



**LANDBANK Countryside  
Development Foundation, Inc.**



# **CITIZEN'S CHARTER**

2024 (3<sup>RD</sup> EDITION)



## **MANDATE**

The LANDBANK Countryside Development Foundation, Inc. (LCDFI) is a non-stock, non-profit corporate foundation of Land Bank of the Philippines (LANDBANK), established on 08 March 1983.

The Foundation embodies LANDBANK's commitment to spur development in the countryside particularly among its priority sectors such as the small farmers and fishers, agrarian reform beneficiaries (ARBs), Countryside Financial Institutions (CFIs), small and medium enterprises (SMEs) and Overseas Filipino Workers (OFWs).

## **VISION**

By 2028, LCDFI will be the primary partner of LANDBANK in the delivery of innovative capacity-building services to strengthen cooperatives and assist farmers and fishers in their development.

## **MISSION**

### **To our Beneficiaries:**

We will deliver responsive capacity-building services to our beneficiaries while promoting sustainable development.

### **To our Donors:**

We will deliver quality program services through effective and efficient use of resources.

### **To our Employees:**

We will develop and nurture talents that will exemplify the highest standard of ethics and excellence.

## **SERVICE PLEDGE**

We, the officers and employees of the LANDBANK Countryside Development Foundation, Inc., pledge to:

- Provide our beneficiaries with quality capacity building services that promotes sustainability and growth.
- Utilize our donor's resources effectively and efficiently in delivering quality program services that are responsive to the needs of our beneficiaries.
- Provide a feedback system to address the comments, suggestions and needs of the public to continually improve our processes and immediately act on any complaints received.
- Make available information on LANDBANK Countryside Development Foundation, Inc. programs, activities and services through our website at [www.landbankfoundation.com](http://www.landbankfoundation.com).

**LCDFI is genuine in its commitment to spur development in the countryside.**



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# **EXTERNAL SERVICES**



**Request for Customized Trainings**

Requests for the conduct of mandated trainings of Cooperative Development Authority (CDA) for Cooperatives

<b>Office or Division:</b>	Capacity Building Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business Entity (G2B)			
<b>Who may avail:</b>	Board of Directors, Officers and Management of any Cooperative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form for Customized Trainings and/or Letter request from the Cooperative		LCDFI Capacity Building Unit or Requesting Cooperative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Representative from the cooperative to contact LCDFI through email or telephone for the request for customized training	1.1 Send a copy of the Training request form for customized trainings	None	1 day	Capacity Building Officers  Capacity Building Director
2. Submit the completely filled out form to LCDFI personnel	2.1 Receive Training request form and schedule the training	Cost of Training Venue, food and materials, Resource Speaker Honorarium and LCDFI Administrative Charges	1 day	Capacity Building Officers
3.	<b>TOTAL</b>	<b>Cost of Training Venue, food and materials, Resource Speaker Honorarium and LCDFI Administrative Charges</b>	<b>2 days</b>	



**Issuance of Certification as Scholar and Recommendation Letter**

Application for certification as a scholar and a letter of recommendation for scholars seeking employment

<b>Office or Division:</b>	Scholarship Program			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Scholars			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Scholar to send letter requesting for Certification/Recommendation Letter with complete details, whichever is applicable:  <ul style="list-style-type: none"> <li>• Purpose</li> <li>• Name of Contact Person</li> <li>• Company Name</li> <li>• Year Graduated</li> <li>• Licensure Details</li> <li>• School graduated</li> </ul>	1.1 Program Officer check the completeness of required information.	None	20 minutes	Program Officer
	1.2 If details are complete, prepare the Certification/Recommendation Letter	None	20 minutes	Program Officer
	1.3 Review the Certification affix initials on the document.	None	20 minutes	Immediate Supervisor
	1.4 Forward the reviewed document to the Head of the Agency for approval and signature.	None	20 minutes	Program Officer
	1.5 Approved and signed the document	None	20 minutes	Head of the Agency
	1.6 Forward the signed document to the requesting party.	None	20 minutes	Program Officer
2. Acknowledge receipt of Certification/Recommendation Letter		None	None	
<b>TOTAL</b>		<b>None</b>	<b>120 minutes/ 2 hours</b>	



