

CITIZEN'S CHARTER



National Dairy Authority

2017

Compiled by

SHAYNE C. BANDOLIN
Project Evaluation Officer II

Reviewed by

RENE MARTIN DE GUZMAN
CORPLAN Manager
Vice-Chair, NDA Taskforce ARTA

Endorsed by

NAOMI K. TORRETA
Deputy Administrator
Chair, NDA Taskforce ARTA

APPROVED

MARILYN B. MABALE
Administrator

TABLE OF CONTENTS

CITIZEN'S CHARTER

National Dairy Authority

CONTENT	PAGE
➤ VISION AND MISSION STATEMENTS	
➤ NDA COMMITMENTS	
➤ LIST OF NDA FRONTLINE SERVICES	
➤ DETAILS OF FRONTLINE SERVICES	
○ CORE SERVICES	
▪ Dairy Animal Loan Distribution	
▪ Purchase of Dairy Animals	
▪ Equipment Loan Distribution	
▪ Milk Processing Plant Leasing	
○ SPECIALIZED SERVICES	
▪ Milk Feeding Service	
▪ Product Development Service	
▪ Project Development Packaging Service	
▪ Procurement of Specialized Dairy Equipment/Dairy Animals	
○ TECHNICAL SERVICES	
▪ Dairy Production Service	
▪ Dairy Processing Technology Service	
○ LABORATORY SERVICES	
▪ Milk Testing	
▪ Animal Health Testing	
○ TRAINING SERVICES	
▪ Organizational Development Seminar	
▪ Lakbay-Aral	
▪ Financial Management	
▪ Value Formation	
➤ SYSTEMS & PROCEDURES ANALYSIS MATRIX	
➤ FEEDBACK FORM	
➤ FRONTLINE SERVICE PRIORITIZATION CRITERIA & RANKING RESULTS	
➤ COMPOSITION OF NDA TASKFORCE ARTA	



VISION & MISSION STATEMENTS

National Dairy Authority

VISION

A profitable, competitive and sustainable growing dairy industry built on financially viable business performance throughout the value chain, providing a good quality of life for farmers and ensuring consumers safe and quality milk and milk products by 2030.

MISSION

To provide leadership to the Philippine dairy industry in partnership with the private sector through the provision of well-crafted policy, science-based technical expertise, sound business support and effective management of dairy programs.



CORPORATE COMMITMENTS

National Dairy Authority

COMMITMENTS TO OUR LEGITIMIZING AUTHORITIES

NDA acknowledges various publics as its legitimizing authorities. Our performance is measured by our delivery of commitments to them

DAIRY FARMERS	Maximum Profitability
CHILDREN	Improved Nutrition
FILIPINO CONSUMERS	Good Value For Money Spent On Local Milk and Dairy Products
PRIVATE MILK PROCESSORS	Optimum Use of Local Milk Products
NDA PERSONNEL	Professional Growth and Incentives For Excellent Service
NATIONAL GOVERNMENT	Good Food For All At Affordable Prices
LOCAL GOVERNMENT UNITS	Livelihood Opportunities in the Delivery of Basic Services
CIVIL SOCIETY	Dairy As A Model of Asset Creation, Job Generation and Increased Income



LIST OF FRONT LINE SERVICES

National Dairy Authority

SERVICES OFFERED	FEES	FORMS	PROCESSING TIME (Under Normal Circumstances Per Transaction)	PERSON/S RESPONSIBLE
CORE SERVICES				
DAIRY ANIMAL LOAN DISTRIBUTION (IMPORTED &/OR LOCAL)	<ul style="list-style-type: none"> No application fees required 	<ul style="list-style-type: none"> Letter of Intent (LOI) to borrow and repay Farmer's profile Recipient's Evaluation Result Certificate of Readiness Appropriate MOA <ul style="list-style-type: none"> Palit-BAKA/ KALABAW Dairy Multiplier Farm (DMF) Bull Loan Male Calf Fattening 	<ul style="list-style-type: none"> Borrower & Area Assessment & preparatory activities at least thirty (30) days or depending on how fast the requisites are complied with 	Respective PDOs per NDA Area Office
PURCHASE OF DAIRY ANIMALS	<ul style="list-style-type: none"> No application fees required 	<ul style="list-style-type: none"> Purchase Request Animal Evaluation Result with price estimate Certificate of Ownership of Large Cattle of animal offered for sale Purchase Order Budget Utility Slip Disbursement Voucher Acknowledgement Receipt 	1 week	Respective PDOs per NDA Area Office



