4 REGISTRATION OF BIOETHANOL PRODUCER

Bioethanol Registration is issued to qualified Bioethanol Producers/Manufacturers

Office or Division	Licensing and Monitoring Division, Regulation Department-Visayas
Classification	Complex (New & Renewal)
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Any person or business entity duly created under the laws of the Philippines

CHECKLIST OF REQUIREMENTS (TWO SETS of COPIES)	**WHERE TO SECURE**
Notarized Application Form with Passport size ID picture of Signatory (Owner/President/ Authorized Representative)	Licensing and Monitoring Division (LMD)-SRA Bacolod City SRA Website www.sra.gov.ph
Notarized Letter requesting Registration	Applicant
Valid Government Issued ID of Signatory	Applicant
For Corporation: SEC Registration* Articles of Incorporation and By Laws* **Not required for renewal applications unless expired or amended* General Information Sheet **For Cooperatives:** CDA Registration* Articles of Cooperation and By Laws* **Not required for renewal applications unless expired or amended* Certificate of Compliance	Securities and Exchange Commission Company Registration and Business Name Department or Satellite Offices http://crs.sec.gov.ph online registration for pre-processing Cooperative Development Authority (CDA)
Tax Identification Number (Photocopy of TIN ID/BIR Registration 2303) **Not required for renewal applications unless expired or amended*	Bureau of Internal Revenue (BIR) Revenue District Office that has jurisdiction over place of residence/business office
Business/Mayor's Permit Current Year (Photocopy)	Local Government (City or Municipality of Business Location) Economic Zones with Area of Jurisdiction
Inspection of Bio Ethanol Plant (For New Applicants)	LMD, SRA
Company ID (Photocopy) and Authorization Letter for Authorized Representative (Original Copy)	Applicant
Office and Plants's Vicinity Map & Lease Contract (if rented) or Tax Declaration (if owned) (Photocopy)	Applicant
Sworn Statement by the Bioethanol Producer that feedstocks used are locally sourced	Applicant
Compliance to Monthly submission of SRA Prescribed Matrix for E-Cane Report (Feedstock Utilization Report SRA Forms B-4 to B-7) (Photocopy)	Applicant
Official Receipts (OR)/ Deposit Slips as proof of payment for applicable SRA Liens (Certified True Copy by RD-SRED)	Applicant
Registration Fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit two (2) sets of notarized Application Form with attached requirements to LMD thru SRA Office or thru LMD Official Email/s	Check application and requirements if complete.	None	10 Minutes	LMD Personnel
Prepare office and plant for physical/ online inspection as per agreed schedule with assigned LMD Personnel (For NEW LTO Applications)	Inspect (physical/ online) the office and plant of the applicant	None	1 day including travel time (if physical inspection within NCR, Regions III & IV) 3 days including travel time (if physical inspection in Luzon, Visayas & Mindanao Except NCR, Regions III & IV) 2 Hours if thru online	LMD Personnel LMD Personnel
	Evaluate and Verify authenticity of documents from concerned government agencies (For NEW LTO Applications) Preparation of Inspection Reports (For NEW LTO Applications)		2 days 2 hours	LMD Personnel LMD Personnel
	Endorse to Sugar Board for Approval	None	22 days for Board approval	RD Manager/ Deputy Administrator
3. Secure Order of Payment (OP) from LMD Personnel/LMD EMail and pay the LTO application fee at Budget and Treasury Division (BTD) or thru Online Banking Transactions	Issue OP Accept payment with OP and issue OR	P2,000.00	5 Minutes 5 Minutes	LMD Personnel Budget Officer/ Cashier-BTD

	3.3. Prepare LTO 3.4 For signature	None	10 Minutes 2 Days	LMD Personnel RD Manager/ Deputy Administrator/ Administrator
4. Recieve LTO from LMD	4. Release LTO to applicant (Thru Pick up/Email if Soft copy/Records if by Mail)	None	10 Minutes	LMD Personnel

TOTAL:	**PhP2,000**	**New LTO Application** 26WD, 4H, 40M to 29WD, 2H, 40M depending on the location of the applicant if online or physical inspection **Renewal Application** 24WD and 40M *Note: WD=Working Days, H=Hours D=Days*	

4.5. Sugar Quality and Safety Assessment (PNS/BAFS 81:2018) Analysis of Raw Sugars from Mills

Sugar Mills are required to submit their weekly composite samples to the Laboratory for the monitoring & assessment of sugar quality and safety as produced. Sugar quality and safety conformance is assessed using the Philippine National Standard for Raw Sugar (PNS/BAFS 81:2018). Analysis of sample is done on a *first come-first serve* basis. Issuance of Certificate of Analysis is within ten (10) days from start of analysis.

Office or Division:	Laboratory Services Division—Visayas
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business Entity
Who May Avail:	Sugar Mills

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Raw Sugar Sample (3Kg) Complete Certificate of Analysis (2 original) Certificate of Analysis for BIR Submission (3 original)	Client's Mill Client's Laboratory Client's Laboratory

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits raw sugar sample to the laboratory location *(Sugar Regulatory Administration, Araneta St., Brgy. Singcang, Bacolod City)*	**1.1.** Receives sample, checks sample weight and condition if it meets requires specifications.	PHP 2,950	10 minutes	*Lab Aide* *Lab Tech. II* *COS Clerk III* Sugar Reference Unit
	1.2. Assigns sample code number for identification and entry in the computer (spreadsheet software) for record purposes then does the printing.	None	10 minutes	*COS Clerk III* Sugar Reference Unit
	1.3. Identifies/prepares sugar samples.	None	30 minutes	*COS Science Aide* *Lab Tech. II* Sugar Reference
	1.4. Conducts analysis and computes for test results.	None	6 days	*Lab Tech. II* *Chemist III* *Chemist IV* *COS Chemist I* Sugar Reference Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Reviews/verifies test data and computation of results.	none	1 day	*Chemist V— Services Division*
	1.6. Prepares Certificate of Analysis and Billing; certifies Certificate of Analysis None	none	2 days	*Chemist V— Services Division*
	1.7. Notifies Certificate of Analysis	none	10 minutes	*Deputy Administrator II* Regulation Dept.
	1.8. Prepares Order of Payment for paying mill.	none	10 minutes	*COS Clerk III* *Sugar Reference Unit*
	1.9. Receives payment and issues Official Receipt.	none	10 minutes	Treasury Section
	1.10. Releases Certificate of Analysis.	None	10 minutes	*COS Clerk III* *Sugar Reference Unit*
TOTAL:		**PHP 2,950**	**9 days, 1 hour and 30 minutes**	

4.6. Analysis of Raw Sugar, Muscovado, Molasses, and Other Sugar Products (for Special Samples & Walk-in Clients)

Provision of analytical support services to sugar mills, refineries, traders, sugar planters, industrial users, researchers brokers, and surveyors, other government agencies, and the general public. Analysis of sample is done on a *first come-first serve* basis. Issuance of Certificate of Analysis is dependent on the required

Office or Division:	Laboratory Services Division—Visayas
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.1. Sample for Analysis Raw Sugar Analysis/Test — Required Sample Weight Moisture — 200 grams Polarization — 500 grams Ash — 200 grams Color – Whole Raw — 100 grams Sucrose — 250 grams Reducing Sugar — 500 grams Dextran — 200 grams pH — 250 grams Starch — 200 grams Sulfur Dioxide — 200 grams 1.2. Muscovado **Analysis/Test** — **Required Sample Weight** Moisture — 250 grams Polarization — 500 grams Reducing Sugar — 500 grams Ash — 250 grams Color — 250 grams Brix — 500 grams	Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.3. Molasses Analysis/Test — Required Sample Weight Brix — 1 kilogram Polarization — 500 grams Sucrose — 250 grams Reducing Sugar — 250 grams Total Sugar as Invert — 250 grams Total Sugar as Invert after Hydrolysis — 250 grams Total Solids/Dry Substance — 250 grams Ash — 250 grams Specific Gravity — 500 grams Refractive Index — 250 grams Suspended Solids — 250 grams pH — 250 grams	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits raw sugar sample to the laboratory location *(Sugar Regulatory Administration, Araneta St., Brgy. Singcang, Bacolod City)*	**1.1.** Evaluates and receives samples if it meets required specification.	None	15 minutes	*Lab Aide* *Lab Tech. II* *COS Clerk III* Sugar Reference Unit
	1.2. Issues Order of Payment to the client.	None	10 minutes	*COS Chemist I* *COS Clerk III* Sugar Reference Unit

2. Pays the required analysis fee at the Cashier.	**2.1.** Collects required analysis fee from the client.	**See Schedule of Fees below**	30 minutes	*Cashier* Treasury Section
	2.2. Assigns sample code number for identification and entry in the computer (spreadsheet software) for record purposes then does the printing.	None	10 minutes	*COS Clerk III* Sugar Reference Unit
	2.3. Conducts analysis and computes for test results.	None	Maximum of 8 days depending on the parameter/ s required	*Lab Tech. II* *Chemist III* *Chemist IV* *COS Chemist I* Sugar Reference Unit
	2.4. Reviews/verifies test data and computation of results.	None	1 day	*Chemist V – Laboratory Services Division*
	2.5. Notifies Certificate of Analysis	None	10 minutes	*Deputy Administrator II* Regulation Dept.
	2.6. Releases Certificate of Analysis.	None	10 minutes	*COS Clerk III* Sugar Reference Unit
TOTAL:	**TOTAL:**	**Please see Schedule of Fees below**	**Maximum of 9 days, 1 hour, 25 minutes**	

SCHEDULE OF FEES		
Matrix	**Analysis / Test**	**Fee**
Raw Sugar	Moisture	PHP 400
	Polarization	PHP 400
	Ash	PHP 400
	Grain Size	PHP 400
	Color	
	Affined	PHP 400
	Whole Raw	PHP 400
	Sucrose	PHP 650
	Reducing Sugar	PHP 600
	Dextran	PHP 1,000
	pH	PHP 400
	Starch	PHP 1,600
	Sulfur dioxide	PHP 750
Muscovado	Moisture	PHP 400
	Polarization	PHP 400
	Reducing Sugar	PHP 600
	Ash	PHP 400
	Color	PHP 400
	Brix	PHP 400
Molasses	Brix	PHP 400
	Polarization	PHP 400
	Sucrose	PHP 650
	Reducing Sugar	PHP 600
	Total Sugar as Invert (TSAI)	PHP 1,250
	Total Reducing Sugars after Hydrolysis	PHP 1,250
	Total Solids / Dry Substance	PHP 700
	Ash	PHP 400
	Specific Gravity	PHP 400
	Refractive Index	PHP 400
	Suspended Solids	PHP 400
	pH	PHP 400
Fees for **complete analysis**:		
Complete **raw sugar** analysis (moisture, polarization, color, sulfur dioxide, dextran)		PHP 2,950
Complete **molasses** analysis (Brix, polarization, total sugar as invert (TSAI))		PHP 2,050
Rush / Expedite analysis		Regular fee + 50% of regular fee

4.7. Water and Air Emission Analysis

To provide reliable and precise data and results in environmental services to sugar mills/refineries (wastewater and air emissions) through the use of analytical

<table>
<tr><td>Office or Division</td><td colspan="2">Laboratory Services- Environmental Laboratory—Visayas</td></tr>
<tr><td>Classification</td><td colspan="2">Highly Technical</td></tr>
<tr><td>Type of Transaction</td><td colspan="2">G2B-Government to Business Entity</td></tr>
<tr><td>Who may avail:</td><td colspan="2">Sugar mills, Refineries, Bioethanol/Distilleries</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr>
<tr><td colspan="2">Required Sampling Volume, Holding Time/Temperature / Proper Labelling and Type of Container / Schedule of Endorsement

<table><tr><th>WATER / WASTEWATER</th><th>SAMPLE VOLUME</th></tr><tr><td>1. BOD5
2. TSS</td><td>7000
1000</td></tr><tr><td>AIR EMISSION</td><td></td></tr><tr><td>1. PM
2. CO</td><td>As received</td></tr></table></td><td>Environmental Laboratory Services

Sugar Regulatory Administration

Araneta St., Singcang

Bacolod City</td></tr>
</table>

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in Client	**SAGE Monitoring Team**				
1. Submit samples with Chain of Custody (COC) at Envilab Section	1. Endorsement/ Submit samples with Chain of Custody (COC)	1. Evaluates COC and adequacy of samples as per analytical requirement	None	5 minutes	*Chemist/ COS Science Research Technician II*
2. Pays the analytical fee after the Order of Payment is issued at the Treasury Division		<u>For walk-in clients</u>: 2.1. Issues Order of Payment 2.2. Accepts payment and issues Official Receipt to the client <u>For SAGE samples</u>: 2.3. Issues billing statement to SAGE Team Leader	None None None	2 minutes 2 minutes 2 minutes	*Chemist/ COS Science Research Technician II* *Cashier/ Treasury Division* *Chemist/ COS Science Research Technician II*
3. Return to laboratory and presents Official Receipt	None	3.1. Logs the OR# in the chain of custody	None	1 minute	*COS Science Research Technician II*
		3.2. Conducts Analysis: <u>Water/Wastewater</u> BOD5 TSS <u>Air Emission</u> Particulate Matter Carbon Monoxide Ambient Air	(Php) 1,000 700 400 250 400	Maximum of 12 days depending on the requested parameters	*Chemist/ COS Science Research Technician II*
		3.3. Reviews/ verifies test data and computes for the result	None	30 minutes	*Managing Head/ Laboratory Head*
		3.4. Prepares test certificate	None	10 minutes	*Chemist/ COS Science Research*
		3.5. Review and certifies prepared test certificate/s	None	10 minutes	*M. Head/ Lab. Head*
		3.6. Reviews and approves test certificate/s	None	5 minutes	*Deputy Admin. II (Regulation Dept.)*

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		3.7. For walk-in clients, test certificate is delivered to the Records Section 3.8. For SAGE samples, test certificate/test report (air emission) is forwarded to SAGE Team Leader for final computation of results and preparation of Environmental Monitoring Report	None None	1 minute 1 minute	*COS Science Research Technician II* *COS Science Research Technician II*
4. Secures test certificate/s at the Records Section	-----	4. For walk-in clients Verifies client's OR Dry seals and releases test certificate/s	None	1 minute	*Records Officer* *(Records Section)*
TOTAL:			**See 3.2. for schedule of fees**	**12 days** **1 hr** **16 minutes**	

*The "Attachment" represents the Service Specification Table Reflecting The Total Processing Hours Per Analyte

"Attachment"

SERVICE SPECIFICATION TABLE
REFLECTING TOTAL PROCESSING HOURS PER ANALYTE

ANALYTE	Walk-in Clients	SAGE Monitoring Team
WATER / WASTEWATER		
BOD5	5 days, 1 hr, 7 mins	5 days, 1 hr, 3 mins
TSS	1 hr, 32 mins	1 hr, 28 mins
AIR EMISSION		
PM	-	3 days, 1 hr, 3 mins
CO	-	5 hrs, 3 mins
Ambient Air (PM10)	-	1 day, 1 hr, 3 mins

RESEARCH DEVELOPMENT AND EXTENSION DEPARTMENT – Visayas

EXTERNAL SERVICES

5.1. LGAREC Services

5.1.a Sale of High Yielding Variety (HYV) Canepoints

Rapid distribution of new high yielding variety of SRA.

