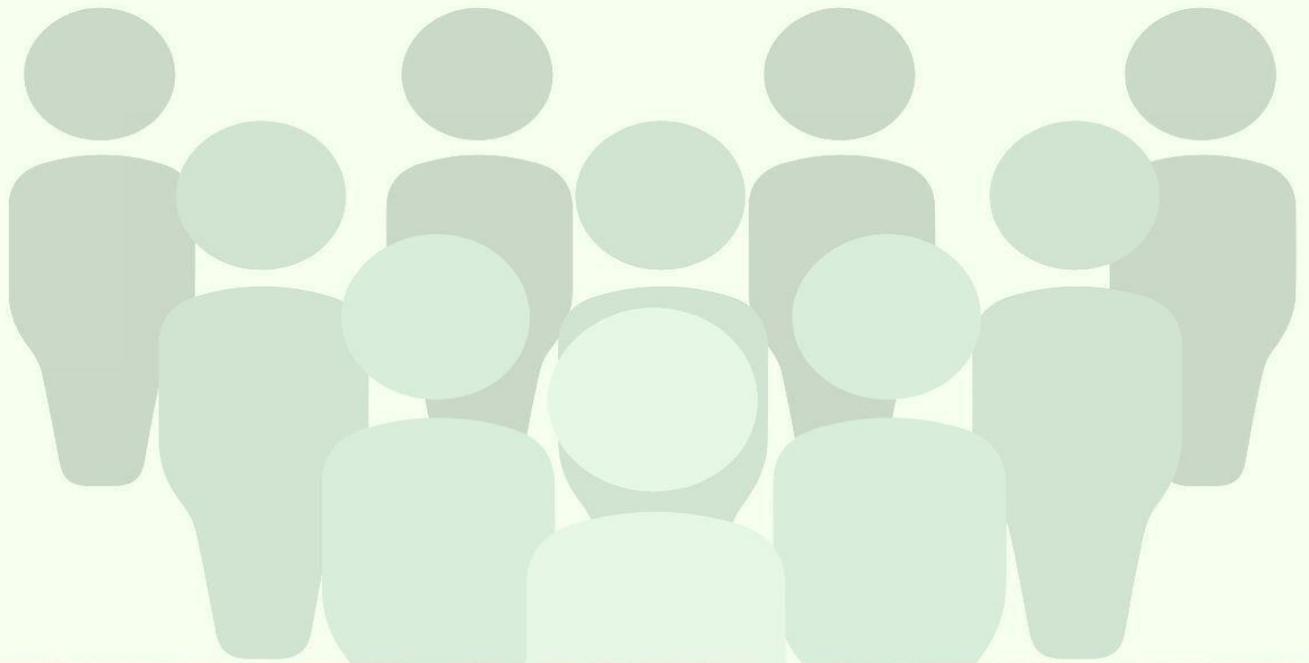




DEPARTMENT OF AGRICULTURE
PHILIPPINE FIBER INDUSTRY DEVELOPMENT AUTHORITY
(PHILFIDA)

CITIZEN'S CHARTER

2021 (2nd Edition)



Regulatory Division



AGENCY PROFILE

The Agency is headed by the Executive Director and assisted by the Deputy Executive Director comprising the Top Management. The Top Management is supported by two (2) Support Divisions and four (4) Operational Divisions in the national level. The support divisions are the Administrative, Financial and Management Division and Planning Division. The operational divisions are the following: Research Division; Technical Assistance Division; Fiber Utilization and Technology Division; and Regulatory Division.

Nine (9) Regional Offices are the implementing arms of the agency in the regional and field level.

I. HISTORY AND MANDATE

On 04 October 2004, then President Gloria Macapagal-Arroyo, signed and approved Executive Order No. 366, entitled *“Directing a Strategic Review of the Operations and Organizations of the Executive Branch and Providing Options and Incentives for Government Employees Who May Be Affected by the Rationalization of the Functions and Agencies of the Executive Branch”* to rationalize Philippine Bureaucracy.

The Department of Budget and Management (DBM) approved on 29 May 2013 the Rationalization Plan of the two (2) attached agencies of the Department of Agriculture (DA), namely, the Fiber Industry Development Authority (FIDA) and the Cotton Development Administration (CODA). The FIDA, that was created by EO 709 dated July 27, 1981, was mandated to promote the growth and development of the Philippine natural fiber industry, except the cotton industry. On the other hand, the CODA, that was created under RA 8486 signed on February 11, 1998, was mandated to undertake initiative that will spur the growth of the local cotton industry.

The Philippine Fiber Industry Development Authority (PhilFIDA) is the result of the consolidation of the abolished agencies, FIDA and CODA. PhilFIDA is mandated to promote the growth and development of the natural fiber industry through research and development; production support; extension support, education and training services; fiber utilization and processing technology; and standards implementation and trade regulation; except where the policy of the Department of Agriculture for the development of a specific fibercrop is being undertaken by another government agency. The development of the Coir Industry for example, is handled by the Philippine Coconut Authority (PCA), and only the regulatory aspect is under PhilFIDA.



II. VISION

A progressive community of fiber producers and entrepreneurs in an environment-friendly, economically viable and globally competitive Philippine natural fiber industry.