**Issuance of Other requested Certification/document**

Request of Certification for other purposes

<b>Office or Division:</b>	Scholarship Program			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Scholars			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Scholar to send letter requesting for Certification with complete details, whichever is applicable: <ul style="list-style-type: none"> <li>• Purpose</li> <li>• Name of Contact Person</li> <li>• Company Name</li> <li>• Year Graduated</li> <li>• Licensure Details</li> <li>• School graduated</li> </ul>	1.1 Program Officer check the completeness of required information.	None	20 minutes	Program Officer
	1.2 If details are complete, prepare the Certification/document	None	120 minutes/ 2 hours	Program Officer
	1.3 Review the Certification affix initials on the document.	None	20 minutes	Immediate Supervisor
	1.4 Forward the reviewed document to the Head of the Agency for approval and signature.	None	20 minutes	Program Officer
	1.5 Approved and signed the document	None	20 minutes	Head of the Agency
	1.6 Forward the signed document to the requesting party.	None	20 minutes	Program Officer
3. Acknowledge receipt of Certification/Recommendation Letter		None	None	
<b>TOTAL</b>		<b>None</b>	<b>220 minutes/ 3 hours and 40 minutes</b>	



**Procurement of Goods and Services**

Submission and awarding of bids for procurement of goods and services.

<b>Office or Division:</b>	Bids and Awards Committee (BAC); End-User Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C); Government to Government (G2G); Government to Business Entity (G2E)			
<b>Who may avail:</b>	Prospective Bidders/Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ Mayor's/Business Permit (except for government agencies as lessors-Lease of Real Property or Venue)</li> <li>✓ Professional License/Curriculum Vitae (for Consulting Services)</li> <li>✓ PHilGEPS Registration Number (except for government agencies as lessors-Lease of Real Property or Venue)</li> <li>✓ Philippine Contractors Accreditation Board (PCAB) License (Infrastructure) (as needed)</li> <li>✓ Net Financial Contracting Capacity (NFCC) - (Infrastructure) (as needed)</li> <li>✓ Income/ Business Tax Return ( For ABC's above P500k, except for government agencies as lessors-Lease of Real Property or Venue)</li> <li>✓ Omnibus Sworn Statement ( For ABC's above 50k-Small Value Procurement and For ABC's above 500K- Emergency cases &amp; Small Value Procurement)</li> </ul>		Concerned Local Government Unit  Philippine Regulatory Commission  PHilGEPS  PCAB  Bureau of Internal Revenue  GPPB		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Supplier to submit quotation and requirements to BAC Secretariat	1.1 Receive the documents submitted	None	10 minutes	BAC Secretariat (Bids and Awards Committee)
	1.2 BAC to evaluate the submitted bids during the regular BAC meeting*	None	2 hours	Bids and Awards Committee





	1.3 Upon the approval of the Head of the Procuring Entity, BAC Secretariat to prepare and send to the winning supplier the Notice of Award, Notice to Proceed and Purchase Order	None	4 hours	BAC Secretariat (Bids and Awards Committee)
2. Upon receipt of the Notice of Award, Notice to Proceed and Purchase Order, signs the conforme and submit it to LCDFI	2.1 Receive the signed Notice of Award, Notice to Proceed and Purchase Order	None	10 minutes	BAC Secretariat (Bids and Awards Committee)
3. Delivery of goods and/or services	3.1 Acceptance of goods and/or services	None	1 day	End-User Unit
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day, 6 hours, 20 minutes</b>	