Office or Division:	Agricultural Support Services Division
Classification:	Simple
Type of Transaction:	G2C—government to transacting public
Who may avail:	Sugarcane planters/farmers, Students, planters associations, block farms, research institutions, Academe, MDDC, etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Billing statement-3 copies, Issuance Slip-4 copies, Official Receipt-1 copy, Labor Receipt-4copies Certificate of Release-4 copies * All in original copies	Sugar Regulatory Administration LGAREC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reservation *(Office of Agricultural Support Services Division-SRA LGAREC Station)*	Meet up with the clients for reservation / Accept reservation through call / text **All at the Office of Agricultural Support Services Division—LGAREC*	None	5 minutes	OIC-Agricultural Support Services Division Junior Agriculturist Farm Supervisor Science Research Specialist 1 **All at the Office of Agricultural Support Services Division—LGAREC Station*
2. Confirmation of Reservation *(Office of Agricultural Support Services Division-SRA LGAREC Station)*	Contact client for the confirmation of the request and date of release **At their respective area*	None	5 minutes	OIC-Agricultural Support Services Division Junior Agriculturist Farm Supervisor **All at the Office of Agricultural Support Services Division—LGAREC Station*
3. Wait for the schedule of release including the preparation of cane points *(Office of Agricultural Support Services Division-SRA LGAREC Station)*	Preparation of cane points for pick-up **SRA-LGAREC Field*	None	7 days	OIC-Agricultural Support Services Division Junior Agriculturist Pakiao Laborers **All at the Office of Agricultural Support Services Division—LGAREC Station*
4. Secure Billing Statement *(Office of Agricultural Support Services Division-SRA LGAREC Station)*	Prepare Billing statement for the clients **Office of Agricultural Support Services Division—LGAREC Station*	None	5 minutes	Junior Agriculturist Farm Supervisor Office Clerk **All at the Office of Agricultural Support Services Division—LGAREC Station*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. RIS *(Office of Agricultural Support Services Division-SRA LGAREC Station)*	Prepare 4 copies Issuance Slip for the client **Office of Agricultural Support Services Division—LGAREC Station*	None	5 minutes	Junior Agriculturist Farm Supervisor Office Clerk **All at the Office of Agricultural Support Services Division—LGAREC Station*
6. Payment *(Office of Agricultural Support Services Division/Cash Clerk-SRA LGAREC Station)*	Accept payment and release of items (canepoints), issuance 1 copy official receipt and 4 copies labor receipt **Office of Agricultural Support Services Division/ Cash Clerk—LGAREC*	Canepoints-P2,000.00 per lacsa Labor-P1,170.00 per lacsa (labor fee may vary depending on the current labor rate in Western Visayas)	10 minutes	Junior Agriculturist Farm Supervisor Office Clerk **All at the Office of Agricultural Support Services Division—LGAREC* Secretary 1 and designated cash clerk **Office of Secretary I/Cash Clerk -LGAREC Station*
7. Certificate of Release *(Office of Agricultural Support Services Division-SRA LGAREC Station)*	Prepare 4 copies certificate of release **Office of Agricultural Support Services Division—LGAREC Station*	None	5 minutes	Junior Agriculturist Farm Supervisor Office Clerk Guard on Duty **All at the Office of Agricultural Support Services Division—LGAREC Station*
8. Pick-up of reserved canepoints *(includes hauling and loading on trucks) at SRA-LGAREC Field*	Haul and load canepoints on service trucks of the clients **SRA-LGAREC Field*	None	5 hours	Junior Agriculturist Farm Supervisor Pakiao Laborers **SRA-LGAREC Field*
	TOTAL:	**P 3,170 / lacsa**	**7 days, 5 hours and 30 minutes**	

5.1.b Sale of Trichogramma Strip

Bio-control of sugarcane borer yielding trichogramma.

Office or Division:	Agricultural Support Services Division
Classification:	Simple
Type of Transaction:	G2C—government to transacting public
Who may avail:	Sugarcane planters/farmers, Rice/Corn Farmers, MDDC, etc.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Billing statement-2 copies Official Receipt-1copy (All in original copies)	Sugar Regulatory Administration LGAREC

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Reservation *(at Trichogramma Laboratory, SRA-LGAREC Station)*	Meet-up with clients for reservation / Accept reservation through call / text *Trichogramma Laboratory, SRA-LGAREC Station*	None	5 minutes	OIC-Agricultural Support Services Division **Trichogramma Laboratory, SRA-LGAREC Station*
2. Confirmation of Reservation *(at Trichogramma Laboratory, SRA-LGAREC Station)*	Call/contact clients for confirmation and date of release *Trichogramma Laboratory, SRA-LGAREC Station*	None	5 minutes	OIC-Agricultural Support Services Division **Trichogramma Laboratory, SRA–LGAREC Station*
3. Secure Billing Statement *(at Trichogramma Laboratory, SRA-LGAREC Station)*	Prepare billing statement for the client **Trichogramma Laboratory, SRA-LGAREC Station*	None	5 minutes	Science Aide Packiao Laborer *All at *Trichogramma Laboratory, SRA-LGAREC Station*
4. Payment *(Office of the Manager-Secretary I/ Cash Clerk -SRA-LGAREC Station, cashier-Bacolod Office)*	Accept payment and release of items (trichogramma) **Office of the Manager-Secretary I/ Cash Clerk -SRA-LGAREC Station, cashier-Bacolod Office*	P8.00 per strip	10 minutes	Science Aide **Trichogramma Laboratory, SRA-LGAREC Station* Secretary 1 and designated cash clerk **Office of the Manager-Secretary I/ Cash Clerk -SRA-LGAREC Station* Cashier-*Bacolod Office*
5. Pick-up of reserved trichogramma (with packing included) *at Trichogramma Laboratory and or Bacolod Office*	Packing and release of trichogramma strips **Trichogramma Laboratory and or Bacolod Office*	None	5 minutes	Science Aide Pakiao Laborer **Trichogramma Laboratory, SRA-LGAREC*
	TOTAL:	**P8.00 per strip**	**40 minutes**	

5.1.c. Soils Laboratory (Soil Analysis)

Tasked to deliver timely and accurate laboratory analysis for sugarcane soil

Office or Division:	**LGAREC Soils Laboratory and Agro-based Laboratory Bacolod City/ RD & E-Visayas**
Classification:	Complex
Type of Transaction:	G2C—government to transacting public
Who may avail:	Researchers, Farmers, Students and Other Agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Submission of 1kg of soil/sample with proper label	Provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit sample to the laboratory *(At Soils Laboratory, SRA-LGAREC Station)*	1. Inspection and receiving *(At Soils Laboratory, SRA-LGAREC Station)*	None	5 min per sample	Soils laboratory staff *(At Soils Laboratory, SRA-LGAREC Station)*
2. Payment *(At Office of the Manager Secretary I/ Cash clerk, SRA-LGAREC Station)*	2. Issuance of receipt *(At Office of the Manager Secretary I/ Cash clerk, SRA-LGAREC Station)*	Php 100 each for soil and juice sample	10 min	Secretary to the Manager III- RDE-Visayas *(At Office of the Manager Secretary I/ Cash clerk, SRA-LGAREC Station)*
3. Retrieval of test certificate *(At Soils Laboratory, SRA-LGAREC Station)*	3. Analysis of sample and preparation of test certificate *(At Soils Laboratory, SRA-LGAREC Station)*	None	10 working days for fairly dry soil sample submitted 15 working days for relatively wet soil sample submitted	Chemists, Chemical Technicians, Supv. Science Res. Specialist and Chief Science Res. Specialist *(At Soils Laboratory, Office of the Chief Science Res. Specialist, SRA-LGAREC Station)*
	TOTAL:	**Php 100 per sample**	**10 days for fairly dry soil sample** **15 days for relatively wet soil samples**	

5.1.d. Soils Laboratory (Sugarcane Juice Maturity Testing)

Tasked to deliver timely and accurate sugarcane maturity testing result

Office or Division:	**LGAREC Soils Laboratory/RD & E-Visayas**
Classification:	Complex
Type of Transaction:	G2C—government to transacting public
Who may avail:	Researchers, Farmers, Students and Other Agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Submission of 10 sugarcane stalks/ sample with proper label	Provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit sample to the laboratory *(At Soils Laboratory, SRA-LGAREC Station)*	1. Inspection and receiving *(At Soils Laboratory, SRA-LGAREC Station)*	None	5 min per sample	Soils laboratory staff *(At Soils Laboratory, SRA-LGAREC Station)*
2. Payment *(At Office of the Manager Secretary I/ Cash clerk, SRA-LGAREC Station)*	2. Issuance of receipt *(At Office of the Manager Secretary I/ Cash clerk, SRA-LGAREC Station)*	Php 100 each for soil and juice sample	10 min	Secretary to the Manager III- RDE-Visayas *(At Office of the Manager Secretary I/ Cash clerk, SRA-LGAREC Station)*
3. Retrieval of test certificate *(At Soils Laboratory, SRA-LGAREC Station)*	3. Analysis of sample and preparation of test certificate *(At Soils Laboratory, SRA-LGAREC Station)*	None	3 days	Chemists, Chemical Technicians, Supv. Science Res. Specialist and Chief Science Res. Specialist *(At Soils Laboratory, Office of the Chief Science Res. Specialist, SRA-LGAREC Station)*
	TOTAL:	**Php 100 per sample**	**3 days**	

5.1.d.1. Special Sample Analysis

Physical and chemical analysis of special sample such as lime, organic fertilizer, dolomite, plant tissue, manure, and other agricultural special sample.

Office or Division:	Soils Laboratory—Bacolod
Classification:	Simple
Type of Transaction:	G2C—government to transacting public
Who may avail:	Agricultural Planters, Students, Researchers, etc.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
At least 100g for special samples with proper labelling	Direct from the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of sample/s to the Soils Laboratory - Bacolod	1. Inspection, security of proper labels, receipt of samples	None	(Receipt) -- Not more than 2 minutes per sample (Analysis) --5 working days for	Soils Laboratory - Bacolod personnel
2. Payment of amount due	2. Issuance of Official Receipt	P350 per parameter per special sample	5-10 minutes	Treasury personnel
3. Claim of Certificate of Analysis Report/s	3. Preparation and release of Certificate of Analysis Report/s	None	1-2 minutes	Soils Laboratory – Bacolod personnel
	TOTAL:	**P350 per parameter per sample**	**5 working days**	

5.1.e. Agro-Based Laboratory (Special Sample Analysis)

Tasked to deliver timely and accurate laboratory analyses of **SPECIAL SAMPLES**

Office or Division:	**AGRO-BASED Laboratory BACOLOD CITY /RD & E-Visayas**
Classification:	Complex
Type of Transaction:	G2C—government to transacting public
Who may avail:	Researchers, Farmers, Students and Other Agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Submission of sample with proper label Billing statement - 2 copies Official Receipt - 1 copy * All in original copies	Provided by the client Sugar Regulatory Administration Bacolod

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit sample to the laboratory (At Agro-Based Laboratory SRA Bacolod)	Inspection and Receiving Agro-Based Laboratory SRA Bacolod	None	5 min per sample	Senior Science Research Specialist Agro-Based Laboratory SRA Bacolod
2. Secure Billing Statement (At Agro-Based Laboratory SRA Bacolod)	Prepare Billing Statement for the client Agro-Based Laboratory SRA Bacolod	None	5 minutes	Senior Science Research Specialist Agro-Based Laboratory SRA Bacolod
3. Payment (Treasury office SRA Bacolod—Cashier SRA Bacolod)	Accept payment and release of official receipt Treasury office SRA Bacolod—Cashier SRA Bacolod	Php 350 each for special samples	10 minutes	Treasury office SRA Bacolod—Cashier SRA Bacolod
4. Retrieval of test certificate (At Agro-Based Laboratory SRA Bacolod)	Analysis of sample and preparation of test certificate Agro-Based Laboratory SRA Bacolod	None	Within 3 working days after submission of samples	Senior Science Research Specialist Agro-Based Laboratory SRA Bacolod
	TOTAL:	**Php 350 per sample**	**3 days and 20 minutes**	

5.1.f. Soils Laboratory - Bacolod

Tasked to deliver timely and accurate laboratory analysis for SOIL SAMPLE ANALYSES.