III. MISSION AND OBJECTIVES

To enhance the holistic development of the Philippine natural fiber industry through the implementation of appropriate, quality and timely support programs, projects and activities, guided by the following objectives:

1. Promote integrated development of the fiber industry in various aspects of research, production, processing and regulation;
2. Promote a good agricultural production practices, fiber standards and other regulatory policies to maintain supply of good quality fibers and to ensure worldwide acceptability;
3. Improve farm productivity, thereby, increasing farmers' income; and
4. Increase domestic processing for employment and higher value-added considerations and increased foreign exchange revenues.

IV. FUNCTIONS

1. Formulate and implement integrated programs and policy guidelines for the continued development of the fiber industry in consultation with the industry stakeholders;
2. Spearhead the harmonization of programs, projects and activities of all sectors involved in the Philippine natural fiber industry;
3. Undertake research and development programs in support to production, processing and utilization of fibers;
4. Collaborate the formulation and development of standards for various commercial fibers that are or may, hereafter, be produced in the Philippines;
5. Regulate in accordance with the law thru licensing and registration of fiber trade participants such as traders, exporters, processors and classifiers;
6. Recommend the accreditation of seed growers/nursery operators to the authorized accrediting agency;



7. Accredite fabricators of fiber machinery, tools and devices;
8. Enforce the Philippine National Standards related to fiber classification, grading, baling, tagging and marking of Philippine natural fibers;
9. Undertake skills development trainings and workshops to improve the technical and entrepreneurial capabilities of stakeholders; and
10. Provide laboratory services on fiber characterization, fiber extraction, pulp/paper testing and laboratory trainings in fiber utilization and processing.

V. CORE VALUES

We, the employees of PhilFIDA bind ourselves to uphold the Principles of **HIBLA**:

leaders**H**ip,
Integrity,
accounta**B**ility,
exce**L**lence and
p**A**triotism

as our commitment and social responsibility in the performance of our duty as public servants.

VI. SERVICE PLEDGE

We are committed to deliver the highest quality service through improved fiber production and processing technologies, and strict enforcement of regulations to sustain the growth and development of the Philippine natural fiber industry.

We adhere to applicable legal requirements and established quality standards set for the satisfaction of our stakeholders.

We shall continually improve our processes, capabilities and resources to ensure delivery of quality service.

PhilFIDA is committed to attend to all, clients/stakeholders or requesting parties who are within the premises of the office or facility concerned prior to the end of official working hours and during lunch break.



THE DIVISION – REGULATORY

The Regulatory Division is headed by the Chief Regulatory Officer supported by a Supervising Fiber Development Officer and two (2) Sections, namely: Standards Section and Licensing Section with counterpart Regulatory Units at the regional level.

FUNCTIONS

A. CENTRAL OFFICE

1. Formulates fiber quality standards, rules and regulations, especially in fiber grading and baling operations;
2. Maintains official standard sample of commercial fibers in miniature specimen folders; and
3. Undertakes inspection and monitoring of the set policies, rules and regulations on the fiber industry standards.

B. REGIONAL REGULATORY UNITS

1. Enforces policies and guidelines, and the inspection and regulation / licensing of fiber trade participants;
2. Enforces fiber quality standards; and
3. Accredits seed growers and machine fabricators.



LIST OF SERVICES

Regulatory Regional Field Office External Services

| | |
|---|--------|
| A. Issuance of PhilFIDA License | 7 – 15 |
| B. Issuance of Permit (Permit to Transport Fibers) | 16 |
| C. Issuance of Certificate of Fiber Inspection (For Export) | 17 |



Regional Regulatory Field Office

External Services



1. Issuance of PhilFIDA License

Pursuant to the PhilFIDA Administrative Circular No. 12 s. 2020 license is issued to a person or entity engaged in Grading and Baling Philippine commercial fiber intended for domestic and export market, buying and selling commercial fibers for domestic market, buying approved bales for export, buying fibers for their mother companies, processing/manufacturing fibers with government prescribed standard, and classifying Philippine commercial fibers at grading/baling establishments (GBEs), Class A traders, or at processing or manufacturing plants. The duration of the license is one (1) year subject for renewal.

| | | |
|---|--|------------------------|
| Office or Division: | PhilFIDA Regional Office - Regulatory Unit-Licensing | |
| Classification: | Complex | |
| Type of Transaction: | G2B – Government to Business | |
| Who may avail: | All persons or entities who wanted to engage in buying, selling, processing and classifying Philippine commercial fibers | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| A. Documentary Requirements – For New Application | | |
| 1. Corporation and Partnership | | |
| 1.1. PhilFIDA Application Form (Original copy) | PhilFIDA Regional and Provincial offices Licensing Unit Desk | |
| 1.2. SEC Registration Certificate (present original copy, 1 Photocopy) | Securities and Exchange Commission (SEC) | |
| 1.3. Company profile with complete list of officers (present original copy, 1 Photocopy) | Client | |
| 1.4. Mayor's Permit or Business Permit (present original copy, 1 Photocopy) | Municipality / City Hall where the establishment is located | |
| 1.5. Certificate of Training on the Philippine National Standard (For Abaca Fiber Business Only) | PhilFIDA Regional offices | |
| 2. Sole Proprietorship | | |
| 2.1. PhilFIDA Application Form (Original copy) | PhilFIDA Regional and Provincial offices Licensing Unit Desk | |
| 2.2. Certificate of Registration by the Bureau of Trade Regulation and Consumer Protection of the DTI (optional for traders trading less than 25,000 kilos a year) (present original copy, 1 Photocopy) | Department of Trade and Industry (DTI) | |
| 2.3. Mayor's Permit or Business Permit (present original copy, 1 Photocopy) | Municipality / City Hall where the establishment is located | |