*\*Subject to scheduled date of BAC Meeting*



**Selection and Hiring of Applicants**

Selection and Hiring of Interested Applicants for LCDFI Vacant Positions

<b>Office or Division:</b>	Office of the President-CEO/Executive Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Interested applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ Letter of Application with Resume (original)</li> <li>✓ Personal Data Sheet with 2x2 most recent colored photo (original)</li> <li>✓ Transcript of Records (original)</li> <li>✓ Diploma (photocopy)</li> <li>✓ Birth Certificate (original)</li> <li>✓ Resignation Letter (photocopy) and Employee Clearance from previous employer (original)</li> <li>✓ Medical Certificate for fitness to work (CBC, drug test, chest x-ray) (original)</li> <li>✓ NBI Clearance (original)</li> <li>✓ Photocopy of SSS Membership Form E-1</li> <li>✓ Photocopy BIR Form 2316 or Certification/Waiver of Non-Submission of BIR Form 2316</li> <li>✓ Marriage Contact (if applicable) (original)</li> <li>✓ Statement of Asset, Liabilities and Net Worth (original)</li> <li>✓ Code of Conduct Certificate</li> <li>✓ Data Privacy Consent Form</li> <li>✓ Employee Non-disclosure Statement</li> <li>✓ Written Exam</li> </ul>		<ul style="list-style-type: none"> <li>✓ Applicant</li> <li>✓ LCDFI</li> <li>✓ School where the applicant graduated</li> <li>✓ School where the applicant graduated</li> <li>✓ Philippine Statistics Authority</li> <li>✓ Applicant</li> <li>✓ Medical Doctor</li> <li>✓ National Bureau of Investigation</li> <li>✓ Social Security System</li> <li>✓ Previous Employer / Applicant</li> <li>✓ Philippine Statistics Authority</li> <li>✓ Civil Service Commission or LCDFI</li> <li>✓ LCDFI</li> <li>✓ LCDFI</li> <li>✓ LCDFI</li> </ul>		
<b>CLIENT STEPS.</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERS ON</b>
1. Submit complete requirements to LCDFI	1.1 Receive requirements	None	30 minutes	Executive Assistant



	1.2 Review the submitted documents and schedule the applicant for interview if pre-qualified	None	2 hours	Executive Director  Executive Assistant
	1.3 Inform applicant of the scheduled interview	None	10 minutes	Executive Assistant
2. Arrive at scheduled interview	2.1 Interview applicant	None	3 hours	Executive Director
	2.2 If qualified for the position, include in the agenda of the Hiring Committee for approval*	None	2 days	Executive Committee
	2.3 Upon approval, inform of the assumption date and prepare notice of assumption	None	2 hours	Executive Assistant
	<b>Total</b>	<b>None</b>	<b>2 days, 7 hours and 40 minutes</b>	

*\*Subject to scheduled date of Committee Meeting*



# **INTERNAL SERVICES**



**Processing of Disbursement Vouchers**

Payment of various transactions are processed through Disbursement Vouchers (DVs) supported by required documents depending on the nature of transaction.

<b>Office or Division:</b>	Finance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C); Government to Business Entity (G2B); Government to Government (G2G)			
<b>Who may avail:</b>	LCDFI Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please see table below for the list of required documents depending on the nature of transaction.		Please see table below.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished and Box A approved Disbursement Voucher.	1.1 Receive the duly accomplished and Box A approved Disbursement Voucher.  Check the completeness of supporting documents, if incomplete return immediately to the Unit/Personnel concerned.	None	3 hours	Finance Specialist
	1.2 Assign control number and record in the QR-FIN-014 Logbook of Payments.	None	1 hour	Finance Specialist
	1.3 Prepare the Accounting Entries in Box B of the Disbursement Voucher.	None	1 hour	Finance Specialist
	1.4 Check the accounting entries made, certify availability of fund and	None	5 hours	Accountant



	completeness of supporting documents.			
	1.5 Disbursement Voucher Approval of Payment.	None	1 hour	President/CEO /HOA
	1.6 Prepare the corresponding check or debit memo.	None	2 hours	Bookkeeper/C ashier
	1.7 Sign on the check or debit memo.	None	1 day	President/CEO /HOA and Corporate Treasurer
	1.8 Prepare the Certificates of Tax Withheld, if applicable.	None	30 minutes	Bookkeeper/C ashier
	1.9 Check and sign the Certificate/s of Tax Withheld.	None	30 minutes	Accountant
	1.10 Update the QR-FIN-014 Logbook of Payments to fill the necessary information of Disbursement Vouchers processed and paid.	None	1 hour	Bookkeeper/C ashier
	1.11 Stamp "PAID" on all documents of Disbursement Vouchers.	None	1 hour	Bookkeeper/C ashier
	<b>TOTAL</b>	<b>NONE</b>	<b>= 3 Days</b>	