LIST OF FRONT LINE SERVICES

National Dairy Authority

SERVICES OFFERED	FEES	FORMS	PROCESSING TIME (Under Normal Circumstances Per Transaction)	PERSON/S RESPONSIBLE
EQUIPMENT LOAN DISTRIBUTION	<ul style="list-style-type: none"> • No application fees required 	<ul style="list-style-type: none"> • Letter of Intent (LOI) to borrow and repay • Borrower's Profile • Borrower's Evaluation Result • Appropriate MOA <ul style="list-style-type: none"> ○ Milking Machine ○ Milk Cans ○ Cooling Tanks ○ Chillers ○ Freezers ○ Refrigerators ○ Generator ○ Pasteurizer ○ Homogenizer ○ Sealing Machine 	1 week	Respective PDOs per NDA Area Office
MILK PROCESSING PLANT LEASING	<ul style="list-style-type: none"> • No application fees required 	<ul style="list-style-type: none"> • Letter of Intent (LOI) to borrow and repay • Borrower's Profile • Borrower's Evaluation Result • Plant Design, Cost & Site Evaluation • Business Plan 	1 month	Respective PDOs per NDA Area Office backed up by the Technical Services, Head Office.



LIST OF FRONT LINE SERVICES

National Dairy Authority

SERVICES OFFERED	FEES	FORMS	PROCESSING TIME (Under Normal Circumstances Per Transaction)	PERSON/S RESPONSIBLE
SPECIALIZED SERVICES				
Milk Feeding Service (Processing of application and/or request in the conduct of MFP)	<ul style="list-style-type: none"> • No application fee required • Actual MFP implementation is subject to availability of funds/counterpart funds equivalent to Php 1,320 per child-beneficiary • Monitoring/Service Fee @ 3% of total MFP budget • Milk Lab Fee (refer to attached lab fee schedule) 	<ul style="list-style-type: none"> • Written Letter of Intent • MFP Flyers • Laboratory Request Form (for coop milk supplier) • MOA, PR, PO, BUS (for fund source/transfer/counterpart) • MFP Monitoring Tool • Nutritional Profile (Pre-Weighing Data) • Nutritional Profile (Mid-Weighing) • Nutritional Profile (Final Weighing) 	<ul style="list-style-type: none"> • Initial inquiry including MFP overview: 20-30 minutes • Area assessment & preparatory activities at least thirty (30) days or depending on how fast the requisites are complied with • Actual conduct of MFP: 120 feeding days or at least six (6) months @ 20 days per month 	MFP Coordinator/s (overall, field office & counterpart)
Product Development Services (Processing of application and/or request)	<ul style="list-style-type: none"> • No application fee required • Actual conduct of product development is subject to availability of funds/ counterpart funds equivalent to project cost including laboratory fees (based on attached lab fee schedule) 	<ul style="list-style-type: none"> • Written letter-request • MOA, PR, PO, BUS (for fund source/transfer, if applicable, including materials procurement) 	<ul style="list-style-type: none"> • Initial inquiry including project cost estimates: 20-30 minutes • Actual conduct of product development: At least one(1) week, depending on the extent of service 	<ul style="list-style-type: none"> • Dairy/Food Technologist • Laboratory personnel



LIST OF FRONT LINE SERVICES National Dairy Authority

SERVICES OFFERED	FEES	FORMS	PROCESSING TIME (Under Normal Circumstances Per Transaction)	PERSON/S RESPONSIBLE
<p style="text-align: center;">Project Development Packaging</p>	<ul style="list-style-type: none"> • No application fee required • 10% of total project cost 	<ul style="list-style-type: none"> • Written letter-request • MOA, PR, PO, BUS (for fund source/transfer, if applicable, including materials procurement) 	<ul style="list-style-type: none"> • Initial inquiry including project cost estimates: 20-30 minutes • Actual project development packaging: At least Six (6) months, depending on the extent of service 	<p style="text-align: center;">Project Development Service Team</p>
<p style="text-align: center;">Procurement Of Specialized Dairy Equipment/Dairy Animals</p>	<ul style="list-style-type: none"> • No application fee required • 10% of total project cost 	<ul style="list-style-type: none"> • Written letter-request • MOA, PR, PO, BUS (for fund source/transfer, if applicable) • Bid documents, if and when applicable 	<ul style="list-style-type: none"> • Initial inquiry including project cost estimates: 20-30 minutes • Actual procurement: • At least One (1) month, depending on nature of procurement and the extent of service 	<ul style="list-style-type: none"> • Concerned Administrative Division Personnel • Bids and Awards Committee