| | |
|--|---|
| 2.4. Certificate of Training on the Philippine National Standard (For Abaca Fiber Business Only) | PhilFIDA Regional offices |
| 3. Cooperative | |
| 3.1. PhilFIDA Application Form (Original copy) | PhilFIDA Regional and Provincial offices Licensing Unit Desk |
| 3.2. Certificate of Registration by the Cooperative Development Authority (present original copy, 1 Photocopy) | Cooperative Development Authority (CDA) |
| 3.3. Mayor's Permit or Business Permit (present original copy, 1 Photocopy) | Municipality / City Hall where the establishment is located |
| 3.4. Cooperative profile with complete list of officers (present original copy, 1 Photocopy) | Client |
| 3.5. Certificate of Training on the Philippine National Standard (For Abaca Fiber Business Only) | PhilFIDA Regional offices |
| 4. Fiber Classifier | |
| 4.1. PhilFIDA Application Form (Original copy) | PhilFIDA Regional and Provincial offices Licensing Unit Desk |
| 4.2. Certificate of good moral character (present original copy, 1 Photocopy) | Barangay where the applicant resides |
| 4.3. Should pass the practical examination on fiber classification and grading | Regional and Provincial Office Licensing Unit Desk |
| Documentary Requirements – For Renewal Application | |
| For Corporation, Partnership, Sole Proprietorship and Cooperative | |
| 1. PhilFIDA Application Form (Original) | PhilFIDA Regional and Provincial offices Licensing Unit Desk |
| 2. Annual Report of Operation (Original) | PhilFIDA Regional and Provincial offices Licensing Unit Desk |
| 3. Mayor's Permit or Business Permit (present original copy, 1 Photocopy) | Municipality / City Hall where the establishment is located |
| For Fiber Classifiers | |
| 1. PhilFIDA Application Form (Original) | PhilFIDA Regional and Provincial offices Licensing Unit Desk |

| B. Equipment, Facilities and Other Requirements – For New and Renewal License | |
|--|---|
| 1. Grading Baling Establishment (GBE) | |
| 1.1. One (1) metric weighing device with certificate of periodic calibration; | Client Certificate of periodic calibration from Local Government Unit or by the Municipality and/or City Treasurer's office, LGU, DOST and other authorize calibrating entities. |
| 1.2. At least one (1) baling press; | Client |
| 1.3. Minimum floor area of 850 sq.m. for classification work and storage; | Client |
| 1.4 Warehouse with segregating partition with other commodities; | Client |
| 1.5. At least one (1) licensed classifier | Client |
| 2. Buying Station | |
| 2.1. Certification ownership by the mother company; | Client |
| 2.2. At least one (1) metric weighing device with certificate of periodic calibration; | Client Certificate of periodic calibration from Local Government Unit or by the Municipality and/or City Treasurer's office, LGU, DOST and other authorize calibrating entities. |
| 2.3. Warehouse with segregating partition for other commodities | Client |
| 2.4. A minimum floor area of 250 sq.m. for classification and storage | Client |
| 2.5. At least one (1) licensed classifier | Client |
| 3. Trader-Exporter | |
| 3.1. At least one (1) metric weighing device with certificate of periodic calibration; | Client Certificate of periodic calibration from Local Government Unit or by the Municipality and/or City Treasurer's office, LGU, DOST and other authorize calibrating entities. |
| 3.2. Warehouse with segregating partition from other commodities | Client |
| 4. Local Trader Class A | |
| 4.1. At least one (1) metric weighing device with certificate of periodic calibration; | Client Certificate of periodic calibration from Local Government Unit or by the Municipality and/or City Treasurer's office, LGU, DOST and other authorize calibrating entities. |
| 4.2. A minimum floor area of 250 sq.m. for classification and storage; | Client |
| 4.3. Warehouse with segregating partition for other commodities; | Client |

| | |
|--|---|
| 4.4. At least one (1) baling press or manual pressing device; | Client |
| 4.5. At least one (1) licensed classifier | Client |
| Class B, C,D | |
| 4.6. At least one (1) metric weighing device with certificate of periodic calibration; | Client Certificate of periodic calibration from Local Government Unit or by the Municipality and/or City Treasurer's office, LGU, DOST and other authorize calibrating entities. |
| 4.7. Warehouse with segregating partition for other commodities; | Client |
| 5. Processor | |
| 5.1. At least one (1) metric weighing device with certificate of periodic calibration; | Client Certificate of periodic calibration from Local Government Unit or by the Municipality and/or City Treasurer's office, LGU, DOST and other authorize calibrating entities. |
| 5.2. Warehouse with segregating partition for other commodities; | Client Certificate of periodic calibration from Local Government Unit or by the Municipality / City Treasurer's office |
| 5.3. At least one (1) licensed classifier (optional for Class C and D); | Client |
| 5.4. Written description on how the fibers are to be utilized. | Client |