Office or Division:	**SOILS LABORATORY - BACOLOD, BACOLOD CITY /RD & E-Visayas**
Classification:	Complex
Type of Transaction:	G2C—government to transacting public
Who may avail:	Researchers, Farmers, Students and Other Agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Submission of Soil sample with proper label, sample requirement 1 kilo gram	Provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit sample to the laboratory	1. Inspection and	None	5 min per sample	Soils Laboratory-Bacolod staff
2. Payment	2. Issuance of receipt	Php 100 per soil sample	10 min	Treasury office personnel
3. Retrieval of test certificate	3. Analysis of sample and preparation of test certificate	None	Within 10 working days after submission of soil sample for analysis	Chemists, Chemical Technicians, Supv. Science Res. Specialist and Chief Science Res. Specialist
	TOTAL:	**Php 100 per sample**	**10 working days for soil sample**	

5.1.g. Emission Sampling of Sugar Mills performed by the Special Action Group for the Environment (SAGE)

Particulate matter, Nitrogen Oxide, Carbon Monoxide, Sulfur Oxide, and ambient air quality emission monitoring of sugar mills for their compliance with the DENR–EMB Emission Standards pursuant to Section 1, Rule XXIV, Part VI of the DAO–2000–81 & Section 19, Article III, Chapter 2 of R.A. 8749 as per requirement in the PCO Quarterly Self–Monitoring Report (SMR).

Office or Division:	Factory Services & Research Division (FSRD) - Environmental Lab (Special Action Group for the Environment - SAGE)
Classification:	Highly Technical
Type of Transaction:	G2B—government to business entity
Who may avail:	Sugar Mills/Bioethanol Plants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Client
Test Plan to be conformed (original to be submitted to DENR-EMB)	FSRD
Boiler Steam Generation Log Sheet	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Request from the sugar mill for sampling to the Office of the Administrator	1.1. Inspection and approval of the request letter 1.2. Forwarding of approved request letter to FSRD	None	3 days 1 day	Deputy Administrator - RD&E Department RD&E Secretariat-RD&E Department
2. Request for quotation and tentative work schedule from FSRD	2. Issuance of quotation and tentative work schedule	None	1 day	Factory Services and Research Division personnel (Engr III/SSRS)
3. Confirmation of test plan and schedule with FSRD	3. Issuance of test plan with pre-determined schedule	None	3 days	Factory Services and Research Division personnel (Engr III/SSRS)
4. Submission of approved test plan to DENR-EMB office		None		
5. Assistance to the sampling team and attestation to the sampling in the sugar mill	5.1. Actual sampling	None	5 days	Factory Services and Research Division sampling team
	5.2. Endorsement of samples gathered to Environmental Laboratory		1 day	Factory Services and Research Division personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3. Analysis and Issuance of laboratory results		14 days	Environmental Laboratory Services personnel
	5.4. Issuance of billing	For PM: 1 stack (8,000) 2 stacks (15,000) 3 stacks (22,000) Additional of 6,000 every succeeding stack/s For NOx: 3,500/stack For CO: 250/Tedlar Bag (3 Tedlar Bags per stack) For SOx: 1,000/stack For Ambient: 2,500/point	2 working days after sampling	Factory Services and Research Division personnel (Engr III/SSRS)
6. Payment of billing to SRA Treasury	6. Acceptance of payment	*depends on the sum total of fees incurred	10 mins	Cashier II Treasury Unit
7. Acceptance of Emission Test Report Certification from FSRD	7. Issuance of Emission Test Report Certification	None	14 days after sampling	Factory Services and Research Division personnel (Engr III/SSRS)
8. Acceptance of Emission Book Report from FSRD	8. Issuance of Emission Book Report	None	7 days	Factory Services and Research Division personnel (Engr III/SSRS)
	TOTAL:	**Php 43,750.00**	**51 days, 10 minutes**	

5.1.h. Purchase and/or Distribution of Micropropagation Plantlets

Rapid propagation of new high yielding variety for distribution to sugarcane farmers.

Office or Division:	SUGAR REGULATORY ADMINISTRATION-LGAREC, VIPM Section
Classification:	Simple
Type of Transaction:	G2C—government to transacting public
Who may avail:	Sugarcane Industry Stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Billing statement	Sugar Regulatory Administration (LGAREC)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Reservation. **A. Walk in clients** A.1. Purchase A.2. Reservation **Micropropaagation Project,* Variety Improvement and Pest Management Section, *SRA LGAREC*	A.1 Meet up with the clients for the Preparation of RIS A.2. Meet up the clients for reservation / accept reservation through call/text **Micropropaagation Project,*Variety Improvement and Pest Management Section, *SRA LGAREC*	None	5 minutes	Supervising Science Research Specialist **Micropropaagation Project,*Variety Improvement and Pest Management Section, *SRA LGAREC*
2. Confirmation of reservation **Micropropaagation Project,* Variety Improvement and Pest Management Section, *SRA LGAREC*	A.2. Set confirmation of reservation Set releasing date with clients Micropropagation Project, Variety Improvement and Pest Management Section, *SRA LGAREC*	None	10 minutes	Supervising Science Research Specialist **Micropropaagation Project,*Variety Improvement and Pest Management Section , *SRA LGAREC*
3. Schedule of releasing **Micropropaagation Project,* Variety Improvement and Pest Management Section, *SRA LGAREC*	A.1. Preparation of microplantlets to be released. A.2. Preparation of microplantlets to be released.	None	6 Hours	Supervising Science Research Specialist **Micropropaagation Project,*Variety Improvement and Pest Management Section, *SRA LGAREC*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secure Billing Statement from **Micropropaagation Project,* Variety Improvement and Pest Management *Section,SRA LGAREC*	A.1.Prepare Billing statements for clients A.2.Prepare Billing statements for clients **Micropropaagation Project,* Variety Improvement and Pest Management Section , SRA LGAREC	None	5 minutes	Supervising Science Research Specialist **Micropropaagation Project,* Variety Improvement and Pest Management Section , *SRA LGAREC*
5. RIS **Micropropaagation Project,* Variety Improvement and Pest Management Section ,*SRA LGAREC*	A.1. Prepare copy of RIS **Micropropaagation Project,* Variety Improvement and Pest Management Section , *SRA LGAREC*	None	5 minutes	Lab Tech II **Micropropaagation Project,* Variety Improvement and Pest Management Section , *SRA LGAREC*
6. Payment **Office of the secretary /cash clerk LGAREC station*	A.1Accepts payment and release of the microplantlets. A.2. Accepts payment and release of the microplantlets *Office of the secretary /cash clerk LGAREC station	P2.50 per plantlet	10 minutes	Secretary 1 and designated cash Clerk **Office of the secretary /cash clerk LGAREC station*
7. Pick-up of Microplantlents at the Nursery (which includes hauling and loading of the microplantlets to the client's vehicle) **Micro nursery SRA LGAREC*	A.1. Haul and load plantlets on service trucks of clients **Micro nursery SRA LGAREC*	None	5 Hours	Supervising Science Research Specialist **Micro nursery SRA LGAREC*
	TOTAL:	**P2.50 per plantlet**	**14 Hours & 35 minutes**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Reservation. **B. Cooperator** **Micropropaagation Project,* Variety Improvement and Pest Management Section , *SRA LGAREC*	Meet up with clients for reservation/ Accept reservation through call/ text. B.1. Available varieties B.2. Requested PHIL Varieties for New Propagation **Micropropaagation Project,*Variety Improvement and Pest Management Section , *SRA LGAREC*	None	5 minutes	Supervising Science Research Specialist **Micropropaagation Project,* Variety Improvement and Pest Management Section , *SRA LGAREC*
2. Letter Request from clients for B1 & B2. *Office of the Deputy Administrator II* **SRA Bacolod City*	1.MOA Preparation 2.Approval/signing of MOA *Office of the Deputy Administrator II* **SRA Bacolod City*	NONE NONE	1 Day 15 Days	*Office of the Deputy Administrator II* **SRA Bacolod City*
3. Confirmation of reservation **Micropropaagation Project,* Variety Improvement and Pest Management Section ,*SRA LGAREC*	B.1. Set confirmation of reservation B.2. Set confirmation of reservation *Micropropaagation Project,* Variety Improvement and Pest Management Section , *SRA LGAREC*	None	5 minutes	Supervising Science Research Specialist **Micropropaagation Project,* Variety Improvement and Pest Management Section, *SRA LGAREC*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4**. Releasing** *Micropropagation Project, Variety Improvement and Pest Management Section, SRA LGAREC	B.1. Preparation of micro-plantlets to be released B.2. Preparation of micro-plantlets to be released	None None	7 days 7 months	Supervising Science Research Specialist *Micropropagation Project, Variety Improvement and Pest Management Section, SRA LGAREC
5. **RIS** *Micropropagation Project, Variety Improvement and Pest Management Section, SRA LGAREC	B.1. Prepare copy of RIS B.2. Prepare copy of RIS *Micropropagation Project, Variety Improvement and Pest Management Section, SRA LGAREC	None	5 minutes	Lab Tech II *Micropropagation Project, Variety Improvement and Pest Management Section, SRA LGAREC
6**. Pick-up of Micro-plantlets at the Nursery** (which includes hauling and loading of the micro-plantlets to the client's vehicle) *Micro nursery SRA LGAREC	B. 1. Haul and load plantlets on service trucks of clients *Micro nursery SRA LGAREC	None	5 Hours	Supervising Science Research Specialist Packiao Laborers *Micro nursery SRA LGAREC
TOTAL:		**None**	**B1.** 23 Days, 5 Hours and 15 Minutes **B2**. 7 Months, 16 days, 5 hours and 15 minutes	

5.1.i. Production and/or Distribution of Beneficial Microorganism (BMO)

Rapid propagation of new high yielding variety for distribution to sugarcane farmers.

Office or Division:	Production Technology and Crop Management
Classification:	Simple
Type of Transaction:	G2C—government to transacting public
Who may avail:	Sugarcane Industry Stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Billing statement	Sugar Regulatory Administration (LGAREC)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Reservation *BMO Project, Variety Improvement and Pest Management Section, SRA LGAREC	Meet up with clients for reservation/accept reservation through call/text. *BMO Project, Variety Improvement and Pest Management Section, SRA LGAREC	None	5 minutes	Supervising Science Research Specialist *BMO Project, Variety Improvement and Pest Management Section, SRA LGAREC
2. Confirmation of reservation *BMO Project, Variety Improvement and Pest Management Section, SRA LGAREC	Set confirmation of reservation *BMO Project, Variety Improvement and Pest Management Section, SRA LGAREC	None	5 minutes	Supervising Science Research Specialist *BMO Project, Variety Improvement and Pest Management Section, SRA LGAREC
3. Schedule of Releasing *BMO Project, Variety Improvement and Pest Management Section, SRA LGAREC	Preparation of BMO to be released	None	5 days	Supervising Science Research Specialist *BMO Project, Variety Improvement and Pest Management Section, SRA LGAREC
4. Pick-up of BMO at the laboratory *BMO Laboratory SRA LGAREC	Pick-up and hauling of BMO *BMO Laboratory SRA LGAREC	None	15 minutes	Supervising Science Research Specialist Packiao Laborers *BMO Laboratory SRA LGAREC
TOTAL: TOTAL:		**None**	**5 Days and 25 minutes**	

5.1.j. Sugarcane Pests and Diseases Identification/Monitoring with Response to Inquiries; Characterization of Varieties

Monitoring, inspection and response to inquiries regarding problems in sugarcane pests and diseases; identification of sugarcane pests and diseases encountered by farmers.

Office or Division:	Sugar Regulatory Administration-LGAREC, VIPM Section
Classification:	Simple
Type of Transaction:	G2C—government to transacting public
Who may avail:	Sugarcane Planters/Farmers & Others

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Lettter of request and Sample/Specimen of Pests and Diseases (Pest and Disease Monitoring)	Provided by the client
Letter of request and Sample/Specimen of Sugarcane (Characterization of Varieties)	Provided by the client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request to the Office of the Deputy Administrator II-RD&E, SRA Bacolod City and wait for confirmation of request	1.1. Acceptance of request letter 1.2. Channeling of request letter to concerned personnel thru call, text or email 1.3. Confirm client request thru call, or text	None	1 hour 45 hours 2 hours	Office of the Office of the Deputy Administrator II-RD&E *SRA Bacolod City and VIPM Section concerned personnel, Section Pathologist/ Entomologist/ Breeder
2. Site visit/ specimen collection (Farm of the client)	2.1. Inspect site and collect specimen 2.2. Process specimen	None	1 day 1 day	VIPM Section concerned personnel, Section Pathologist/ Entomologist/ Breeder
3. Claim analysis report/ recommendations at VIPM Office, SRA LGAREC	3. Prepare and submit report with recommendations	None	1 day	VIPM Section concerned personnel, Section Pathologist/ Entomologist/ Breeder
	TOTAL:	**None**	**5 days**	

5.1.k. Technical Assistance

Technical assistance provided to the public like farmer, group farmers, researchers and other entities and clients. This includes sharing of information, technical

Office or Division	Extension Services Division
Classification	Simple Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugarcane Farmers/Entities/Researchers

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter request		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request	1.1. Receives and evaluates request and forward to RD&E	None	2 hours	Administrator/ RD&E Deputy Administrator
	1.2. Receives request and forward to Extension Services	None	1 hour	Department Manager III
	1.3. Meets the requesting party regarding their	None	1 hour	Chief Agriculturist/ Technical Staff
	1.4. Prepares the requested information	None	2 hours	Chief Agriculturist/ Technical Staff
2. Receives the requested information	2.1. Discuss the requested data/ information	None	2 hours	Chief Agriculturist/ Technical Staff
	2.2. For request that needs validation survey – endorses to concern MDOs	None	1 day	Chief Agriculturist/ Technical Staff
	2.3. Conducts field survey and prepares and submits reports	None	1 day	Mill District Officer
3. Receives results	3. Discuss results of validation survey	None	2 hours	Chief Agriculturist/ Mill District Officer/ Technical Staff
	TOTAL:	**None**	**1 - 3 Days**	

5.1.I. Consultation and Referrals

Office or Division	Extension Services Division
Classification	Simple Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Sugarcane Farmers/Entities

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
No requirements (Walk-in)		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visits Mill District Office	1. Entertain clients and determine the nature of referrals	None	1 hours	Mill District Officer/ Agriculturists
2. Receives recommendations	2.1. Provides advise and recommendations	None	1 hour	Mill District Officer/ Agriculturists
	2.2. For referrals that needs ocular inspection and validation survey – sets the schedule of activities	None	1 hour	Mill District Officer/ Agriculturists
3. Guide the Agriculturist in the subject area	3. Conducts field survey	None	4 hours	Mill District Officer/ Agriculturists
4. Receives recommendations	4. Discuss results of validation survey	None	2 hours	Mill District Officer/ Agriculturists
	TOTAL:	**None**	**1 - 2 Days**	

5.1.m. Outreach Program for the Sugar Industry (OPSI) - Group Seminar

The seminar intends to provide participants with adequate start-up knowledge on sugarcane farm management and to strengthen their skills in sugarcane production. The 3-day live-in seminar comprises of lectures backed with multi-media presentations, practical exercises, field activities, and group discussions.