<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>1. <u>Cash Advance (Local Travel)</u></b></p> <p>1.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher</p> <p>1.2 Approved SF-ADM-043 Travel Authority and Itinerary of Travel (Certified True Copy)</p> <p>1.3 Approved Activity Proposal (Certified True Copy)</p> <p>1.4 Approved Breakdown of Cash Advance</p> <p>1.5 If payment for Service Provider is included in the Breakdown of Cash Advance:</p> <ul style="list-style-type: none"> <li>• SF-ADM-022 Notice of Award (Certified by the BAC Secretariat)</li> <li>• For PhilGEPS posted, SF-ADM-023 Notice to Proceed (Certified by the BAC Secretariat)</li> <li>• SF-ADM-039 Purchase Order (Certified by the BAC Secretariat)</li> </ul>	<p>1.1 to 1.4 Unit / Personnel Concerned</p> <p>1.5 BAC Secretariat</p>
<p><b>2. <u>Communication</u></b></p> <p>2.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher</p> <p>2.2 Statement of Account (Original Copy)</p> <p>2.3 Certification that all National Direct Dial, National Operator Assisted Calls and International Direct Dial calls are official in nature and logbook is maintained</p>	<p>2.1 Unit / Personnel Concerned</p> <p>2.2 Service Provider</p> <p>2.3 Administrative Officer</p>
<p><b>3. <u>Goods and Services</u></b></p> <p>3.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher</p> <p>3.2 Duly accomplished SF-ADM-034 Inspection and Acceptance Report</p> <p>3.3 Annual Procurement Plan (Certified True Copy)</p> <p>3.4 Duly accomplished and approved SF-ADM-030 Procurement Request Form (Certified True Copy)</p> <p>3.5 Approved SF-ADM-001 Abstract of Quotation (Certified True Copy)</p> <p>3.6 SF-ADM-022 Notice of Award (Certified by the BAC Secretariat)</p> <p>3.7 For PhilGEPS posted, SF-ADM-023 Notice to Proceed (Certified by the BAC Secretariat)</p> <p>3.8 SF-ADM-039 Purchase Order (Certified by the BAC Secretariat)</p> <p>3.9 Sales Invoice / Statement of Account</p> <p>3.10 Duly accomplished Delivery Receipt</p> <p>3.11 Report of Waster Materials (For worn-out parts / replacement only)</p>	<p>3.1 to 3.2 Unit / Personnel Concerned</p> <p>3.3 to 3.8 BAC Secretariat</p>