AVAILING FOR NEW AND RENEWAL LICENSE

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|------------------------|------------------------|--|
| 1. Secure application forms and the list of requirements from PhilFIDA Provincial Office (PO) or Regional Office (RO) having jurisdiction of the business location | 1. Issue the application forms and list of documentary and other requirements to the applicant | None | 5 minutes | Regional Licensing Officer, Regulatory Unit Office |
| 2. Submit the accomplished application forms together with the required documents at PO or RO, for review/verification of documents | 2. Receive, check and review the completeness of the submitted documents | None | 10 minutes | Regional Licensing Officer, Regulatory Unit Office |
| 3. Client present the other requirements such as warehouse, facilities and equipment for inspection and evaluation | 3. On the site inspection and evaluation of the warehouse, facilities and equipment. To check for conformity to the prescribed standard 3.1. Issuance of Bill of Charges | None | 3 days and 6 hours | Regional Licensing Officer, Regulatory Unit Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 4. Pay the application and license fee to the Cashier of PO or RO | 4. Receive the payment from the client 4.1. Issue the Official Receipt | <p>4. Fees to be Paid (Application Fee + License Fee)</p> <p><u>4.a. License Fee</u></p> <p>1. Grading Baling Establishment (GBE) License</p> <table border="1" data-bbox="680 469 1632 596"> <tr> <td>1st Class</td> <td>-</td> <td>pressing 30,000 bales and above a year</td> <td>PHP 18,000.00</td> </tr> <tr> <td>2nd Class</td> <td>-</td> <td>pressing 20,000 but more than 29,999 bales a year</td> <td>PHP 12,000.00</td> </tr> <tr> <td>3rd Class</td> <td>-</td> <td>pressing 10,000 but not more than 19,999 bales a year</td> <td>PHP 7,200.00</td> </tr> <tr> <td>4th Class</td> <td>-</td> <td>pressing 9,999 bales a year</td> <td>PHP 6,000.00</td> </tr> </table> <p>2. Trader – Exporter (TE) License</p> <table border="1" data-bbox="680 628 1632 724"> <tr> <td>Class A</td> <td>-</td> <td>trading 500 bales ad above a year</td> <td>PHP 10,800.00</td> </tr> <tr> <td>Class B</td> <td>-</td> <td>trading 300 but not more than 499 bales a year</td> <td>PHP 6,850.00</td> </tr> <tr> <td>Class C</td> <td>-</td> <td>trading 299 bales and below a year</td> <td>PHP 2,640.00</td> </tr> </table> <p>3. Buying Station (BS) License</p> <table border="1" data-bbox="680 756 1632 884"> <tr> <td>1st Class</td> <td>-</td> <td>buying 60,000 kilos and above a year</td> <td>PHP 4,800.00</td> </tr> <tr> <td>2nd Class</td> <td>-</td> <td>buying 30,000 but more than 59,999 kilos a year</td> <td>PHP 3,600.00</td> </tr> <tr> <td>3rd Class</td> <td>-</td> <td>buying 10,000 but not more than 29,999 kilos a year</td> <td>PHP 2,400.00</td> </tr> <tr> <td>4th Class</td> <td>-</td> <td>buying 9,999 kilos and below a year</td> <td>PHP 1,200.00</td> </tr> </table> <p>4. Local Trader (LT) License</p> <table border="1" data-bbox="680 916 1632 1043"> <tr> <td>Class A</td> <td>-</td> <td>Trading 75,000 to 1,000,000 kilos a year</td> <td>PHP 4,200.00</td> </tr> <tr> <td>Class B</td> <td>-</td> <td>Trading 50,000 but not more than 74,999 kilos a year</td> <td>PHP 2,400.00</td> </tr> <tr> <td>Class C</td> <td>-</td> <td>Trading 25,000 but not more than 49,999 kilos a year</td> <td>PHP 1,200.00</td> </tr> <tr> <td>Class D</td> <td>-</td> <td>Trading 24,999 kilos and below a year</td> <td>PHP 240.00</td> </tr> </table> <p>5. Processor (P) License</p> <table border="1" data-bbox="680 1075 1632 1235"> <tr> <td>Class A</td> <td>-</td> <td>Processing 500,000 kilos and above a year</td> <td>PHP 10,800.00</td> </tr> <tr> <td>Class B</td> <td>-</td> <td>Processing 400,000 but not more than 499,999 kilos a year</td> <td>PHP 6,850.00</td> </tr> <tr> <td>Class C</td> <td>-</td> <td>Processing 300,000 but not more than 399,999 kilos a year</td> <td>PHP 2,640.00</td> </tr> <tr> <td>Class D</td> <td>-</td> <td>Processing 200,000 but not more than 299,999 kilos a year</td> <td>PHP 240.00</td> </tr> <tr> <td>Class E</td> <td>-</td> <td>All processor exporters except those exporting pulp/paper</td> <td>PHP 7,800.00</td> </tr> </table> <p>6. Fiber Classifier (C) License – classifying Philippine Commercial Fibers PHP 60.00</p> | 1 st Class | - | pressing 30,000 bales and above a year | PHP 18,000.00 | 2 nd Class | - | pressing 20,000 but more than 29,999 bales a year | PHP 12,000.00 | 3 rd Class | - | pressing 10,000 but not more than 19,999 bales a year | PHP 7,200.00 | 4 th Class | - | pressing 9,999 bales a year | PHP 6,000.00 | Class A | - | trading 500 bales ad above a year | PHP 10,800.00 | Class B | - | trading 300 but not more than 499 bales a year | PHP 6,850.00 | Class C | - | trading 299 bales and below a year | PHP 2,640.00 | 1 st Class | - | buying 60,000 kilos and above a year | PHP 4,800.00 | 2 nd Class | - | buying 30,000 but more than 59,999 kilos a year | PHP 3,600.00 | 3 rd Class | - | buying 10,000 but not more than 29,999 kilos a year | PHP 2,400.00 | 4 th Class | - | buying 9,999 kilos and below a year | PHP 1,200.00 | Class A | - | Trading 75,000 to 1,000,000 kilos a year | PHP 4,200.00 | Class B | - | Trading 50,000 but not more than 74,999 kilos a year | PHP 2,400.00 | Class C | - | Trading 25,000 but not more than 49,999 kilos a year | PHP 1,200.00 | Class D | - | Trading 24,999 kilos and below a year | PHP 240.00 | Class A | - | Processing 500,000 kilos and above a year | PHP 10,800.00 | Class B | - | Processing 400,000 but not more than 499,999 kilos a year | PHP 6,850.00 | Class C | - | Processing 300,000 but not more than 399,999 kilos a year | PHP 2,640.00 | Class D | - | Processing 200,000 but not more than 299,999 kilos a year | PHP 240.00 | Class E | - | All processor exporters except those exporting pulp/paper | PHP 7,800.00 | 5 minutes | Collecting Officer / Licensing Officer, Regulatory Unit Office / Cashier |
| 1 st Class | - | pressing 30,000 bales and above a year | PHP 18,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 nd Class | - | pressing 20,000 but more than 29,999 bales a year | PHP 12,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 rd Class | - | pressing 10,000 but not more than 19,999 bales a year | PHP 7,200.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 th Class | - | pressing 9,999 bales a year | PHP 6,000.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class A | - | trading 500 bales ad above a year | PHP 10,800.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class B | - | trading 300 but not more than 499 bales a year | PHP 6,850.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class C | - | trading 299 bales and below a year | PHP 2,640.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 st Class | - | buying 60,000 kilos and above a year | PHP 4,800.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 nd Class | - | buying 30,000 but more than 59,999 kilos a year | PHP 3,600.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 rd Class | - | buying 10,000 but not more than 29,999 kilos a year | PHP 2,400.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 th Class | - | buying 9,999 kilos and below a year | PHP 1,200.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class A | - | Trading 75,000 to 1,000,000 kilos a year | PHP 4,200.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class B | - | Trading 50,000 but not more than 74,999 kilos a year | PHP 2,400.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class C | - | Trading 25,000 but not more than 49,999 kilos a year | PHP 1,200.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class D | - | Trading 24,999 kilos and below a year | PHP 240.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class A | - | Processing 500,000 kilos and above a year | PHP 10,800.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class B | - | Processing 400,000 but not more than 499,999 kilos a year | PHP 6,850.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class C | - | Processing 300,000 but not more than 399,999 kilos a year | PHP 2,640.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class D | - | Processing 200,000 but not more than 299,999 kilos a year | PHP 240.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Class E | - | All processor exporters except those exporting pulp/paper | PHP 7,800.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