LIST OF FRONT LINE SERVICES

National Dairy Authority

SERVICES OFFERED	FEES	FORMS	PROCESSING TIME (Under Normal Circumstances Per Transaction)	PERSON/S RESPONSIBLE
------------------	------	-------	---	-------------------------

TECHNICAL SERVICES

<p>Dairy Production Services (Animal Health, Dairy Husbandry Management, Animal Nutrition, Pasture Development)</p>	<ul style="list-style-type: none"> No application fee required Supplies and materials used in the service are for the account of the client Laboratory Fees (based on attached milk and animal lab fee schedule) 	<ul style="list-style-type: none"> Written letter-request or via electronic mail (Phone calls or text messages are accepted during emergency cases) 	<ul style="list-style-type: none"> At least one (1) week (depending on the extent of service and manner of communication used} 	<p>Concerned Technical Officer in the area/Central Office</p>
<p>Dairy Processing Technology (Product Demonstration, Milk Quality Assurance Program)</p>	<ul style="list-style-type: none"> No application fee required Supplies and materials used in the service are for the account of the client Laboratory Fees (based on attached milk and animal lab fee schedule) 	<ul style="list-style-type: none"> Written letter-request or via electronic mail (Phone calls or text messages are accepted during emergency cases) 	<ul style="list-style-type: none"> At least two (2) days depending on the number and type of products 	<p>Concerned Dairy Technologist in the area/ Central Office</p>



LIST OF FRONT LINE SERVICES

National Dairy Authority

SERVICES OFFERED	FEES	FORMS	PROCESSING TIME (Under Normal Circumstances Per Transaction)	PERSON/S RESPONSIBLE
LABORATORY SERVICES				
Microbiological Milk Analysis (Total Plate Count, Coliform Count, E- coli Count, S. aureus Count)	Please refer to the attached Schedule of Fees	<ul style="list-style-type: none"> Request for Laboratory Services (RLS) Form Laboratory Billing Statement (LBS) 	Five (5) days	Laboratory Personnel
Physico-Chemical Analysis of Milk (Fresh Milk Determination of Butterfat, Milk Solids Not Fat, Total Solids, pH)	Please refer to the attached Schedule of Fees	<ul style="list-style-type: none"> Request for Laboratory Services (RLS) Form Laboratory Billing Statement (LBS) 	Three (3) Hours	Laboratory Personnel
Animal Health Test (Somatic Cell Count, Antibiotic Residue Test, Brucella Test, Hematocrit Determination, Blood Parasite Examination, Bacterial Isolation)	<ul style="list-style-type: none"> Please refer to the attached Schedule of Fees 	<ul style="list-style-type: none"> Request for Laboratory Services (RLS) Form Laboratory Billing Statement (LBS) 	Minimum of Two(2) hours to maximum of Five (5) days	Laboratory Personnel
TRAINING SERVICES				
<ol style="list-style-type: none"> Organizational Development Seminar & Entrepreneurial Training Lakbay-Aral Financial Management Training Value Formation Training 	<ul style="list-style-type: none"> No application fee required Training supplies and materials, transportation, food and accommodations shall be for the account of the client, subject to availability of funds or may be co-shared with the client. 	<ul style="list-style-type: none"> Written letter-request or via electronic mail Training Design/Course Outline, PR, PO, BUS MOA (when applicable) Training Manual 	One (1) month	Coop Focal Persons/Training Team



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

DAIRY ANIMAL LOAN DISTRIBUTION

Schedule of Availability of Service	Monday - Friday 8:00 am - 5:00pm without noon break
Who may avail of the service	Dairy Farmers, Dairy Cooperatives, Non-Government Organizations, Socio-Civic Organizations, Religious Organizations, Private Individuals
What are the requirements	<ul style="list-style-type: none"> • Letter of Intent (LOI) to avail of dairy animals and payback plan. • Readiness to engage in dairy production • Experience in large ruminants operation; animal husbandry • Willingness to insure and secure the animals • Capacity to provide the needed dairy inputs such as: Land for forage development (one hectare to 3-5 animals), Cowshed, Forages (grasses and various kinds of legumes), Steady supply of potable water and source of electricity, Farm accessibility to 4-wheeled vehicles, Capability to supply concentrates and other farm inputs
Duration	SIX (6) MONTHS AFTER COMPLETING TECHNICAL & SOCIAL PREPARATION
Fee	No application fee required. Once qualified to receive dairy animals, will pay for the value of the animals including the transportation/delivery cost from quarantine site to the farm area.