Office or Division	Extension Services Division
Classification	Highly Technical Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Farmer Groups/Sugarcane Farmers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request	Applicant

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request to Extension Services Division Office (for group seminar)	1.1. Receives and evaluates request	None	2 hours	Clerk III- Extension Services Division
	1.2. Endorses the request for approval	None	1 day	Clerk III- Extension Services Division
	1.3. Approves request and return to Extension Services Division	None	1 day	RDE Manager III– Research Development and Extension Department
	1.4. Conducts meeting with the requesting party for training details and schedule	None	6 hours	Training Specialist - Extension Services Division
	1.5. Submit highlights of the meeting for reference for training plan	None	1 day	Training Specialist - Extension Services Division
	1.6. Prepares seminar documents, program and materials	None	10 days	Training Specialist- Extension Services Division
	1.7. Inform speakers of the seminar schedule	None	1 day	Training Specialist - Extension Services Division
	1.8. Preparation of seminar venue	None	1 day	Training Specialist/ Utility Worker- Extension Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment *(Office of the Secretary I/ Cash Clerk - SRA-LGAREC, cashier-Bacolod Office)*	2. Receive payment and issue Official Receipt	3,500.00	15 minutes	Secretary 1 and designated cash clerk *(Office of the Secretary I/ Cash Clerk -SRA-LGAREC, cashier-Bacolod Office)*
3. Attends the seminar at Balay OPSI, La Granja	3. Conducts seminar	None	3 days	Extension Services Division Staff/ Agricultural Engineer, Agriculturists and Research Specialist
	TOTAL:	**3,500.00**	**19 days, 15 minutes**	

5.1.n. Outreach Program for the Sugar Industry (OPSI) - Individual Clients

The seminar intends to provide participants with adequate start-up knowledge on sugarcane farm management and to strengthen their skills in sugarcane production. The 3-day live-in seminar comprises of lectures backed with multi-media presentations, practical exercises, field activities, and group discussions.

Office or Division	Extension Services Division
Classification	Highly Technical Transaction
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Farmer Groups/Sugarcane Farmers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request	Applicant

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure reservation at Extension Services Division Office (for individual clients)	1.1. Acknowledges and place reservation	700.00	15 minutes	Clerk III-Extension Services Division
	1.2. Prepares seminar documents, program and materials	None	10 days	Training Specialist-Extension Services Division
	1.3. Inform speakers of the seminar schedule	None	1 day	Training Specialist-Extension Services Division
	1.4. Preparation of seminar venue	None	1 day	Training Specialist/ Utility Worker-Extension Services Division
2. Payment *(Office of the Secretary I/ Cash Clerk - SRA-LGAREC, cashier-Bacolod Office)*	2. Receive payment and issue Official Receipt	3,500.00-for walk in clients (less reservation fee if already reserved)	15 minutes	Secretary 1 and designated cash clerk *(Office of the Secretary I/ Cash Clerk -SRA-LGAREC, cashier-Bacolod Office)*
3. Attends the seminar at Balay OPSI, La Granja	3. Conducts seminar	None	3 days	Training Specialist/ Agricultural Engineer, Agriculturists and Research Specialist
	TOTAL:	**4,200.00**	**15 days 30 minutes**	

5.1.o. LGAREC Facilities

The Facilities within LGAREC is a perfect venue for trainings, seminars/workshops for small farmers and stakeholders and other social occasions. It is located at SRA-LGAREC Compound in La Granja, La Carlota City, about 9 km. from La Carlota City and 52 from Bacolod City.

Office or Division	LGAREC, RDE-Visayas
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Farmer Groups/Sugarcane Farmers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request	Applicant

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**		**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request to Extension Services Division Office	1.1. Receives and evaluates request		None	2 hours	Clerk III-Extension Services Division
	1.2. Endorses the request for approval		None	1 day	Clerk III-Extension Services Division
	1.3. Approves request and return to Extension Services Division		None	1 day	RDE Manager III– Research Development and Extension Department
2. Payment *(Office of the Secretary I/ Cash Clerk - SRA-LGAREC, cashier-Bacolod Office)*	2.1. Receives payment and issue Official Receipt	**LGAREC FACILITIES**		15 minutes	Secretary 1 and designated cash clerk *(Office of the Secretary I/ Cash Clerk - SRA-LGAREC, cashier-Bacolod Office)*
		BALAY OPSI Balay OPSI Conference Hall	Php 10,000 VAT inclusive (8 hours plus 500/hr excess)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
		Function A	Php 8,000 VAT inclusive (8 hours plus 500/hr excess)		
		Function B	Php 4,000 VAT inclusive (8 hours plus 500/hr excess)		
		OPSI Dorm			
		OPSI Dorm Group Room	Php 3,500 (350.00 extra foam		
		OPSI Dorm Private Room (good for 2)	Php 1,200		
		OPSI Dorm Private Room (good for 3)	Php 1,300		
		Dining Hall	Php 4,000 VAT inclusive (8 hours plus 500/hr excess)		
		Kitchen	Php 1,500 VAT inclusive		
	2.2. Venue Set-up		None	1 day	Utility Worker
	TOTAL		**See item 2.1. for schedule of fees**	**3 days**	

ADMINISTRATIVE AND FINANCE DEPARTMENT—Quezon City

EXTERNAL SERVICES

6. Processing of Disbursement Voucher (DV) - External Client

Processing of Disbursement Voucher (DV) is a support process covering audit and payment of claims up to the payment to claimants.

Office or Division	Administrative and Finance Department
Classification	Simple
Type of Transaction	G2B - Government to Business G2G - Government to Government
Who may avail:	External - Service Providers, Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GENERAL REQUIREMENTS	
Disbursement Voucher (1 original, 3 duplicate)	Requesting Party
Approved Obligation Request and Status (1 original, 2 photocopies)	Budget Division
If Payment of Purchase of Goods and Services	
Approved Purchase Request / Job Request (1 original, 2 photocopies)	Requesting Party
Purchase Orders / Job Orders (1 original, 2 photocopies)	Procurement Section
PhilGEPS	Requesting Party
RFQ and AOQ (Request for Quotation and Abstract of Quotation) (1 original)	Procurement Section, BAC Secretariat
MIS (Materials Issuance Slip) (1 original)	Procurement Section
Invoices (1 original)	Service Provider
Inspection and Acceptance Report (1 original, 2 photocopies)	Inspection and Acceptance Committee
Notice of Award/Notice to Proceed (1 original)	Procurement Section
If Payment of Other Disbursements	
Billings / Statement of Accounts / Schedule of Remittances (1 original)	Requesting Party
Approved Purchase Request / Job Request (1 original, 2 photocopies)	Requesting Party
Purchase Orders / Job Orders (1 original, 2 photocopies)	Procurement Section
PhilGEPS (1 original)	Requesting Party
RFQ and AOQ (Request for Quotation and Abstract of Quotation) (1 original)	Procurement Section, BAC Secretariat
MIS (Materials Issuance Slip) (1 original)	Procurement Section
Invoices (1 original)	Service Provider
Inspection and Acceptance Report (1 original, 2 photocopies)	Inspection and Acceptance Committee
Notice of Award/Notice to Proceed (1 original)	Procurement Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV (with signed/ approved Box A) with complete supporting documents to Accounting Division	1.1. Receive Document, Assigns Control Number and register in log book	None	5 mins	Receiving Clerk (Accounting Division)
	1.2. Review/verify documents, check validity, necessity, legality and authenticity of claims and conformity to existing laws, rules and regulations	None	30 mins	Accountant II, Financial Analyst I and II (Accounting Division)
	1.3. If incomplete: Prepare suspension slip and return document to claimant	None	5 mins	Accountant II, Financial Analyst I and II (Accounting Division)
	1.4. If complete, valid, legal, correct as to amount: Compute and deduct taxes if applicable, prepare Certificate of Tax Withheld if applicable Prepare Journal Entry and affix initial in Box B	None	30 mins	Accountant II, Financial Analyst I and II (Accounting Division)
	1.5. Certify documents, ensure completeness of documents and validity of claim	None	30 mins	Chief Accountant (Accounting Division)
	1.6. Forwards DV to the Budget and Treasury Division	None	5 mins	Clerk (Accounting Division)
	1.7. Receive Document, Assigns Control Number and register in log book	None	5 mins	Receiving Clerk (Budget and Treasury Division)
	1.8. Schedule fund allocation	None	5 mins	Budget Officer (Budget and Treasury Division)
	1.9. Prepare and issue Obligation and Request Status (ORS) and attached to the DV	None	10 mins	Budget Officer (Budget and Treasury Division)
	1.10. Certifies Budget availability on ORS Box B	None	5 mins	Chief Budget Officer (Budget and Treasury Division)
	1.11. Forward documents to the Head/ Manager of the requesting department	None	5 mins	Clerk (Budget and Treasury Division)
	1.12. Signs and certify on ORS Box A	None	10 mins	Head/Manager of requesting department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.13. Forward documents to Agency Head/ Authorized Representative	None	15 mins	Clerk of requesting department
	1.14. Approves DV and signs on Box B	None	10 mins	Agency Head / Authorized Representative
	1.15. Forwards documents to the Budget and Treasury Division	None	5 mins	Clerk of the Agency Head / Authorized Representative
	1.16. Prepares check for signature	None	5 mins	Cashier (Budget and Treasury Division)
	1.17. Signs the check	None	5 mins	Authorized Class A signatory and authorized Class B signatory
	1.18. Release the check to claimant	None	5 mins	Cashier (Budget and Treasury Division)
2. Receives check and issue Official Receipt (OR) if applicable	2.1. Requires claimant to sign on the logbook	None	5 mins	Cashier (Budget and Treasury Division)
	TOTAL:	**None**	**3 hrs, 15 minutes**	

ADMINISTRATIVE AND FINANCE DEPARTMENT—Bacolod City

EXTERNAL SERVICES

7.1.a. Processing of Request for Release of Records (other agencies

To facilitate the preparation and releasing of the documents upon request.

Office or Division	RECORDS UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	G2G - Government to Government
Who may avail:	Other agencies and stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1 ORIGINAL COPY OF REQUEST FORM (Properly filled-up)	Records Unit

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request form to Records Unit.	1.1. Receives and checks request form and retrieves documents	None	3 minutes	Records Officer III/OIC,HR and Records Section
	1.2. Submits request form with the retrieved documents to the Office of the Administrator	None	2 minutes	Office of the Administrator
	1.3. Prepares the requested document/s for releasing.	None	1 minute	Records Officer III/OIC,HR and Records Section
	1.4. Releasing of documents to requesting client/s.	None	1 minute	Records Officer III/OIC,HR and Records Section
2. Receives the requested document/ s. from the releasing officer/ Records Officer III/OIC	2. Files request form and retrieved document/ s for future reference.	None	1 minute	Records Officer III/OIC,HR and Records Section
TOTAL:		None	8 minutes	

7.1.b. Process of Photocopying of Documents (other agencies)

To facilitate the photocopy of document/s upon the request of the end-user.

Office or Division	RECORDS UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	G2G - Government to Government
Who may avail:	Other Agencies concerned (sugar traders and stakeholders/ visitors)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Document/s to be photocopied	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for photocopy of document/s with the number of sets	1.1. Receives the document/s for reproduction	None	1 minute	Records Officer / Reproduction Machine Operator II, HR and Records Section
	1.2. Photocopies the document/s	None	1 minute	Records Officer / Reproduction Machine Operator II, HR and Records Section
2. Pays for the photocopying fee to Records Officer/ RMO II	2. Issues photocopy/ acknowledgement receipt	P2.00/copy	1 minute	Records Officer / Reproduction Machine Operator II, HR and Records Section
3. Receives the photocopied document/s	3. Records the number of photocopies to logbook	None	1 minute	Records Officer / Reproduction Machine Operator II, HR and Records Section
	TOTAL:	P2.00/copy	4 minutes	

PLANNING, POLICY, AND SPECIAL PROJECTS DEPARTMENT—Quezon City

INTERNAL SERVICES

8.1. Technical Assistance

8.1.a. MIS Technical Assistance/Service (Simple Troubleshooting)

Assistance/Service is given to SRA employees who seek technically related matters pertaining to ICT equipment and its peripherals through email, phone, walk-in or messaging platform.

Office or Division:	Planning, Policy and Special Projects Department/ (PPSPD) / Planning, Policy & Programming Division (PPPD) / MIS Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	SRA Employees.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for technical assistance/ service through email, phone, walk-in or messaging platform.	SRA employees requesting for the assistance/ service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for technical assistance/ service through email, phone or walk-in at the MIS Section of PPSPD	1.1. Acknowledges the request, checks and assesses the assistance / service. Fills-out the Service Request Form on the details of the assistance/service sought. * Simple - includes services like printer error, no monitor display, loose connections, and other related troubleshooting concerns. Approves the Service Request	None	1 hour 30 minutes	IT Computer Technician/ Computer Operator IV Information Technology Officer II
	1.2. Implements the technical assistance/ service needed	None	Simple - 1 day	IT Computer Technician/ Computer Operator IV
	1.3. Informs the requisitioner once the assistance/service has been completed	None	30 minutes	IT Computer Technician/ Computer Operator IV
2. Acknowledges the completeness of the technical assistance/service at the MIS Section of PPSPD	2. Ask the requester to sign on the Requestor portion and the Date of Acceptance in the Service Request Form for the assistance/ service rendered	None	10 minutes	IT Computer Technician/Computer Operator IV
	Total	None	1 day	

8.1.b. MIS Technical Assistance/Service (Complex Troubleshooting)

Assistance/Service is given to SRA employees who seek technically related matters pertaining to ICT equipment and its peripherals through email, phone, walk-in or messaging platform.