4.b. Application Fee

- 1. Grading Baling Establishments, Buying Station, Trader-Exporter, Local Trader, Processor – PHP 50.00
- 2. Fiber Classifier - PHP 10.00

4.c. Total Fees Paid by Client

1. Grading Baling Establishment

- 1st Class 18,000.00 + 50.00 = PHP 18,050.00
- 2nd Class 12,000.00 + 50.00 = PHP 12,050.00
- 3rd Class 7,200.00 + 50.00 = PHP 7,250.00
- 4th Class 6,000.00 + 50.00 = PHP 6,050.00

2. Trader – Exporter

- Class A 10,800.00 + 50.00 = PHP 10,850.00
- Class B 6,850.00 + 50.00 = PHP 6,900.00
- Class C 2,640.00 + 50.00 = PHP 2,690.00

3. Buying Station

- 1st Class 4,800.00 + 50.00 = PHP 4,850.00
- 2nd Class 3,600.00 + 50.00 = PHP 3,650.00
- 3rd Class 2,400.00 + 50.00 = PHP 2,450.00
- 4th Class 1,200.00 + 50.00 = PHP 1,250.00

4. Local Trader

- Class A 4,200.00 + 50.00 = PHP 4,250.00
- Class B 2,400.00 + 50.00 = PHP 2,450.00
- Class C 1,200.00 + 50.00 = PHP 1,250.00
- Class D 240.00 + 50.00 = PHP 290.00

5. Processor

- Class A 10,800.00 + 50.00 = PHP 10,850.00
- Class B 6,850.00 + 50.00 = PHP 6,850.00
- Class C 2,640.00 + 50.00 = PHP 2,690.00
- Class D 240.00 + 50.00 = PHP 290.00
- Class E 7,800.00 + 50.00 = PHP 7,850.00