<p>3.12 Duly accomplished SF-ADM-032 Property Acknowledgment Receipt (For property and non-consumable office supplies)</p>	<p>3.9 to 3.10 Supplier</p> <p>3.11 to 3.12 Executive Assistant / Property Officer</p>
<p><u>4. Payroll</u></p> <p>4.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher</p> <p>4.2 Payroll Register</p> <p>4.3 Computation to support Payroll Register</p> <p>4.4 Approved Monthly Attendance Report (Certified True Copy)</p> <p>4.5 Duly accomplished and approved SF-ADM-027 Overtime Form</p>	<p>4.1 to 4.3 Bookkeeper</p> <p>4.4 Executive Assistant</p> <p>4.5 Personnel Concerned</p>
<p><u>5. Fidelity Bond</u></p> <p>5.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher</p> <p>5.2 List of Accountable Officer for New Applicant</p> <p>5.3 List of Bonded Public Officers for Renewal</p> <p>5.4 Schedule of Premium Rates</p>	<p>5.1 to 5.3 Finance Specialist</p> <p>5.5 Bureau of Treasury</p>
<p><u>6. Honorarium of Resource Speaker (RS)</u></p> <p>6.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher</p> <p>6.2 Training Engagement Invitation/Letter to RS duly accepted and signed (Certified True Copy)</p> <p>6.3 Approved Activity Proposal (Certified True Copy)</p> <p>6.4 For webinar or e-training engagement, Certification that RS has completed the service</p>	<p>6.1 to 6.4 Unit / Personnel Concerned</p>
<p><u>7. Airfare</u></p> <p>7.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher</p> <p>7.2 Approved SF-ADM-043 Travel Authority and Itinerary of Travel (Certified True Copy)</p>	<p>7.1 to 7.4 Unit / Personnel Concerned</p>





<p>7.3 Approved Activity Proposal (Certified True Copy) 7.4 Canvass of airfare 7.5 Statement of Account / Invoice / Billing / E-Ticket 7.6 Official Receipt</p>	<p>7.5 to 7.6 Airline Company / Service Provider</p>
<p><b>8. <u>Notarial Fees</u></b> 8.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher 8.2 Notarized Page (Certified True Copy) 8.3 Official Receipt</p>	<p>8.1 to 8.3 Unit / Personnel Concerned</p>
<p><b>9. <u>Postage</u></b> 9.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher 9.2 Approved Activity Proposal (Certified True Copy) 9.3 Official Receipt</p>	<p>9.1 to 9.3 Unit / Personnel Concerned</p>
<p><b>10. <u>Seminars and Trainings</u></b> 10.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher 10.2 Approved Training / Staff Development Calendar or Recommendation to attend Seminar / Training 10.3 Seminar / Training Invitation 10.4 Billing / Statement of Account</p>	<p>10.1 Unit / Personnel Concerned 10.2 Immediate Supervisor 10.3 to 10.4 Service Provider</p>
<p><b>11. <u>Petty Cash Replenishment</u></b> 11.1 Duly accomplished and approved SF-FIN-016 Disbursement Voucher 11.2 Duly accomplished and approved SF-FIN-007 Petty Cash Fund Voucher and supporting documents (refer to PCF checklist of requirements) 11.3 Duly accomplished and approved SF-FIN-008 Petty Cash Fund Replenishment</p>	<p>11.1 to 11.3 Petty Cash Custodian</p>

\*And other additional requisites as mandated by the most recent COA rulings and regulations



**Processing of Liquidation of Cash Advance**

LCDFI Officers and Employees' liquidation of cash advance from official travel.

<b>Office or Division:</b>		Finance Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>Who may avail:</b>		LCDFI Officers and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please see table below for the list of required documents depending on the nature of transaction.		Please see table below.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished QR-FIN-014 Liquidation Report	1.1 Receive the duly accomplished QR-FIN-014 Liquidation Report. Check the completeness of supporting documents, if incomplete return immediately to the Employee concerned.	None	8 hours	Finance Specialist
	1.2 Review the completeness of supporting documents, if still incomplete, return to the Employee concerned.	None	8 hours	Accountant
	1.3 Sign in Box C of QR-FIN-014 Liquidation Report.	None	1 hour	Accountant
	1.4 Inform the Employee concerned to return the unused cash advance to the Cashier or make a transfer of fund to LCDFI's operating account.	None	1 hour	Finance Specialist / Accountant
2. Submit copy of fund transferred unused cash advance	2.1 Issue duly accomplished SF-FIN-001 Official Receipt.	None	6 hours	Cashier
	<b>TOTAL</b>	<b>NONE</b>	<b>24 Hours</b>	