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF DAIRY ANIMAL LOAN...

Step	Applicant/Client	Service Provider	Duration of Activity	Person/s In Charge	Form
1	Send/submit Letter of Intent (LOI) to participate in Dairy and request for a dairy project orientation (specifying date of orientation & contact no.)	Receives the LOI. Forward the letter to the Regional Manager for tasking.	5 minutes	Information Officer/Exec Asst.	Letter of Intent (LOI)
2		Provides the client with NDA brochure on Dairy Cattle for Beginners. Give a brief overview on Dairy.	1 hour	Information Officer/Exec Asst.	
3		Advises the client to follow-up for feedback within seven (7) working days.	5 minutes	Information Officer/Exec Asst.	
4	Follow-up feedback on request thru text or phone call	Receives call and advise the client on the date of dairy orientation & what to prepare (e.g. venue, food for pax, sound system, board, pens, etc..)	5 minutes	Initiation Team/PDO	
5		Conducts dairy project orientation, site scanning and cooperative profiling	1 day	Initiation Team/PDO Assigned	
6	Submit LOI to avail of dairy animal with list of interested recipients, no. of animals, either imported or island-born animals	Receives LOI. Forward the letter to the Regional Manager for information and review.	5 minutes	Information Officer/Exec. Asst.	Letter of Intent (LOI)
7		Conducts initial Individual farm evaluation/inspection	1 day	Initiation Team/PDO Assigned	
8		Conducts of Dairy Planning Workshop	1 day	Initiation Team/PDO Assigned	
9		Conducts Basic Husbandry Course	2 days	Initiation Team/PDO Assigned/Training Officer	



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

10		Facilitates Lakbay-Aral or dairy farm visits	1 day	Initiation Team/PDO Assigned/Training Officer	
11		Conducts Final Individual Farm Inspection	1 day	Initiation Team/ PDO Assigned/Loan Officer	Farm Inspection Report
12		MOA Discussion	$\frac{1}{2}$ day	Loan Officer/Initiation Team/PDO Assigned	MOA
13	Submit documents required for MOA (Board Resolution, CTC or Driver's License no. or any valid Identification Card, Farmers Profile)	Receives documents submitted.	5 minutes	Loan Officer/PEO	
14	Sign MOA and receive animals	Facilitates MOA signing and animal distribution	1 day	PDO in charge of the area & Loan Officer	MOA & Acknowledge Receipts
End of Transaction					

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

MILK FEEDING SERVICE							
Schedule of Availability of Service	Monday - Friday 8:00 am - 5:00pm without noon break						
Who may avail of the service	Senators and Congressmen, Governors, Mayors, Barangay Chairs, Non-Government Organizations, Socio-Civic Organizations, Religious Organizations, Private Individuals						
What are the requirements	<ul style="list-style-type: none"> Preliminary: Letter of Intent (indicating among others, a profile of the prospective children beneficiaries and fund source) Benchmark profile of beneficiaries (Height, Weight and Nutritional Status) MOA for funding and/or fund counter-parting Sangguniang Panlalawigan/Bayan Resolution for fund support, in the case of PGUs/LGUs, 						
Duration	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Preliminary Inquiries (including program overview)</td> <td style="text-align: center;">20 - 30 minutes:</td> </tr> <tr> <td style="text-align: center;">Actual implementation of milk feeding</td> <td style="text-align: center;">120 feeding days or at least six (6) months at 20 days per month</td> </tr> <tr> <td style="text-align: center;">Area Assessment and Preparatory Activities</td> <td style="text-align: center;">One (1) Month or depending on completion of requisites</td> </tr> </table>	Preliminary Inquiries (including program overview)	20 - 30 minutes:	Actual implementation of milk feeding	120 feeding days or at least six (6) months at 20 days per month	Area Assessment and Preparatory Activities	One (1) Month or depending on completion of requisites
Preliminary Inquiries (including program overview)	20 - 30 minutes:						
Actual implementation of milk feeding	120 feeding days or at least six (6) months at 20 days per month						
Area Assessment and Preparatory Activities	One (1) Month or depending on completion of requisites						
Fee	Appropriate milk lab service fees; Monitoring Fee at 3% of MF Budget						

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE MILK FEEDING SERVICE...