6. Fiber Classifier 60.00 + 10.00 = PHP 70.00

| | | <u>4.d. Penalties / Surcharges for Delayed Renewal of Licenses</u> | | |
|--|-----|---|------------------------------------|---------------------------|
| | | No. of days / months of delay | | |
| | | <i>1 day to one month</i> | <i>more than 1 mo. to 6 months</i> | <i>more than 6 months</i> |
| | | 20% | 50% | 100% |
| 1. Grading Baling Establishment | | | | |
| 1 st Class | PHP | 3,600.00 | 9,000.00 | 18,000.00 |
| 2 nd Class | | 2,400.00 | 6,000.00 | 12,000.00 |
| 3 rd Class | | 1,440.00 | 3,600.00 | 7,200.00 |
| 4 th Class | | 1,200.00 | 3,000.00 | 6,000.00 |
| 2. Buying Station | | | | |
| 1 st Class | PHP | 960.00 | 2,400.00 | 4,800.00 |
| 2 nd Class | | 720.00 | 1,800.00 | 3,600.00 |
| 3 rd Class | | 480.00 | 1,200.00 | 2,400.00 |
| 4 th Class | | 240.00 | 600.00 | 1,200.00 |
| 3. Trader – Exporter | | | | |
| Class A | PHP | 1,080.00 | 2,700.00 | 5,400.00 |
| Class B | | 840.00 | 2,100.00 | 4,200.00 |
| Class C | | 600.00 | 1,500.00 | 3,000.00 |
| 4. Local Traders | | | | |
| Class A | PHP | 840.00 | 2,100.00 | 4,200.00 |
| Class B | | 480.00 | 1,200.00 | 2,400.00 |
| Class C | | 240.00 | 600.00 | 1,200.00 |
| Class D | | 48.00 | 120.00 | 240.00 |
| 5. Processors | | | | |
| Class A | PHP | 2,160.00 | 5,400.00 | 10,800.00 |
| Class B | | 1,370.00 | 3,425.00 | 6,850.00 |
| Class C | | 528.00 | 1,320.00 | 2,640.00 |
| 6. Classifier | PHP | 12.00 | 30.00 | 60.00 |

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| 5. Return to the RO or PO to present the Official Receipt (O.R) of the paid license for the processing and release of license | 5. Process the license 5.1. Recommends Approval of License 5.2. Approve the License | None | 3 minutes 2 minutes | Regional Licensing Officer, Regulatory Unit Office Regional Director or Authorized alternate signatories/ Office of the Regional Director |
| 6. Acknowledge receipt of the license | 6. Issue or release of the license | None | 5 minutes | Licensing Officer, Regulatory Unit Office |
| TOTAL PROCESSING TIME | | | 3 Days, 6 Hours and 30 minutes | |

**NOTE: License will be issued upon compliance with all requirements*



2. Issuance of Permit to Transport Fiber

Permit to Transport Fiber is a local permit secured by licensed stakeholders who wishes to transport fibers from one province to another province. The transaction is entirely within the country. The legal basis is pursuant to PhilFIDA Administrative Circular No.12, s 2020 “No person shall ship or transport fiber, whether baled or loose, from one province to another within the Philippine unless a Permit to Transport (PTF) covering such fibers is issued by the Regional Director or his authorized representative having jurisdiction of the place of origin of the fiber to be shipped”. The duration of the permit is for 5 days non-renewable.

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| Office or Division: | PhilFIDA Regional Office - Regulatory Unit - Standards |
| Classification: | Complex |
| Type of Transaction: | G2B – Government to Business |
| Who may avail: | All Licensed Stakeholders except Classifiers |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Permit to Transport Fiber (PTF) Form Original | PhilFIDA Regional Field Office or Provincial Field Office |
| 2. Information regarding particulars of fiber to be transport | Provided by Client |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|------------------|---|---|
| 1. Request for PTF issuance from PhilFIDA Regional Office (RO)/ Provincial Office (PO) | 1. Issue the PTF Form to applicant | None | 2 minutes | Fiber Inspector or other Authorized Issuing Officer/ RO or PO |
| 2. Submit complete set of information /data to the PhilFIDA Regional/ Provincial Office | 2. Check the entries for completeness of data | None | 5 minutes | Fiber Inspector or other Authorized Issuing Officer/ RO or PO |
| 3. Present the fibers to be transported for inspection and evaluation | 4. Conduct of ocular Inspection and evaluation of the fibers to be transported 4.1 Approval of the PTF | None None | 3 days & 6 hours | Fiber Inspector or other Authorized Issuing Officer/ RO or PO |
| 4. Acknowledge receipt of the PTF | 4. Issue/release the PTF | None | 3 minutes | Fiber Inspector or other Authorized Representative RO or PO |
| TOTAL | | | 3 days, 6 hours & 10 minutes | |



3. Issuance of Certificate of Fiber Inspection (CFI)

Certificate of Fiber Inspection is a certificate secured by licensed stakeholders who wishes to export raw fibers. The legal basis is pursuant to PhilFIDA Administrative Circular No.12, s 2020. “Grading baling establishments and other authorized entities shall secure the CFI from presently assigned inspector prior to exportation of raw fiber. In case of his absence the Regional Director or his authorized representative shall cause the approval and issuance of the certificate”.