			<b>= 3 Days</b>	
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<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished and approved SF-FIN-014 Liquidation Report	1 to 10 Unit / Personnel Concerned
2. Approved SF-FIN-016 Disbursement Voucher (Photocopy)	
3. Approved SF-ADM-043 <u>Actual</u> Travel Authority and Itinerary of Travel (Certified True Copy)	
4. Approved SF-ADM-043 Travel Authority and Itinerary of Travel (Certified True Copy)	
5. Approved Activity Proposal (Certified True Copy)	
6. Approved Breakdown of Cash Advance (Certified True Copy)	
7. Certificate of Appearance/Attendance	
8. Call Report	
9. Certificate of Travel Completed	
10. Justification / Proof supporting the change of schedule, if any	
11. Certification by the Head of the Agency for the absolute necessity of expenses together with the Official Receipt/s if the official travel expenses incurred exceeded the prescribed rate per day	11 Head of the Agency
12. Hotel room / lodging bill with Official Receipt for official travel to places within 50-kilometer radius	12 to 13 Service Provider
13. Airline, bus, taxi, transport network vehicle service, boat Official Receipt and E-ticket including boarding pass, terminal fees	
14. SF-FIN-013 Certification of Expenses Not Requiring Receipts	14 to 15 Unit / Personnel Concerned
15. SF-FIN-015 Reimbursement Expense Receipt	





**Requesting of Petty Cash Fund**

LCDFI Officers and Employees request for Petty Cash Fund for small and emergency expenses.

<b>Office or Division:</b>	Finance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	LCDFI Officers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please see table below for the list of required documents depending on the nature of transaction.		Please see table below.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished and approved SF-FIN-007 Petty Cash Fund Voucher	1.1 Receive the duly accomplished and approved SF-FIN-007 Petty Cash Fund Voucher. Check the completeness of supporting documents, if incomplete return immediately to the Unit/Personnel concerned.	None	4 hours	Petty Cash Custodian
	1.2 Assign control number and record in the Petty Cash Logbook.	None	1 hour	Petty Cash Custodian
2. Receive the petty cash and sign on the appropriate "Received" box of the SF-FIN-007 Petty Cash Voucher	1.3 Release petty cash fund.	None	2 hours	Unit / Personnel Concerned
	<b>TOTAL</b>	<b>NONE</b>	<b>7 Hours</b>	



<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>1. <u>Cash Advance</u></b>            1.1 Duly accomplished and approved SF-FIN-017 Petty Cash Fund Voucher            1.2 For Fuel, Oil and Lubricants -Duly accomplished and approved Trip Ticket            1.3 For Transportation -Duly accomplished and approved SF-FIN-026 Official Business Form</p>	<p>1.1 to 1.3 Unit / Personnel Concerned</p>
<p><b>2. <u>Meeting / Representation Expenses</u></b>            2.1 Duly accomplished and approved SF-FIN-017 Petty Cash Fund Voucher            2.2 Memorandum on Notice of Meeting            2.3 Attendance Sheet            2.4 Call Report/Minutes of Meeting            2.5 Duly accomplished and approved SF-FIN-026 Official Business Form &amp; Invitation Letter, if venue is located outside the office            2.6 Official Receipt</p>	<p>2.1 to 2.5 Unit / Personnel Concerned</p> <p>2.5 Inviting Agency / Office 2.6 Service Provider</p>
<p><b>3. <u>Notarial Fees</u></b>            3.1 Duly accomplished and approved SF-FIN-017 Petty Cash Fund Voucher            3.2 Notarized Page (Certified True Copy)            3.3 Official Receipt</p>	<p>3.1 to 3.3 Unit / Personnel Concerned</p>
<p><b>4. <u>Postage</u></b>            4.1 Duly accomplished and approved SF-FIN-017 Petty Cash Fund Voucher            4.2 Approved Activity Proposal (Certified True Copy)            4.3 Official Receipt</p>	<p>4.1 to 4.3 Unit / Personnel Concerned</p>
<p><b>5. <u>Fuel and Toll Fee</u></b>            5.1 Duly accomplished and approved SF-FIN-017 Petty Cash Fund Voucher            5.2 Duly accomplished and approved Trip Ticket            5.3 Official Receipt</p>	<p>5.1 to 5.2 Unit / Personnel Concerned 5.3 Service Provider</p>
<p><b>6. <u>Taxi Fare</u></b>            6.1 Duly accomplished and approved SF-FIN-017 Petty Cash Fund Voucher            6.2 Duly accomplished and approved SF-FIN-026 Official Business Form            6.3 Approved justification for hiring a taxi            6.4 Official Receipt</p>	<p>6.1 to 6.2 Unit / Personnel Concerned 6.3 Immediate Supervisor 6.4 Service Provider</p>
<p><b>7. <u>Other Transportation</u></b></p>	