Step	Applicant/Client/Milk Supplier	Service Provider	Duration of Activity	Person/s In Charge	Form
1	Inquires from the Milk Feeding Unit Program Unit (MFPU) thru personal appearance, e-mail, phone call or text message on the requirements and mechanics of the feeding program implementation	Provides the client with the list of documentary requirements and provides a program overview including the mechanics of implementation. Gets contact persons & numbers of client	20 - 30 minutes	MFPU Officer	MFP Flyers
2	Submits Letter of Intent	Prepares response letter and/or communicates thru email, phone, or text messages	10 minutes	MFPU Officer	Pro-forma letter of response
3	Submits requirements	Acknowledges receipt of requirements and reviews all documents/requirements	10 minutes	MFPU Officer	Nutritional Profile (Pre-Weighing Data)
4	For potential Milk Suppliers: Submits milk samples and other production related documents (dairy cooperatives)	Informs most possible qualified cooperative suppliers to submit milk samples for laboratory analyses. NDA Laboratory analyzes the milk samples.	5 minutes per cooperative	MFPU Officer/ NDA QC Laboratory	Request for Laboratory Service (RLS) Form
5	Convenes PGU/LGU/NGO/DepEd nutrition and health workers, parents and beneficiaries for a pre-set orientation seminar	Conducts program orientation detailing the roles and responsibilities of all collaborating entities and how the program will be implemented for 120 feeding days during week days (Mondays to Fridays).	1 hour	MFPU Officer/s	
6	Deworms identified beneficiaries	Confirms/validates with MFP focal person at the PG/LGU/NGO/DepEd nutrition and health workers level completion of the deworming activities.	Contingent on the collaborator's performance	Rural Health Unit/ DepEd Health and Nutrition Staff	



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

7	Assists in the preparation of MOA with NDA including other documents required	Finalizes the MOA, Purchase Request (PR), Purchase Order(PO) and Budget Utilization Slip (BUS)	30 days	MFPU Officer/s	PR, PO, BUS
8	Signs and notarizes MOA	Routes MOA for signature of client and cooperative supplier	Depends on the location of client's office	MFPU Officer/s	
9	Launches program thru ceremonial milk toast	Advocates milk feeding program during the ceremony	1 hour	Manager/ Administrator	
10	Cooperative supplier conducts regular milk delivery	Conducts periodic field visits to monitor milk quality and prompt milk deliveries	1-2 hours	MFPU Officer/s	MFP Monitoring Tool
11	Conducts Mid-Weighing	Observes and assists in the mid -weighing of beneficiaries after 60 th day	Depends on number of children per feeding center	MFPU Officer/s, MNAO, BNSs/BHWs	Nutritional Profile (Mid-Weighing)
12	Submits Final Weighing and terminal report upon completion of 120-day feeding period	Reviews baseline /endline data and consolidates nutritional progress report submitted by client		MFPU Officer/s	Nutritional Profile (final Weighing)
End of Transaction					



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

PRODUCT DEVELOPMENT SERVICE		
Schedule of Availability of Service	Monday - Friday 8:00 am - 5:00pm without noon break; will entertain preliminary inquiries through e-mail, phone call or text message	
Who may avail of the service	Dairy Farmers/Milk Producers/Dairy Farm Owners, Dairy Cooperatives, Dairy Processing Plants, Students/Researchers, Other Interested Clients For those who need: <ul style="list-style-type: none"> • to reformulate their dairy product • sourcing of raw materials, ingredients/substitute ingredients and ingredients functionality • sourcing of packaging materials and labeling requirements • sourcing of dairy implements • milk products local and international quality standards 	
What are the requirements	Letter of Intent <ul style="list-style-type: none"> • The product to be developed must be milk-based or the major component of the product is milk • Brief description of the product to be developed and extent of product development requested 	
Duration	Preliminary Inquiries	20 - 30 minutes:
	Product Assessment and Preparatory Activities	One (1) Month or depending on completion of requisites
	Actual conduct on product to be developed	At least fifteen (15) days or depending on nature and extent of product development.
Fee	Appropriate milk lab service fees	



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE PRODUCT DEVELOPMENT SERVICE...