Office or Division:	Planning, Policy and Special Projects Department/ (PPSPD) / Planning, Policy & Programming Division (PPPD) / MIS Section
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	SRA Employees.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for technical assistance/service through email, phone, walk-in or messaging platform.	SRA employees requesting for the assistance/ service

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request for technical assistance/service through email, phone or walk-in at the MIS Section of PPSPD	1.1. Acknowledges the request, checks and assesses the assistance / service. Fills-out the Service Request Form on the details of the assistance/service sought. * Complex— includes services like hard disk error (reformat), installation of software, LAN and internet connectivity cabling, and other related troubleshooting concerns. Approves the Service Request	None None	1 hour 30 minutes	IT Computer Technician/ Computer Operator IV Information Technology Officer II
	1.2. Implements the technical assistance/ service needed	None	Complex - 2 days	IT Computer Technician/ Computer Operator IV
	1.3. Informs the requisitioner once the assistance/service has been completed	None	30 minutes	IT Computer Technician/ Computer Operator IV
2. Acknowledges the completeness of the technical assistance/service at the MIS Section of PPSPD	2. Ask the requester to sign on the Requestor portion and the Date of Acceptance in the Service Request Form for the assistance/ service rendered	None	10 minutes	IT Computer Technician/ Computer Operator IV
	Total	**None**	**2 days**	

8.1.c. MIS Technical Assistance/Service (Webpage Uploading)

Assistance/Service is given to SRA employees who seek technically related matters pertaining to ICT equipment and its peripherals through email, walk-in or messaging platform.

Office or Division:	Planning, Policy and Special Projects Department/ (PPSPD) / Planning, Policy & Programming Division (PPPD) / MIS Section
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	SRA Employees.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for technical assistance/ service through email, phone, or messaging platform.	SRA employees requesting for the assistance/ service

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request for technical assistance/ service through email, or walk-in at the MIS Section of PPSPD	1.1. Acknowledges the request, checks and assesses the assistance / service. * Simple - includes services like physical document, scanned document, pictures/ images and other related documents for uploading	None	1 hour	MIS Personnel
	Approves the Service Request	None	30 minutes	Dept Manager III / Information Technology Officer II
	1.2. Implements the technical assistance/ service needed	None	Simple - 1 day	MIS Personnel
2. Validates the completeness of the technical assistance/ services on the SRA Website.	2. Ensures the completeness of the services on the SRA Website.	None	10 minutes	Information Technology Officer II
	Total	**None**	**1 day**	

ADMINISTRATIVE AND FINANCE DEPARTMENT—Quezon City

INTERNAL SERVICES

9.1. Processing of Disbursement Voucher (DV) - Internal Client

Processing of Disbursement Voucher (DV) is a support process covering audit and payment of claims up to the payment to claimants.

Office or Division	Administrative and Finance Department
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail:	Internal - Permanent Personnel; Personnel under Contract of Service (COS)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GENERAL REQUIREMENTS	
Disbursement Voucher (1 original, 3 duplicate)	Requesting Party
Approved Obligation Request and Status (1 original, 2 photocopies)	Budget Division
If Payment of Salaries and Benefits of Employees	
Payroll duly certified by HR Division (1 original, 1 duplicate)	Requesting Party
If Payment of Travel Claims	
Letter of Invitation (if there is) (1 original)	Requesting Party
Special Order/Travel Order (1 original)	Office of the Administrator
Certificate of Appearance/Travel Completed (1 original)	Destination Office
Itinerary of Travel (1 original, 2 photocopies)	Requesting Party
Official Receipts/Tickets (1 original)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV (with signed/ approved Box A) with complete supporting documents to Accounting Division	1.1. Receive Document, Assigns Control Number and register in log book	None	5 mins	Receiving Clerk (Accounting Division)
	1.2. Review/verify documents, check validity, necessity, legality and authenticity of claims and conformity to existing laws, rules and regulations	None	30 mins	Accountant II, Financial Analyst I and II (Accounting Division)
	1.3. If incomplete: Prepare suspension slip and return document to claimant	None	5 mins	Accountant II, Financial Analyst I and II (Accounting Division)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. If complete, valid, legal, correct as to amount: Compute and deduct taxes if applicable, prepare Certificate of Tax Withheld if applicable Prepare Journal Entry and affix initial in Box B	None	30 mins	Accountant II, Financial Analyst I and II (Accounting Division)
	1.5. Certify documents, ensure completeness of documents and validity of claim	None	30 mins	Chief Accountant (Accounting Division)
	1.6. Forwards DV to the Budget and Treasury Division	None	5 mins	Clerk (Accounting Division)
	1.7. Receive Document, Assigns Control Number and register in log book	None	5 mins	Receiving Clerk (Budget and Treasury Division)
	1.8. Schedule fund allocation	None	5 mins	Budget Officer (Budget and Treasury Division)
	1.9. Prepare and issue Obligation and Request Status (ORS) and attached to the DV	None	10 mins	Budget Officer (Budget and Treasury Division)
	1.10. Certifies Budget availability on ORS Box B	None	5 mins	Chief Budget Officer (Budget and Treasury Division)
	1.11. Forward documents to the Head/ Manager of the requesting department	None	15 mins	Clerk (Budget and Treasury Division)
	1.12. Signs and certify on ORS Box A	None	10 mins	Head/Manager of requesting department
	1.13. Forward documents to Agency Head/ Authorized Representative	None	15 mins	Clerk of requesting department
	1.14. Approves DV and signs on Box B	None	10 mins	Agency Head / Authorized Representative
	1.15. Forwards documents to the Budget and Treasury Division	None	5 mins	Clerk of the Agency Head / Authorized Representative
	1.16. Prepares check for signature	None	5 mins	Cashier (Budget and Treasury Division)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.17. Signs the check	None	5 mins	Authorized Class A signatory and authorized Class B signatory
	1.18, Release the check to claimant	None	5 mins	Cashier (Budget and Treasury Division)
2. Receives check and issue Official Receipt (OR) if applicable	2.1. Requires claimant to sign on the logbook	None	5 mins	Cashier (Budget and Treasury Division)
	TOTAL:	**None**	**3 hrs, 25 minutes**	

9.2. Human Resource Services

9.2.a. Application for Leave of Absence

Leave of Absence is a right granted to officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI of the Omnibus Rules Implementing Book V of EO 292.

Office or Division	General Administrative Division/Human Resource & Records Section
Classification	Simple
Type of Transaction	GC2– Government to Citizen
Who may avail:	SRA Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished from for Application for Leave (2 original copies)	Human Resource & Records Section

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the accomplished form at the Human Resource & Records Section	1.1. Acknowledge receipt of the form	None	1 hour	Human Resource Management Assistant, Human Resource & Records Section
	1.2. Accomplish the portion on the certification of leave credits as of as of a month end period following the month (Item No. 7.a of the form) and submit to the immediate supervisor of the request for recommendation of approval or disapproval (Item No. 7.b of the form)	None	2 hours	HRMO II and Supervisor of the Requestor, Human Resource & records Section
	1.3. Forward to the Department Manager III for the final approval	None	2 hours	Department Manager III of the concerned employee
2. Receive the approved/ disapproved leave and give copy to the requestor	2.1. Once approved/ disapproved, provide one copy to the requestor	None	2 hours	HRMA, Human Resource & Records Section
	2.2. File the other copy of the form	None	1 hour	HRMA, Human Resource & Records Section
	TOTAL:	None	1 day	

9.2.b. Issuance of Certificate

Issues the following certificate upon request:

A. Certificate of Employment
B. Certificate of No Pending Case
C. Certificate of Leave Without Pay (LWOP)
D. Certificate (20% discount to Government Hospital)
E. Certificate with dependents

Office or Division	General Administrative Division/Human resource & Records Section
Classification	Simple
Type of Transaction	GC2– Government to Citizen
Who may avail:	SRA Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished the request form (1 copy oringial)	Human Resource and Records Section

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the accomplished form to the Human Resource & Records Section	1.1. Acknowledge receipt of the form	None	1 hour	Human Resource Management Assistant, Human Resource & Records Section
	1.2. Print the certificate	None	1 hour	HRMA/HRMO II, Human Resource & Records Section
	1.3. Forward the Certificate to the Section Head for initial	None	30 minutes	HRMA, Human Resource & Records Section
	1.4. Forward the certificate to AO V for initial	None	30 minutes	HRMA, Human Resource & Records Section
	1.5. Forward the Certificate for signature of the Department Manager III	None	1 hour	Clerk III, General Administrative Division
	1.6. Provide the certificate being requested	None	2 hour	HRMA/HRMO II, Human Resource & Records Section
2. Receive copy of the certification by the requestor	2. Ask the requestor to acknowledged receipt of the requested certificate	None	2 hours	HRMA/HRMO II, Human Resource & Records Section
	TOTAL:	None	1 day	

9.2.c. Request for Personal Travel Authority

Travel Authority being requested by employee for personal travel outside of the Philippines

Office or Division	General Administrative Division/Human Resource & Records Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail:	SRA Employee

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request letter (2 copies original & duplicate	SRA Employee
Accomplished Application Form for Leave (2 copies)	Human Resource and Records Section

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request for personal travel two (2) months before the scheduled travel at the Office of the Administrator	1.1. Acknowledge receipt of letter request for personal travel	None	1 hour	Clerk/ Office of the Administrator
	1.2. Forward the approved letter to the HRRS	None	1 hour	Clerk/Office of the Administrator
2. Submit accomplished application for leave to the HRRS	2.1. Accomplish the portion on the certification of leave credits as of month end period following the month (Item No. 7.a of the form) and submit to the immediate supervisor of the request for recommendation of approval or disapproval (Item No. 7.b of the form)	None	2 hours	HRMO II and Supervisor of the Requestor
	2.2. Forward to the concerned Department Manager III for the final approval	None	1 hour	Department Manager III of the concerned employee
	2.3. Prepare routing slip/endorsement letter of the Head of Agency addressed to the Dept. of Agriculture Secretary	None	1 hour	HRMO II, Human Resource & Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the documents to the Personnel Division, Department of Agriculture	3. Forward all the documents to the DA Personnel Division	None	10 working days	Personnel Division, Department of Agriculture
4. Received the approved Travel Authority from the Personnel Division, Department of Agriculture and give copy to the concerned employee	4. Once approved provide copy to the requestor	None	1 hour	HRMO II, Human Resource & Records Section
5. Received the approved copy of TA by the requestor	5. File the other copy to the 201 file	None	1 hour	HRMA, Human Resource & Records Section
	TOTAL:	None	11 days	

9.2.d. Issuance of Service Record

Service Record is a collection of either electronic or printed materials which provides a documentary history of a person's activities and accomplishments while serving as member of the organization

Office or Division	General Administrative Division/Human Resource and Records Section
Classification	Simple
Type of Transaction	GC2– Government to Citizen
Who may avail:	SRA Employee and Retired Employee

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished the request form (1 copy original)	Human Resource and Records Section

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the accomplish form to the Human Resource & Records Section	1.1. Acknowledge receipt of the form	None	1 hour	Human Resource Management Assistant, Human Resource & Records Section
	1.2. Print the Service Record	None	1 hour	HRMA/HRMO II, Human Resource & Records Section
	1.3. Forward the Service Record to the Section Head for initial	None	30 minutes	HRMA, Human Resource & Records Section
	1.4. Forward the Service Record to AO V for initial	None	30 minutes	HRMA, Human Resource & Records Section
	1.5. Forward the Service Record for signature of the Department Manager III	None	1 hour	Clerk III, General Administrative Division
	1.6. Provide Service Record being requested	None	2 hours	HRMA/HRMO II, Human Resource & Records Section
2. Receive the requested Service Record by the employee concerned	2. Ask the requestor to acknowledge receipt of the requested Service Record	None	2 hours	HRMA/HRMO II, Human Resource & Records Section
	TOTAL:	None	1 day	

9.3. Request of Photocopying/Binding Services

Provides photocopying/ mimeographing and binding services

Office or Division	Administrative and Finance Department/ Records Section
Classification	Simple
Type of Transaction	G2C– Government to Citizen
Who may avail:	SRA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished form for the Request for Photocopying/Binding Services (original copy, duplicate copy) 1 Copy	Records Section
Complete materials for reproduction/binding	SRA Employees

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form together with the complete materials for reproduction/ binding to Records section	1.1. Acknowledge receipt of request	None	30 min.	Records Officer III Records Section
	1.2. Do the reproduction/ binding of the materials	None	1 hour	Reproduction Machine Operator Records Section
	1.3. Provide the reproduced/ bound materials	None	1 hour	Reproduction Machine Operator Records Section
2. Receive the material requested to Records section	2.1. Ask the requestor to acknowledge receipt of the materials (see records, record book for the acknowledge receipt)	None	30 min.	Records Officer III Records Section
	TOTAL:	None	3 hours	

9.4. Procurement Services

9.4.a. Request for the Procurement of Goods, Infrastructure and Consulting Services through Competitive Bidding

Monitors and ensures an effective and efficient procurement process pursuant to the provisions set forth in the Republic Act 9184 and its Revised IRR .