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| Office or Division: | PhilFIDA Regional Office - Regulatory Unit - Standards |
| Classification: | Complex |
| Type of Transaction: | G2B – Government to Business |
| Who may avail: | All Licensed Stakeholders GBE and Trader-Exporter |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Certificate of Fiber Inspection (CFI) Form | PhilFIDA Regional Field Office or Provincial Field Office |
| 2. Information regarding particulars of fiber to be transport | Provided by Client |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|---|--------------------------|
| 1. Request for CFI issuance from PhilFIDA Regional Office (RO)/ Provincial Office (PO) | 1. Issue the CFI to applicant | None | 2 minutes | Fiber Inspector RO or PO |
| 2. Submit complete set of information/data to the PhilFIDA Regional/ Provincial Office | 2. Check the entries for completeness of data | None | 5 minutes | Fiber Inspector RO or PO |
| 3. Present the fibers to be transported for inspection and evaluation | 3. Conduct of ocular Inspection and evaluation of the fiber bales to be transported 3.1 Approval of the CFI | None | 3 days & 6 hours | Fiber Inspector RO or PO |
| 4. Acknowledge receipt of the CFI | 4. Issue/release the CFI | None | 3 minutes | Fiber Inspector RO or PO |
| TOTAL | | | 3 days, 6 hours & 10 minutes | |

FEEDBACK AND COMPLAINTS MECHANISM

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| <p>How to send feedback?</p> | <p>Every visit of a client to any PhilFIDA office (Central Office, Regional Offices, Regional Satellite Office, Other Facilities), the Officer of the Day (OD)/Security Guard (SG) shall provide him/her with a Client Satisfaction Feedback Form (CSFF) to be accomplished in return for the goods and services provided. The CSFF includes information on the client’s profile (individual or group) and their corresponding satisfaction rating of what and how the goods and services they received were provided.</p> <p>The OD/SG collects and checks the filled out CSFF from the client after the latter had completed his/her business / transaction with the concerned office/unit. After checking by the OD/SG, the client shall be requested to drop the duly accomplished CSFF in the designated drop box. The Central Office, Regional Offices, Regional Satellite Office, Provincial Offices, Seedbanks, Laboratories and other facilities shall maintain a CSFF drop box to be placed strategically at the lobby or main entrance. The OD/SG shall ensure that all CSFFs are collected for proper CSF monitoring.</p> <p>For inquiries and clarifications clients may look for the contact no. found in the List of Offices.</p> |
| <p>How feedbacks are processed?</p> | <p>The Office of the Executive Director shall monitor and consolidate the results of the Client Satisfaction Feedback Ratings (CSFRs) of the Divisions on a monthly basis. For the Regional Offices and Regional Satellite Office, the Regional Director’s/OIC’s Offices shall likewise monitor and consolidate the results of the CSFR that will be submitted monthly to the Office of the Executive Director.</p> <p>The Regional Planning Officer (RPO) and the Regional Satellite Planning Officer (RSPO) shall assist the Office of the Regional Director/OIC’s in the processing and reporting of the results of the CSFR. The RPO and RSPO shall furnish a copy of said report together with the details to the Project Monitoring and Evaluation Section (PMES) of the Planning Division. A copy of the template for reporting shall be provided to the Regional Offices & Regional Satellite Office for uniformity.</p> <p>The accomplished CSFF from the drop boxes shall be retrieved/collected every first working day of the following month. Results of the collected/consolidated data/CSFRs shall be analyzed by the Head Offices of the Central, Regional Offices and Regional Satellite Office. The CSFRs of the Central and Regional Offices shall be consolidated by the Office of the Executive Director to get the overall rating and general feedback of the clients of the Agency.</p> |

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| | <p>In the Central Office, the Office of the Executive Director shall forward to the concerned division/s the negative findings/feedback of clients for appropriate action/resolution. The head of the Regional Office & Regional Satellite Office, on the other hand, shall forward the negative findings/feedback from their clients to the unit/s concerned also for proper action/resolution. Immediate action shall be done by the concerned division/unit on the feedback/complaints received. The corresponding outcome shall be reported to the Executive Director/Regional Director/Other Regional Heads. The monthly consolidated reports shall be submitted to the Office of the Executive Director on or before the 4th day of the following month. A copy and details of the said report shall likewise be submitted to the Planning Division on the same date.</p> <p>Results of the CSF shall be reported/discussed by the Office of the Executive Director during the Management Review.</p> |
| <p>How to file a complaints?</p> | <p>The agency gets the client's feedback via the CSFF. A client upon his/her visit to any PhilFIDA office or facility is given a CSFF wherein he/she puts her rating on how the goods and services provided to him/her meets the expectation. The CSFF reflects the client's level of satisfaction or dissatisfaction. The client may also reflect his/her comments at the lower portion of the CSFF if he/she has other concerns for the management's action. Positive and negative comments are all welcome.</p> <p>Complaints can also be filed via e-mail. Client should make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence |
| <p>How complaints are processed?</p> | <p>The accomplished CSFFs are retrieved from the drop box every 1st working day of the following month. The CSFFs therein are being monitored by the Office of the Executive Director/Regional Heads on a monthly basis. For negative feedback, the Office of the Executive Director, Regional Head's Office / Division Heads shall call the attention of the operating unit/personnel concerned. Complaint/s shall be acted upon within three (3) days for simple transactions, seven (7) days for complex transactions and twenty (20) days for those which are highly technical. The corresponding actions taken and outcome shall be reported to the Executive Director, Regional Head, or Division Head concerned.</p> <p>Clients may also send other concerns/inquiries/clarifications directly to the Executive Director or to the concerned Heads of a Regional Office / Satellite Regional Office / Divisions listed in the List of Offices. The designated complaint Officer of the RO and PO opens the complaints drop box daily and evaluate each complaint.</p> |