Step	Applicant/Client/Milk Supplier	Service Provider	Duration of Activity	Person/s In Charge	Form
1	<ul style="list-style-type: none"> Inquires from the Milk Laboratory Unit thru personal appearance, e-mail, phone call or text message on the requirements and mechanics of availing product development service 	<ul style="list-style-type: none"> Provides the client an overview on product to be developed including the mechanics of availing of the service Gets contact persons & numbers of client 	20 - 30 minutes	Laboratory Officer/s	
2	<ul style="list-style-type: none"> Submits Letter of Intent 	<ul style="list-style-type: none"> Prepares response letter and/or communicates thru email, phone, or text messages 	10 minutes	Laboratory Officer/s	Pro-forma letter of response
3	<ul style="list-style-type: none"> Submits/complete requirements 	<ul style="list-style-type: none"> Acknowledges receipt of requirements and reviews all documents/ requirements 	10 minutes	Laboratory Officer/s	
4	<ul style="list-style-type: none"> Reviews and signs MOA to be executed with NDA 	<ul style="list-style-type: none"> Finalizes the MOA, Purchase Request (PR), Purchase Order(PO) and Budget Utilization Slip (BUS) and provides cost estimate of product development 	7 days	Laboratory Officer/s	Pro-forma MOA, PR, PO, BUS
5	<ul style="list-style-type: none"> Client arranges for the funding of product development activities 	<ul style="list-style-type: none"> Conducts actual product development study 	Depends on the nature and extent of product development activities to be taken	Laboratory Officer/s	
End of Transaction					

* Provision of service is dependent on availability of equipment and ingredients.



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

PROJECT DEVELOPMENT/PACKAGING SERVICE					
Schedule of Availability of Service	Monday - Friday 8:00 am - 5:00pm without noon break; preliminary inquiries maybe through e-mail, phone call or text message				
Who may avail of the service	Dairy farmers/cooperatives or Private Entities/Individuals, who will: <ul style="list-style-type: none"> • Undertake a feasibility study for a dairy development project as a result of an evaluation of concept paper, pre-feasibility study or project proposal; and • Engage in a particular dairy investment option 				
What are the requirements	The request for the service must be in writing indicating the full name and address of the requesting entity and the submission of the following: <ul style="list-style-type: none"> • Certified true copy of registration of the requesting party • Copy of the concept paper, pre-feasibility study or project proposal 				
Duration	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Filing of Request for Project Development/Packaging</td> <td style="text-align: center;">10 minutes:</td> </tr> <tr> <td style="text-align: center;">Preparation and Development of the Project Feasibility Study</td> <td style="text-align: center;">At least five (5) months or depending on nature and extent of project to be developed/packaged.</td> </tr> </table>	Filing of Request for Project Development/Packaging	10 minutes:	Preparation and Development of the Project Feasibility Study	At least five (5) months or depending on nature and extent of project to be developed/packaged.
Filing of Request for Project Development/Packaging	10 minutes:				
Preparation and Development of the Project Feasibility Study	At least five (5) months or depending on nature and extent of project to be developed/packaged.				
Fee	<ul style="list-style-type: none"> • For F/S with total project cost > P1 million, total project development cost is P100,000 or 10% of total project cost whichever is higher (5% of the 10% will be utilized for mobility expense of the Team) • The project development fee per component shall be charged upon acceptance of the output as duly certified by the client which will become the components of the Final Feasibility Study and Business Plan 				

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE PROJECT DEVELOPMENT/PACKAGING SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity*	Person in Charge	Form
1	Files/submits the request including other required documents	Receives the request and other documents. Prepares MOA	10 minutes	NDA Officer-of the-Day and/or Project Development Service Team	Letter of Intent (LOI)/MOA
2	Executes MOA with the NDA	Conducts an evaluation of the proposed project area	One Month	NDA Project Development Service Team	
3		Prepares the F/S with the following components: Technical Assumptions, Parameters Analyses and Modifications; Market analysis and Projections; Investment Requirement, Income, Cash Flow Analyses and Projections; On-Site Project Development	One Month for each component	NDA Project Development Service Team	
4	Obtains and evaluates the prepared F/S on its completeness in form and substance	Submits the proposal to the requesting entity	One week after completion of F/S	NDA Project Development Service Team	
5		Conducts revisions upon the request of the client	One Month	NDA Project Development Service Team	
End of Transaction					