Office or Division	Bids and Awards Committee (BAC)
Classification	Highly Technical
Type of Transaction	G2C—Government to Citizen
Who may avail:	Sugar Regulatory Administration Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Goods - Purchase Request (PR) with technical specifications and other requirements such as: Market Research, Project Procurement Management Plan (PPMP) and Annual Procurement Plan (APP) (1 Original Copy)	End-User Unit
For Infrastructure- Job Request (JR) with complete Scope of Work, Bill of Quantities, Plans and other requirements such as: Market Research, Project Procurement Management Plan (PPMP) and Annual Procurement Plan (APP). (1 Original Copy)	End-User Unit
For Consulting Services - Job Request (JR) with Project Profile, Terms of Reference (TOR), Criteria for Evaluation and other requirements such as: Market Research, Project Procurement Management Plan (PPMP) and Annual Procurement Plan (APP). (1 Original copy)	End-User Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the approved forms (PR for Goods; JR for Infrastructure and Consulting Services) with complete attachments to the Property and Procurement Section (PPS)	1. Receive/ Acknowledge the receipt of the request.	None	15 minutes	Clerk, Property and Procurement Section (PPS)
	1.1 Property and Procurement Section (PPS) endorses the PR for Goods, Infrastructure and Consulting Services with complete attachments to the BAC for procurement through Public Bidding.	None	1 day	Head, PPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Check, review and acknowledge the receipt of the request.	None	30 minutes	BAC - Secretariat (BAC -Sec)
	1.3 Organize and Conducts BAC, Technical Working Group (TWG) and End User meeting for the discussion of the Specifications, Scope of Work, Terms of Reference (TOR) and review of other requirements .	None	5 days	BAC and BAC-Sec
	1.4 Request for Certificate of Funding Availability	None	1 day	BAC-Sec
	1.5 Conduct pre-procurement conference	None	5 days	BAC, BAC-TWG, End-User and BAC-Sec
	1.6 Advertisement/ Posting of Invitation to Bid	None	7 days (Section 21.2.1 (a) 2016 RIRR of RA 9184)	BAC-Sec
	1.7 Conduct Pre bid Conference	None	8 days (Section 22.2 2016 RIRR of RA 9184)	BAC, BAC-TWG, End-User and BAC-Sec
	1.8 Conduct Competitive Bidding	None	13 days (Section 22.2 2016 RIRR of RA 9184)	BAC, BAC-TWG, End-User and BAC-Sec
	1.9 Conduct Post Qualification	None	45 days (Section 34.8 2016 RIRR of RA 9184)	BAC-TWG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.10 Conduct Evaluation of Bidder with the Lowest Calculated Responsive Bid or Highest Rated Responsive Bid	None	5 days	BAC, BAC-TWG, End-User and BAC-Sec
	1.11 Approval of Resolution/Issuance of Notice of Award	None	15 days (Section 37.1.2 2016 RIRR of RA 9184)	Head of Procuring Entity (HoPE)
	1.12 Posting of Performance Security	None	10 days (Section 37.2.1 2016 RIRR of RA 9184)	BAC-Sec
	1.13 Contract Preparation and Signing	None	30 days (Section 37.3 2016 RIRR of RA 9184)	Legal Representative and PPS
	1.14 Issuance of Notice to Proceed	None	7 days (Section 37.4 2016 RIRR of RA 9184)	BAC-Sec
2. Receive Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) for signature of the Requesting Party/End-User and returned accomplished form to Property and Procurement Section (PPS)	2. Acknowledge receipt of the accomplished Property Acknowledgement Receipt /Inventory Custodian Slip	None	1 day	Property Custodian
	TOTAL:	**None**	**153 days, 45 minutes**	

9.4.b. Request for the Procurement of Goods, Infrastructure and Consulting Services through Alternative Methods of Procurement

Monitors and ensures an effective and efficient procurement process pursuant to the provisions of the Republic Act 9184.

Office or Division	General Administrative Division—Property and Procurement Section
Classification	Highly Technical
Type of Transaction	G2C—Government to Citizen
Who may avail:	Sugar Regulatory Administration Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Goods - Purchase Request (PR) with complete technical specifications and other requirements, Approved Budget for the Contract (ABC) with Market Survey attached, Approved Annual Procurement Plan (APP), Project Procurement Management Plan (PPMP) and Delivery Period (1 Original Copy)	End-User Unit
For Infrastructure- Job Request (JR) with complete Scope of Work, Bill of Quantities, Plans and other requirements, Approved Budget for the Contract (ABC) with Market Survey attached, Annual Procurement Plan (APP), Project Procurement Management Plan (PPMP) and Delivery Period. (1 Original Copy)	End-User Unit
For Consulting Services - Job Request (JR) with Project Profile, Terms of Reference (TOR), Criteria for Evaluation and other requirements, Approved Budget for the Contract (ABC) with Market Survey attached, Annual Procurement Plan (APP), Project Procurement Management Plan (PPMP) and Delivery Period. (1 Original copy)	End-User Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the approved forms (PR for Goods; JR for Infrastructure and Consulting Services) with complete attachments/ requirements.to the Property and Property Section (PPS)	1.1. Receive/ Acknowledge the receipt of the request.	None	30 minutes	Clerk *(Property and Procurement Section—PPS)*
	1.2 *Conduct the procurement process through Alternative Methods of Procurement : (Shopping/Small Value Procurement) -Goods	None	90 days	Supply Officer III Supply Officer II Supply Officer I Buyer IV Property Custodian Head-- Property and Procurement Section *PPS*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- Infrastructure - Consulting Services	None		
	1.3 For Goods Conduct actual inspection of supplies/equipment delivered by the supplier/bidder and prepare/issue Acknowledgement Receipt of Equipment /Inventory Custodian Slip to Requesting Party/ End-User	None	1 day	Supply Officer III Supply Officer II Supply Officer I Buyer IV Property Custodian Inspection Committee *PPS*
	1.4 For Infrastructure Conduct actual inspection of infrastructure (repair/ renovation of buildings, etc.)	None	3 days	Supply Officer III Supply Officer II Supply Officer I Buyer IV Property Custodian *PPS* BAC—Technical Member End-User Representative
	1.5 For Consulting Services Provide feedback to the requesting party/ end-user on when the consultancy start.	None	3 days	Supply Officer III Supply Officer II Supply Officer I Buyer IV Head– Property and Procurement Section *PPS*
2. For Goods Receive Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) for signature of the	2.1 Acknowledge receipt of the accomplished Property Acknowledgement Receipt /Inventory Custodian Slip	None	1 day	Property Custodian *PPS*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting Party/End-User and returned accomplished form to Property and Procurement Section (PPS)				
2.1 For Infrastructure Submit the final report/inspection for the completion of the Project	2.1 Acknowledge receipt of the report	none	1 day	Supply Officer III Supply Officer II Supply Officer I Buyer IV Head-Property and Procurement Section *PPS*
2.2 For Consulting Services Submit report on the consulting services provided	2.2 Acknowledge receipt of the report	None	1 day	Supply Officer III Supply Officer II Supply Officer I Buyer IV Head-Property and Procurement Section *PPS*
TOTAL:		**None**	**100 days, 1 hour**	
***covered by Special Law (RA 9184)**				

ADMINISTRATIVE AND FINANCE DEPARTMENT—Bacolod City

INTERNAL SERVICES

10.1. Human Resource Unit Services
10.1.a. Process of Application for Leave

To be filed by employees at least 5 days before availment of vacation leave and immediately upon reporting back to duty for sick leave.

Office or Division	HUMAN RESOURCE UNIT-AFD-VISAYAS
Classification	SIMPLE
Type of Transaction	G2C – Government to Transacting Public
Who may avail:	SRA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2 copies of duly filled out Application for Leave Form (CSC Form No. 6, Revised 1984);	Human Resource Unit- Administrative and Finance Department
1 copy of original Medical Certificate if sick leave is more than 5 days	Medical Doctor
2 original copies of Office Clearance if leave is more than one month.	Human Resource Unit- Administrative and Finance Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Application for Leave (CSC Form No. 6, Revised 984) to HRU	1. Receives, checks and verifies the completeness of signatures	None	2 minutes	HRMA – Human Resource Unit, AFD-Visayas
2. Secure Medical Certificate, “Fit to Work” from medical doctor. Attach to Leave Application and submit to HRU	2. Supply entries in the Certification of Leave Balances in the Leave form.	None	10 minutes	HRMA – Human Resource Unit, AFD-Visayas
3. Route office clearance for signature of designated signatories. Attach to Leave Application and submit to HRU.	3.1. Route the Application for Leave for signature of the designated officers.	None	20 minutes	HRMA – Human Resource Unit, AFD-Visayas
	3.2. Posts/entry the approved Leave in employees’ leave card and file the approved Application for record purposes	None	10 minutes	HRMA – Human Resource Unit, AFD-Visayas
	TOTAL:	None	42 minutes	

10.1.b. Process of Certifying Photocopied Documents

Employees requests for certified photocopy of their documents or files.

Office or Division	HUMAN RESOURCE UNIT-AFD-VISAYAS
Classification	SIMPLE
Type of Transaction	G2C – Government to Transacting Public
Who may avail:	SRA Employees; active and retired

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Original Copy and Photocopied copy(s) of documents	201 files of retired and active employees- HRU

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for certification of photocopied document/s at Human Resource Unit, AFD-visayas	1.1. Check and verified photocopied documents against the original copy.	None	2 minute/page.	HRMO II – Human Resource Unit/ Machine Reproduction Operator- Records section, AFD-Visayas
	1.2. Certifies the photocopied documents.	None	1 minute/page.	HRMO II – Human Resource Unit/ Machine Reproduction Operator- Records section, AFD-Visayas
2. Receives the certified photocopied document/s. at HRU	2. Releases the certified photocopied documents.	None	1 minute.	HRMO II – Human Resource Unit/ Machine Reproduction Operator- Records section, AFD-Visayas
	TOTAL:	None	4 minutes/page	

10.1.c. Process of Retirement Claims

For payment of last salary, terminal leave benefits and GSIS, Pag-ibig retirement benefits of retiring employees

Office or Division	HUMAN RESOURCE UNIT-AFD-VISAYAS
Classification	SIMPLE
Type of Transaction	G2C – Government to Transacting Public
Who may avail:	SRA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2 Original copies of Application for retirement 1 Original copy and 2 certified Photocopies of Notice of Approval 2 Original copies of Application for Terminal Leave 1 Original and 2 certified photocopies of Ombudsman clearance 4 Original copies of CSC Form No. 7 (clearance) 4 Original copies of SALN as of last working day 1 Original and 2 certified photocopies of Certificate of No pending Admin. & Criminal case 1 Original and 2 certified GSIS and Pag-ibig retirement claims MAP Form	Human Resource Unit- Administrative and Finance Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent to retire. (Optional or Mandatory) to the Human Resource Unit -AFD-Visayas/ Records Section, AFD -Visayas	1.1. Endorses to the Administrator for Approval.	None	5 minutes	HRMO II, Human Resource Unit, AFD-Visayas
	1.2. Prepares Notice of Approval as per instruction of the Administrator for his signature.	None	30 minutes	HRMO II, Human Resource Unit, AFD-Visayas
2. Receives Notice of Approval of retirement with attached prescribed forms of required documents for compliance from HRU	2. Generate Certificate of No Pending Admin. & Criminal Case/Service Record and route Application for Terminal Leave benefits.	None	2 hours	HRMO II, Human Resource Unit, AFD-Visayas

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit complete retirement documents to HRU*	3.1. Receives complete duly filled-out forms with complete attachments for checking and verification.	None	45 minutes	HRMO II, Human Resource Unit, AFD-Visayas
	3.2. Generate last salary and Terminal Leave Vouchers and attach complete supporting documents.	None	2 hours	HRMO II, Human Resource Unit, AFD-Visayas
	3.3. Forward to Accounting Unit the DVs with complete supporting documents	None	5 minutes	HRMO II, Human Resource Unit, AFD-Visayas
4. Claim check of last salary and Terminal leave benefits at the Treasury Section, AFD-Visayas.	4. File copies of retirement documents to retiree's 201 file and transfer 201 file to "Inactive" filing cabinet.	None	20 minutes	HRMO II, Human Resource Unit, AFD-Visayas
	TOTAL:	None	Approximately 6 hours	

10.1.d. Request for Permission to Leave the SRA premises (Permission Slips)

Employees must request approval to leave the office compound for official or personal errand.