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| Contact Information of ARTA, PCC & CCB | ARTA: complaints@arta.gov.ph 8478 5093 PCC: 888 CCB: 0908-881-6565 (SMS) |
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LIST OF OFFICES

| Central Office/Division | Address | Contact Information |
|---|---|--|
| Office of the Executive Director | 3rd Flr. DA-PCAF Bldg., Department of Agriculture, Elliptical Road, Diliman, Quezon City | Telephone No.: 441 – 4306 / (632) 273.AGRI (2474) (632) 928 87 56 to 65 Loc. 2650 (632) 721 98 04 E-mail: oad@philfida.da.gov.ph |
| Office of the Deputy Executive Director | | Telephone No.: 441 – 4306 / (632) 273.AGRI (2474) (632) 928 87 56 to 65 Loc. 2651 (632) 332 76 14 E-mail: oded@philfida.da.gov.ph |
| Administrative, Financial & Management Division | | Telephone No.: (632) 273.AGRI (2474) Local 2653 (HRDS) 2663 (Chief) 2657 (Cashier) (632) 470 69 29 (Accounting) E-mail: afmd@philfida.da.gov.ph |
| Planning Division | | Telephone No.: (632) 273.AGRI (2474) Local 2655 Telefax: (632) 441 40 80 E-mail: psd@philfida.da.gov.ph |
| Research Division | | Telephone No.: (632) 273.AGRI (2474) Local 2656 2664 Telefax: (632) 721 98 19 E-mail: research@philfida.da.gov.ph |
| Regulatory Division | | Telephone No.: (632) 273.AGRI (2474) Local 2658 Telefax: (632) 441 20 48 E-mail: regulatory@philfida.da.gov.ph |
| Fiber Utilization & Technology Division | BAI Compound, Visayas Avenue, Diliman Quezon City | Telefax No.: (0632) 920 04 27 E-mail: futd@philfida.da.gov.ph |
| Technical Assistance Division | Unit 304, R Residences, #23 Road 3 corner Road 9, Barangay Project 6, Quezon City | Telephone No.: 8721 3686 09190658380 E-mail: tad@philfida.da.gov.ph |
| Interim Fiber Engineering Division | Unit 310, R Residences, #23 Road 3 corner Road 9, Barangay Project 6, Quezon City | Telephone No.: 8721 3686 E-mail: ifed@philfida.da.gov.ph |

| Regional Office | Address | Contact Information |
|---------------------------------------|---|--|
| PhilFIDA Region I/II/CAR | 12-E Purok IV, Bakakeng Norte, Baguio City | Telephone No.: (077) 670-1864 / (074) 422-3785 E-mail: rsowangal@philfida.da.gov.ph |
| PhilFIDA Region IV/NCR | 3/F ATI Bldg., Elliptical Road, Diliman, Quezon City | Telephone No.: 8 920-8878 / (0632) 929-8562 / 920-9238 E-mail: roncr@philfida.da.gov.ph |
| PhilFIDA Region V | Bicol University Compd., Legazpi City | Telephone No. (052) 742 – 1511 / 481-1642 / 820-2481 E-mail: rolegaspi@philfida.da.gov.ph |
| PhilFIDA Regional Satellite Office VI | Jainga Cmpd., 272 Com. Civil Road, Jaro, Iloilo City | Telephone No.: (033) 320 - 4046 E-mail: rsoiloilo@philfida.da.gov.ph |
| PhilFIDA Region VII | Mezzanine Flr., LDM Bldg., M.J. Cuenco Ave., cor., Legaspi St., Cebu City | Telephone No.: (032) 253 – 9643 / 256-1664 E-mail: rocebu@philfida.da.gov.ph |
| PhilFIDA Region VIII | May E. Liu Bldg., Rosvenil Subd., B. Aquino Ave., Apitong, Tacloban City, Leyte | Telephone No.: (053) 888 – 2428 E-mail: rotacloban@philfida.da.gov.ph |
| PhilFIDA Region IX | Zone 2, Tiguma, Pagadian City | Telephone No.: (062) 215 - 4299 E-mail: ropagadian@philfida.da.gov.ph / fida_region9@yahoo.com |
| PhilFIDA Region X | #108 Zone 2, Brgy. Barra, Opol, Misamis Oriental | Telephone No.: (088) 231 - 3545 E-mail: rocagayan@philfida.da.gov.ph |
| PhilFIDA Region XI | 3/F GB CAM Bldg., Monteverde St., Davao City | Telephone No.: (082) 227 - 4544 E-mail: rodavao@philfida.da.gov.ph |
| PhilFIDA Region XIII | Purok 1A, Brgy. Pigdaulan, Butuan City | Telephone No.: (085) 226 – 5101 0951-039-8761 (Smart) 0997-499-0249 (Globe) E-mail: robotuan@philfida.da.gov.ph |