<p>7.1 Duly accomplished and approved SF-FIN-017 Petty Cash Fund Voucher          7.2 Duly accomplished and approved SF-FIN-026 Official Business Form          7.3 Duly accomplished and approved SF-FIN-013 Certificate of Expenses not requiring Receipts          7.4 Official Receipt</p>	<p>7.1 to 7.3 Unit / Personnel Concerned  7.4 Service Provider</p>
<p><b>8. <u>Office Supplies</u></b>          8.1 Duly accomplished and approved SF-FIN-017 Petty Cash Fund Voucher          8.2 Approved justification on the emergency procurement          8.3 Duly accomplished SF-ADM-032 Property Acknowledgement Receipt for non-consumable office supplies          8.4 Statement of Account / Sales or Cash Invoice          8.5 Official Receipt</p>	<p>8.1 to 8.2 Unit / Personnel Concerned          8.3 Property Officer  8.4 to 8.5 Service Provider</p>
<p><b>9. <u>Internet Subscription</u></b>          9.1 Duly accomplished and approved SF-FIN-017 Petty Cash Fund Voucher          9.2 Statement of Account / Billing          9.3 Official Receipt</p>	<p>9.1 Unit / Personnel Concerned          9.2 to 9.3 Service Provider</p>



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Send feedback through any of the following options:</p> <p>Email: <a href="mailto:info@landbankfoundation.com">info@landbankfoundation.com</a>            Website: <a href="http://www.landbankfoundation.com/contact">www.landbankfoundation.com/contact</a>            Write us:            LANDBANK Countryside            Development Foundation, Inc.            14/F LANDBANK Plaza, 1598 M.H. del Pilar Cor. Dr. J. Quintos Sts. Malate, Manila</p>
How feedbacks are processed	<p>Upon receipt of feedback, LCDFI representative will acknowledge the receipt hereof and forward the feedbacks to the Executive Director.</p>
How to file a complaint	<p>You may call directly the Office of the Executive Director at (02)8554-8360 or (02)8856-7488.</p>
How complaints are processed	<p>Complaints received will be immediately evaluated and an investigation shall start if needed.</p>
Contact Information of Contact Center ng Bayan(CCB), Presidential Complaint Center (PCC), Anti-Red Tape Act Authority (ARTA).	<p>Contact Center ng Bayan            Direct Line: 1-6565            Mobile No. 0908-8816565            Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Presidential Complaint Center            Trunkline: +63(2)-8736-8645 / 8888            Fax: +63(2)-87368621            Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p>Anti-Red Tape Authority            Direct Line: 8478-5091/8478-5099/8478-5093            Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>;  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>





## List of Offices

<b>Office</b>	<b>Address</b>	<b>Contact</b>
<b>Office of the Executive Director</b>	14F LANDBANK Plaza 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate, Manila	8554-8360, 8856- 7488, 2061, 2062
<b>Capacity Building Unit</b>	14F LANDBANK Plaza 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate, Manila	8522-0000 LOC. 2063, 2071, 8361
<b>Enterprise Development Unit</b>	14F LANDBANK Plaza 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate, Manila	8522-0000 LOC. 2061, 2917
<b>Accounting/Finance Unit</b>	14F LANDBANK Plaza 1598 M.H. del Pilar cor. Dr. J. Quintos Sts. Malate, Manila	8522-0000 LOC. 2063