Office or Division	HUMAN RESOURCE UNIT-AFD-VISAYAS
Classification	SIMPLE
Type of Transaction	G2C – Government to Transacting Public
Who may avail:	SRA Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
2 original copies of Permission Slip Form	Human Resource Unit- Administrative and Finance Department

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits filled-out Permission slips to the Human Resource Unit - AFD-Visayas	1. Check and verifies the signatory in PS. Affix signature in the slot for Admin. Div.	NONE	1 minute	HRMA/ HRMO II – Human Resource Unit, AFD-Visayas
2. Receives the original copy of PS and submit to guard on duty.	2.1. File the duplicate copy of PS	NONE	1 minute	HRMA/ HRMO II – Human Resource Unit, AFD-Visayas
	2.2. Generate monthly summary of permission slips availed of each employee.	NONE	2 hours	HRMA - Human Resource Unit,– AFD-Visayas
	2.3. Submit the monthly report to the Office of the Manager III-AFD	NONE	5 minutes	HRMA - Human Resource Unit,– AFD-Visayas
	Total:	NONE	2 hours & 7 minutes	

10.1.e. Employment Record

Request for Issuance of Service Record and Certificate of Employment

Office or Division	HUMAN RESOURCE UNIT-AFD-VISAYAS
Classification	SIMPLE
Type of Transaction	G2C – Government to Transacting Public
Who may avail:	SRA Employees; active and retired

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill in request in a logbook of requested documents at the Human Resource Unit, AFD-Visayas	1.1. Checks and verifies request.	NONE	2 minutes	HRMO II, Human Resource Unit, AFD-Visayas
	1.2. Generate the request of Service Record from SRA SWEP. Verify entries of Service Records (for retirees). Prepares the requested certification.	NONE	20 minutes	HRMO II, Human Resource Unit, AFD-Visayas
	1.3.. For Signature of officers certifying the correctness of entries and for signature of Manager III, AFD-Visayas.	NONE	5 minutes (If the signatory is available)	HRMO II, Human Resource Unit, AFD-Visayas
2. Receives the requested documents and sign in the logbook.	2. Release the requested documents to the requester.	NONE	1 minute	HRMO II, Human Resource Unit, AFD-Visayas
	Total:	NONE	28 minutes	

10.2. Property & Procurement Services

10.2.a. PROCUREMENT PROCESS for Purchase Requisition (PR) (Internal)

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	All officers and employees of the agency

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Purchase Requisition of two (2) original copies per set	PROPERTY & PROCUREMENT UNIT

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits properly filled up form to Prop. & Proc. Unit	Receiving, recording of Purchase Request (PR) for distribution to assigned personnel	None	Five (5) minutes/PR	Property and Procurement Unit (Supply Officer II)
	Collation and recording of assigned Purchase Request (PR) published through PHILGEPS	None	Ten (10) minutes/PR	Property and Procurement Unit (Supply Officer II)
	Review, Preparation and signing of Request for Quotation (RFQ)	None	Thirty (30) minutes/ PR	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer)
	Releasing of documents to requesting client/s.	None	1 (one) week	Property and Procurement Unit Supply Officer II, Buyer III , Designated Buyer and Supply Officer III)
	Preparation, review and signing of Abstract of Quotation (AQ)	None	Thirty (30) minutes/ RFQ	Property and Procurement Unit (Supply Officer II, Buyer III and Designated Buyer)
	Review and preparation of Notice of Award (ANA)	None	Sixty (60) minutes/ AQ	Property and Procurement Unit Supply Officer II)
	Review, prepare Purchase Order (PO) with Approved Notice of Award (ANA)	None	Sixty (60) minutes/ ANA	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer)
	Confer with suppliers on specifications, etc	None	Sixty (60) minutes/ PO	Property and Procurement Unit (Supply Officer II, Buyer III , Designated Buyer)
	Recording, releasing and serving of Purchase Order (PO)	None	Fifteen (15) working days	Property and Procurement Unit (Supply Officer II, Buyer III , Designated Buyer)
	TOTAL:	None	4 weeks and 4 hours 10 minutes	

10.2.b. PROCUREMENT PROCESS for Job Requisition (JR) (Internal)

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	All officers and employees of the agency

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Job Requisition of two (2) original copies per set	PROPERTY & PROCUREMENT UNIT

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits properly filled up form to Prop. & Proc. Unit	Receiving , recording of Job Request (JR) for distribution to assigned personnel	None	Five (5) minutes/JR	Property and Procurement Unit (Supply Officer II)
	Collation and recording of assigned Job Request (JR) published through PHILGEPS	None	Ten (10) minutes/JR	Property and Procurement Unit (Supply Officer II)
	Review , Preparation and signing of Request for Quotation (RFQ)	None	Thirty (30) minutes/ JR	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer)
	Canvassing (phone / field canvass)	None	One (1) week	Property and Procurement Unit (Supply Officer II, Buyer III , Designated Buyer and Supply Officer III)
	Preparation, review and signing of Abstract of Quotation (AQ)	None	Thirty (30) minutes/ RFQ	Property and Procurement Unit (Supply Officer II, Buyer III and Designated Buyer)
	Review and preparation of Notice of Award (ANA)	None	Sixty (60) minutes/ AQ	Property and Procurement Unit (Supply Officer II)
	Review, prepare Job Order (JO) with Approved Notice of Award (ANA)	None	Sixty (60) minutes/ ANA	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer)
	Confer with suppliers on specifications, etc.	None	Sixty (60) minutes/ JO	Property and Procurement Unit (Supply Officer II, Buyer III , Designated Buyer)
	Recording, releasing and serving of Job Order (JO)	None	Fifteen (15) working days	Property and Procurement Unit (Supply Officer II, Buyer III , Designated Buyer)
	TOTAL:	None	4 weeks 4 hours and 45 minutes	

10.2.c. PROCUREMENT PROCESS for PUBLIC BIDDING (Internal)

Brief Description of Service: Processing of Incoming PR/JR as first step of Procurement of goods

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Purchase and Job Requisitions of two (2) original copies per set	PROPERTY & PROCUREMENT UNIT

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits properly filled up form to Prop. & Proc. Unit	Receiving , recording of Purchase and/or Job Requests (PR and JR) for distribution to assigned personnel	None	Ten (10) minutes per PR/JR	Property and Procurement Unit (Supply Officer II)
	Review and preparation of Purchase or Job Orders (PO/ JO)	None	Thirty (30) minutes PR/JR	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer)
	Recording, releasing and serving of Purchase Order (PO); Job Order (JO)	None	Fifteen (15) working days conformity.	Property and Procurement Unit (Supply Officer II, Buyer III , Designated Buyer)
	TOTAL:	None	1 week and 40 minutes	

10.2.d. Delivery and Inspection for PURCHASE ORDER (PO) FOR ALL MODES OF PROCUREMENT INCLUDING PUBLIC BIDDING (Internal)

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Purchase Order of two (2)original copies per set	PROPERTY & PROCUREMENT UNIT

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits properly filled up form to Prop. & Proc. Unit	Receive delivered item ; or Pick-up/withdraw item from supplier/warehouse	None	Three (3) hours per P.O. incl. travel time	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer)
	Prepare and sign Inspection and Acceptance Report (IAR) / Inventory Custodian Slip (ICS) / Property Acknowledgement Receipt (PAR) / Requisition and Issue Slip (RIS) ; Property Number and release to corresponding end-user	None	Three (3) hours depending on quantity/size per PO if within SRA-Bacolod compound	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer, Supply Officer III , Property Custodian, End user)
	Prepare/review and sign corresponding Gate Pass if for Outside Station / SRA LGAREC	None	Thirty (30) minutes/PO	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer , Property Custodian , End user; Supply Officer III)
	TOTAL:	None	6 hours 30 minutes	

10.2.e. Delivery and Inspection for JOB ORDER (JO) FOR ALL MODES OF PROCUREMENT INCLUDING PUBLIC BIDDING (Internal)

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Job Order of five (5) original copies per set	PROPERTY & PROCUREMENT UNIT

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits properly filled up form to Prop. & Proc. Unit	Receive repaired item / job done from suppliers as per Job Order issued	None	Three (3) hours	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer)
	Prepare and sign Certificate of Job Acceptance, Waste Material Report (WMR)	None	Thirty (30) minutes per J.O	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer , Supply Officer III ; Property Custodian , Commission on Audit and End
	Prepare/review and sign corresponding Gate Pass if for Outside Station / SRA LGAREC	None	Thirty (30) minutes/JO	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer , Property Custodian , End user; Supply Officer III) , Security Guard
	TOTAL:	None	4 hours	

10.2.f. DOCUMENTATION AND PAYMENT (Internal)

Brief Description of Service: Payment process for both PO and JO

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits properly filled up form to Prop. & Proc. Unit	Collation and review of all supporting documents for payment preparation of Purchase and Job Order (PO and JO)	None	One (1) hour per PO and JO	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer)
	Assigning of Property Number. Corresponding marking of the said property including documentation.	None	Thirty (30) minutes accumulated time	Property and Procurement Unit (Property Custodian)
	Review of Disbursement Voucher (DV) for payment of goods delivered (Purchase Order) and jobs done (Job Order)	None	One (1) hour per PO and JO	Property and Procurement Unit (Supply Officer II, Buyer III, Designated Buyer)
	Collation of signed documents for release of Retention (warranty/surety)		One (1) hour per DV	Property and Procurement Unit (Supply Officer II)
	TOTAL:	None	3 hours 30 minutes	

10.2.g. INVENTORY PROCESS for Property, Plant and Equipment (PP&E) and Semi Expendable Account (Internal)

Brief Description of Service: Process of recording of PP&E and Semi Expendables assigned to various end-users

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units/Individual employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Property Acknowledgement Receipt (PAR), Property Custodian Slip (PCS),	PROPERTY AND PROCUREMENT UNIT

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receives properly filled up form from Prop. & Proc. Unit	Issuance of Property Acknowledgement Receipt (PAR) and authentication	None	Six (6) months accumulated time and a continuing activity	Property and Procurement Unit (Property Custodian ; Supply Officer III)
	Issuance of Inventory Custodian Slip (ICS)	None	Six (6) months accumulated time and a continuing activity	Property and Procurement Unit (Property Custodian)
	Preparation of updated listing of assets for the annual conduct of Physical Inventory of Property, Plant and Equipment (PP&E)	None	Three (3) months accumulated time	Property and Procurement Unit (Property Custodian)
	Updating of Inventory books		Three (3) months accumulated time	Property and Procurement Unit (Property Custodian)
	TOTAL:	None	1 year and 6 months	

10.2.h. ANNUAL PHYSICAL INVENTORY OF PROPERTY, PLANT AND EQUIPMENT (Internal)

Brief Description of Service: Conduct of Physical Count of properties with the Inventory Team held annually

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION			
Classification	SIMPLE			
Type of Transaction	Internal			
Who may avail:	Different Offices/Units/Individual employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
N/A		N/A		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receives properly filled up form from Prop. & Proc. Unit	Annual conduct of physical inventory of Property, Plant and Equipment (PP&E)	None	Three (3) months accumulated time	Inventory Team composed of: Property reps, Accounting rep , Mill District Officer, Regulation Officer, and COA representative as a witness
	TOTAL:	None	3 months	

10.2.i. RECONCILIATION OF PROPERTY INVENTORY BOOKS against Accounting Records (Internal)

Brief Description of Service: Process of zeroing in of records with Accounting as against Property books to determine active ones against disposed

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units/Individual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives properly filled up form from Prop. & Proc. Unit	Renewal of PAR for incoming / transferred officer	None	Twenty (20) working days	Property and Procurement Unit (Property Custodian) ; Accounting Unit (Accountant)
	Disposed properties either by Public Auction or Donation	None	One (1) day	Property and Procurement Unit (Property Custodian) ; Accounting Unit (Accountant)
	TOTAL:	None	21 working days	

10.2.j. WITNESS TURNOVER/TRANSFER of Property , Plant and Equipment for Retiring and Transfer of Work station and SIGNING OF PROPERTY CLEARANCE (Internal)

Brief Description of Service: The process of clearing a retiring/transferred officer

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units/Individual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives properly filled up form from Prop. & Proc. Unit	Review of Property, Plant and Equipment (PAR)	None	Two (2) months	Property and Procurement Unit (Property Custodian)
	Witness turnover/transfer of Property, Plant and Equipment (PP&E) and Signing of Property Clearance	None	Two (2) months incl of travel time	Property and Procurement Unit (Retiring Officer; Property Custodian ; Supply Officer III)
	Transfer of Work station	None	One (1) week incl of Travel time depending on distance of Station from Bacolod Office	Property and Procurement Unit (Concerned employee ; Property Custodian ; Supply Officer III)
	TOTAL:	None	4 months and 1 week	

10.2.k. MONTHLY CONSUMPTION REPORT for SUPPLIES (Internal)

Brief Description of Service: Process of updating records for supplies of present stocks against various withdrawals by end users

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units/Individual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives properly filled up form from Prop. & Proc. Unit	Collation, consolidation and posting of withdrawals against stock card	None	One (1) day	Property and Procurement Unit (Property Custodian)
	Issuance of Request Issue Slip	None	Five (5) hours	Property and Procurement Unit (Property Custodian)
	Verification /authentication of RIS against Purchase Order	None	Five (5) minutes	Property and Procurement Unit (Property Custodian)
	Authentication of Report	None	Five (5) minutes	Property and Procurement Unit (Property Custodian; Supply Officer III)
	TOTAL:	None	1 day and 5 hours 10 minutes	

10.2.I. SEMI Annual CONSUMPTION REPORT for SUPPLIES (Internal)

Brief Description of Service: Process of updating records on a 6 months basis supplies of present stocks against various withdrawals by end users

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units/Individual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives properly filled up form from Prop. & Proc. Unit	Preparation of Inventory Report Form	None	One (1) hour accumulated time	Property and Procurement Unit (Property Custodian)
	Conduct, consolidate physical count of stock against withdrawal	None	One (1) week accumulated time	Property and Procurement Unit (Property Custodian)
	Authentications and submission to Supply Officer III and Accounting /Filing	None	Ten (10) minutes accumulated time	Property and Procurement Unit (Property Custodian; Supply Officer III)
	TOTAL:	None	1 week and 1 hour 10 minutes	

10.2.m. DISPOSAL OF UNSERVICEABLE PROPERTIES (Internal)

Brief Description of Service: Process of disposing properties found to be unserviceable by way of Public Auction/Donation. The end of service life of a certain property

Office or Division	PROPERTY & PROCUREMENT UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	Different Offices/Units/Individual employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
Submits properly filled up form from Prop. & Proc. Unit	Receiving , checking of waste material / unserviceable properties and authentication	None	Six (6) months accumulated time	Property and Procurement Unit (Property Custodian; Supply Officer III)
	Submission of Waste Material Report (WMR) to COA	None	Five (5) minutes	Property and Procurement Unit (Property Custodian)
	Storing/arranging per lot and finalizing of Waste Material Reports (WMR) for Inventory and Inspection Report (I&I), and authentication	None	Three (3) months accumulated time	Property and Procurement Unit (Property Custodian; Supply Officer III)
	Preparation of Inventory and Inspection and documentation	None	Three (3) weeks accumulated time	Property and Procurement Unit (Property Custodian; Supply Officer III)
	Appraisal of properties with the Technical Working Group (TWG) of the Asset Management and Disposal Committee (AMDC)	None	Three (3) days incl of trave time	Property Custodian Technical Working Group (TWG)
	Submission to COA for Technical Audit Specialist (TAS) and corresponding assessment	None	Five (5) minutes	Property and Procurement Unit (Property Custodian; Supply Officer III)
	Submission to MANCOM for approval of proposed disposal by Public Auction/ and approval of Sugar Board	None	One (1) day for submission to MANCOM only by mail	Property and Procurement Unit (Supply Officer III)
	Disposal proceedings and awarding of winning bidders	None	One (1) month accumulated time	Property and Procurement Unit (Property Custodian; Supply Officer III)
	Withdrawal and Issuance of Gate Pass for sold properties	None	One (1) week accumulated time	Property and Procurement Unit (Property Custodian; Supply Officer III)
	Adjustments to Inventory books	None	One (1) month accumulated time	Property and Procurement Unit (Property Custodian)
	TOTAL:	None	11 months and 4 weeks and 4 days and 10	

10.3. Transport and Building Maintenance Unit
10.3.a. Process of Request for Use of Vehicle

To facilitate the use of Government vehicles with proper documentation.

Office or Division	Administrative and Finance Department – Visayas / Transportation / Building Maintenance Unit - Visayas
Classification	Simple
Type of Transaction	U2U Unit to Unit
Who may avail:	SRA Officials, employees, visitors and quests

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form (Properly Filled-up)	Transportation / Building Maintenance Unit - Visayas
Approved Travel Order (if out-of-town)	Requesting Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requesting Unit / Division / Department submits Request for Use of Vehicle form	Receives form	None	1 minute	Utility Worker II
Receives the accomplished request	Checks request form, assigns vehicle / driver	None	1 minute	Unit Head, Engineer III
	Records assignment on dispatch log	None	1 minute	Unit Head, Engineer III
	Sends accomplished form to authorized passenger	None	2 minutes	Utility Worker II
	Files original copy for reference	None	1 minute	Utility Worker II
	Checks vehicle (BLOW-BAGS)	None	3 minutes	Driver II
	Prepares Driver's Trip Ticket (DTT)	None	1 minute	Driver II
	Issues VALE for fuel	None	1 minute	Unit Head, Engineer III
TOTAL:			**10 minutes**	

10.3.b. Process of Request for Assistance of General Services

To facilitate the assistance of General Services (with proper assignment of either utility worker, working supervisor, sanitary crew or electrician)

Office or Division	Administrative and Finance Department – Visayas / Transportation / Building Maintenance Unit - Visayas			
Classification	Simple			
Type of Transaction	U2U Unit to Unit			
Who may avail:	SRA Officials and employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Form (Properly Filled-up)		Transportation / Building Maintenance Unit - Visayas		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requesting Unit / Division / Department submits Request for Assistance of General Services Form	Receives Form	None	1 minute	Utility Worker II
Receives the accomplished request	Assigns personnel	None	1 minute	Unit Head, Engineer III
	Send approved form to requesting personnel	None	1 minute	Unit Head, Engineer III
	Files duplicate copy for reference	None	1 minute	Utility Worker II
	Dispatch personnel to facilitate the assistance needed	None	1 minute	Unit Head, Engineer III Utility Worker Working Supervisor Sanitary Crew Electrician
TOTAL:			**5 minutes**	

10.3.c. Process of Request for Use of Training Center

To facilitate the preparation of the venue for official activities

Office or Division	Administrative and Finance Department – Visayas / Transportation / Building Maintenance Unit - Visayas
Classification	Simple
Type of Transaction	U2U Unit to Unit
Who may avail:	SRA officials, employees, outsiders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Form (Properly Filled-up)	Transportation / Building Maintenance Unit - Visayas

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requesting Unit / Division / Department and other personnel (outsider) / submits Request for Use of Training Center form and approved letter request	Receives Form and approved letter request (if outsider)	None	1 minute	Utility Worker II
Receives the accomplished form	Checks availability of venue	None	1 minute	Unit Head, Engineer III
	Records details on log-book	None	1 minute	Unit Head, Engineer III
	Sends accomplishment form to requisitioner	None	1 minute	Utility Worker II
	Dispatch personnel to facilitate the use of venue	None	1 minute	Unit Head, Engineer III Utility Worker Working Supervisor Sanitary Crew Electrician
TOTAL:			**5 minutes**	

10.4. Records Unit

10.4.a. Process of Request for Release of Records (Internal)

To facilitate the preparation and releasing of the documents upon request.

Office or Division	RECORDS UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	Internal
Who may avail:	All officers and employees of the agency

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
REQUEST FORM (Properly filled-up)	Records unit

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits request form	Receives and checks request form and retrieves documents.	None	3 minutes	Records Officer
	Submits request form with the retrieved documents to the Approving Officer	None	2 minutes	Records Officer
	Approves/disapproves request for release of document/s	None	3 minutes	Office of the Administrative and Finance Department - Visayas
	Returns request form and notify Releasing Officer of the resolution of request	None	2 minutes	Office of the Administrative and Finance Department - Visayas
	Prepares the requested document/s for releasing.	None	1 minute	Records Officer
	Releasing of documents to requesting client/s.	None	1 minute	Records Officer
Receives the requested document/s.	Files request form and retrieved document/s for future reference.	None	1 minute	Records Officer
	TOTAL:	None	13 minutes	

10.4.b. PROCESSING OF REQUEST FOR RELEASE OF RECORDS (other agencies)

Brief Description of Service: To facilitate the preparation and releasing of the documents upon request.

Office or Division	RECORDS UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	G2G - Government to Government
Who may avail:	Other agencies and stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
REQUEST FORM (Properly filled-up)	Records unit

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits request form	Receives and checks request form and retrieves documents.	None	3 minutes	Records Officer
	Submits request form with the retrieved documents to the Approving Officer	None	2 minutes	Records Officer
	Approves/disapproves request for release of document/s	None	3 minutes	Office of the Administrator
	Returns request form and notify Releasing Officer of the resolution of request	None	2 minutes	Office of the Administrator
	Prepares the requested document/s for releasing.	None	1 minute	Records Officer
	Releasing of documents to requesting client/s.	None	1 minute	Records Officer
Receives the requested document/s.	Files request form and retrieved document/s for future reference.	None	1 minute	Records Officer
	TOTAL:	None	13 minutes	

10.4.c. PROCESS OF PHOTOCOPYING OF DOCUMENTS (other agencies)

Brief Description of Service: to facilitate the photocopy of document/s upon the request of the end-user.

Office or Division	RECORDS UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	G2G-Government to Government, G2B-Government to Business entity, G2C-Government to Citizen
Who may avail:	Other Agencies concerned (sugar traders and stakeholders/visitors)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Document/s to be photocopied	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requests for photocopy of document/s with the number of sets	Receives the document/s for reproduction	None	1 minute	Records Officer / Reproduction Machine Operator II
	Photocopies the document/s	None	1 minute	Records Officer / Reproduction Machine Operator II
Pays for the photocopying fee	Issues photocopy/ acknowledgement receipt	P2.00/copy	1 minute	Records Officer / Reproduction Machine Operator II
Receives the photocopied document/s	Records the number of photocopies	None	1 minute	Records Officer / Reproduction Machine Operator II
TOTAL:		P2.00/copy	4 minutes	

10.4.d. Process of Photocopying of Documents (Inter-office)

To facilitate the photocopy of document/s upon the request of the end-user.

Office or Division	RECORDS UNIT / GENERAL ADMINISTRATIVE DIVISION
Classification	SIMPLE
Type of Transaction	G2G - Government to Government
Who may avail:	SRA Employees and other personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Document/s to be photocopied	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requests for photocopy of document/s with the number of sets in the Records Section	1.1. Receives the document/s for reproduction	None	3 minutes	Records Officer / Reproduction Machine Operator II, HR and Records Section
	1.2. Photocopies the document/s	None	2 minutes	Records Officer / Reproduction Machine Operator II, HR and Records Section
2. Receives the photocopied document/s from Records Section	2. Records the number of photocopies to logbook	None	1 minute	Records Officer / Reproduction Machine Operator II, HR and Records Section
	TOTAL:	None	3 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the SRA Public Assistance and Complaint Desk. Contact info: Tel No. 8929-3633 or 8929-7187 Email: srahead@sra.gov.ph
How feedbacks are processed	Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answer are forwarded to the relevant offices and they are required to answer within (3) days of the receipt of the feedback. The answer of SRA is then relayed to the citizen. For inquiries and follow-ups, client may contact the following number: 8929-3633 or 8929-7187.
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk. Complaints can also be filed via telephone. Make sure to provide the following information: -Name of person being complained -Incident -Evidence For inquiries and follow-ups, client may contact the following number: 8929-3633 or 8929-7187.
How complaints are processed	The complaints Officer opens the complaints drop box on daily basis and evaluates each complaints. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The complaints Officer will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, client may contact the following number: 8929-3633 or 8929-7187.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) : 8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

LIST OF OFFICES		
OFFICE	**ADDRESS**	**CONTACT INFORMATION**
Office of the Administrator	SRA Main Building North Avenue, Diliman, QC	(02) 8929 - 3633
Regulation Department	SRA Main Building North Avenue, Diliman, QC	(02) 8926 - 4338
Sugar Transaction Division	SRA Main Building North Avenue, Diliman, QC	(02) 8929 - 9223 (02) 8926-4493
Licensing and Monitoring Division	SRA Main Building North Avenue, Diliman, QC	(02) 8926 - 4338
Sugar Regulation & Enforcement Division	SRA Main Building North Avenue, Diliman, QC	
Laboratory Services	SRA Main Building North Avenue, Diliman, QC	
Research, Development, & Extension Department	SRA Main Building North Avenue, Diliman, QC	(02) 8236 - 0001 (02) 8927- 5916
Extensions Services Division	SRA Main Building North Avenue, Diliman, QC	(02) 8929 - 6135
SRA LAREC	LAREC, Paguiruan, Floridablanca, Pampanga	(045) 970 – 0412 (045) 970-0795
Factory Services and Research Division	SRA Main Building North Avenue, Diliman, QC	(02) 8236-0025
Planning, Policy, and Special Projects	SRA Main Building North Avenue, Diliman, QC	(02) 8929 - 6137
Administrative and Finance Department	SRA Main Building North Avenue, Diliman, QC	(02) 8926-6471
Accounting Division	SRA Main Building North Avenue, Diliman, QC	(02) 8929-3647
Budget and Treasury Division	SRA Main Building North Avenue, Diliman, QC	(02) 8236-0009
Records Section	SRA Main Building North Avenue, Diliman, QC	(02) 8236-0053
SRA Bacolod Office -Administrator	Araneta St., Singcang, Bacolod City	(034) 433 - 2553
SRA Bacolod Extension	Araneta St., Singcang, Bacolod City	(034) 433 - 6887 (034) 435 - 3139

LIST OF OFFICES		
OFFICE	**ADDRESS**	**CONTACT INFORMATION**
SRA Bacolod SRED	Araneta St., Singcang, Bacolod City	(034) 435 - 3755 (034) 435 - 3139
SRA La Granja	La Granja, La Carlota City	(034) 735 - 0132
Chairman's Office	SRA, Araneta St., Singcang, Bacolod City	(034) 433 - 2553 FAX (034) 433-5123
Assistant Administration	SRA, Araneta St., Singcang, Bacolod City	(034) 434– 5124
Accounting Office	SRA, Araneta St., Singcang, Bacolod City	(034) 704-2031 (034) 435-3759
Sugar Laboratory	SRA, Araneta St., Singcang, Bacolod City	(034) 435-3758
Agro-Based Laboratory	SRA, Araneta St., Singcang, Bacolod City	(034) 476-1384
Extension Office	SRA, Araneta St., Singcang, Bacolod City	(034) 433-6887
SRED	SRA, Araneta St., Singcang, Bacolod City	(034) 435-3755 FAX (034) 435-3139 (034) 434-1470
Human Resource Unit	SRA, Araneta St., Singcang, Bacolod City	(034) 435-3757
Property Procurement	SRA, Araneta St., Singcang, Bacolod City	(034) 433-6891
Treasury	SRA, Araneta St., Singcang, Bacolod City	(034) 433-5726
MIS	SRA, Araneta St., Singcang, Bacolod City	(034) 455-6985 (034) 455-7141
Guard House	SRA, Araneta St., Singcang, Bacolod City	(034) 434-2841
SAGE	SRA, Araneta St., Singcang, Bacolod City	(034) 445-7141
LGAREC	La Granja, La Carlota City	(034) 702-9031 (034) 702-9028 (034) 713-2147 (034) 713-2274 (034) 433-2553 0917 301 5711

Republic of the Philippines
Department of Agriculture
SUGAR REGULATORY ADMINISTRATION
Sugar Center Bldg., North Avenue, Diliman, Quezon City, Philippines 1101
TIN 000-784-336
Website: http://www.sra.gov.ph
Email Address: srahead@sra.gov.ph
Tel No. (632) 8920-4357 (632) 3-455-2135, (632) 8-929-3633

CERTIFICATE OF COMPLIANCE
Year: 2026

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

I, ***PABLO LUIS S. AZCONA***, Filipino, of legal age, ***Administrator*** of the ***Sugar Regulatory Administration***, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

1) The ***Sugar Regulatory Administration*** including its ***Visayas Office*** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

   Citizen' Charter Handbook Edition: 2026, 1st Edition

2) The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information billboard *(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)*
✓	Citizen's Charter Handbook (*Aligned with Reference B of ARTA Memorandum Circular No. 2019-002*)
✓	Official website/Online Posting

3) The Citizen's Charter Information Billboard enumerates the following information:

   a. External services;
   b. Checklist of requirements for each type of application or request;
   c. Name of the person responsible for each step;
   d. Maximum processing time;
   e. Fee/s to be paid, if necessary; and
   f. Procedure for filing complaints and feedback.

4) The Citizen's Charter Handbook enumerates the following information:

   a. Mandate, vision, mission, and service pledge of the agency;
   b. Government services offered (External and Internal Services);
      i. Comprehensive and uniform checklist of requirements for each type of application or request;
      ii. Classification of service;
      iii. Type of transaction;
      iv. Who may avail;
      v. Client steps and agency actions to obtain a particular service;
      vi. Person responsible for each step;

BAGONG PILIPINAS

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vii. Processing time per step and total;
viii. Fee/s to be paid per step and total, if necessary.

c. Procedure for filing complaints and feedback;
d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
e. List of Offices

5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.

7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.

8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

PABLO LUIS S. AZCONA
Administrator
Sugar Regulatory Administration