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

PROCUREMENT OF SPECIALIZED DAIRY EQUIPMENT/DAIRY ANIMALS	
Schedule of Availability of Service	Monday - Friday 9:00 am - 4:00pm; preliminary inquiries maybe through e-mail, phone call or text message
Who may avail of the service	Dairy farmers, Dairy Cooperatives, Dairy Federations, NGOs & Private Institutions involved in dairy, Government Entities collaborating with the NDA
What are the requirements	Letter of Intent addressed to the Administrator duly signed by the requesting party (or authorized representative) stating the following: <ul style="list-style-type: none"> • Type/description of equipment/animal • Number needed • Commitment to purchase the said equipment/animals (In the case of cooperatives or institutions, this must be supported with an authority to enter into negotiations with the NDA)
Duration	Minimum of ninety (90) calendar days
Fee	<ul style="list-style-type: none"> • For Coops, no fee • For Non-Coops: Administrative fee equivalent to 5% of total project cost

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE PROCUREMENT SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form
1	Submits Letter of intent and commitment	Receives LOI and advises client on the mechanics of procurement	5 - 10 minutes	Records Officer and Finance & Administrative Department staff	Letter
2	Meets with NDA about client's needs	Assists in identifying the required/proper specifications for the dairy equipment/animals	1 to 2 hours	Operations Manager and Admin/Finance Manager	
3	For non-coops: Executes MOA with the NDA for fund transfer and procurement of equipment/animal.	Finalizes the MOA, Purchase Request (PR), Purchase Order(PO) and Budget Utilization Slip (BUS)	7 days	Finance & Administrative Department	MOA
4		Preparation and processing of Purchase Request	2 to 4 hours	Secretary of Operations Manager	
5		Conduct of public bidding	15-20 days	Bids & Awards Committee	Bid Documents
6		Evaluation of tender docs by TWG & end user	3-5 days	Technical Working Group	Bid Documents
7		Awards to winning bidder & facilitates issuance of PO	3-5 days	Procurement Unit	Notice of Award & PO
8		Applies for Letter of Credit with designated Bank	1 week	Admin & Fin Mgr	Letter of Credit



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

9		Secures necessary import permits and clearances from BAI, BOI, BIS, NEDA, DOF	3 weeks	Admin & Fin Department Staff	Pro-forma Documents
10		Facilitates release of goods from Bureau of Customs with the assistance of licensed broker	1 week	Admin & Fin Department Staff	Pro-forma Documents
11	Supplier/Contractor delivers the goods	Inspects and accepts goods, if in order, and rejects if otherwise	At least 3-4 weeks or depending on the nature and type of goods	Procurement Unit	
12		Informs concerned clients of the availability of the goods	1 day	Operations Manager & Admin/Fin Manager	Letter
13	For the Coops: Executes loan contract with the NDA For the Non-Coops: Inspects and accepts the foods if in order and settles the remaining obligations he has with the NDA.	For the Coops: Delivers the goods to the client and monitors periodically the payment thereof For the Non Coops: Delivers the goods to the client upon full settlement of the payment for the goods..	At least 7 days or depending on the nature and type of goods	Cashier/Finance & Administrative Staff	Official/ Acknowledgement Receipt
End of Transaction					

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

DAIRY PRODUCTION SERVICES (ANIMAL HEALTH, DAIRY HUSBANDRY MANAGEMENT, ANIMAL NUTRITION & PASTURE MANAGEMENT)		
Schedule of Availability of Service	Monday - Friday 8:00am - 5:00pm; no noon break; preliminary inquiries maybe through e-mail, phone call or text message	
Who may avail of the service	Existing and prospective dairymen, Extension Agents, Local Government Units, (Governors, Mayors, Barangay Levels), Non-Government Organizations, Socio-Civic Organizations, Other Interested Clients	
What are the requirements	Letter of Intent (indicating among others, a profile of the client as well as purpose for availing of the service)	
Duration	Preliminary Inquiries (including program overview)	20 - 30 minutes
	Area Assessment and Preparatory Activities	At least one (1) day or depending on type and nature of technical assistance
	Actual conduct of technical assistance	At least one (1) day or depending on type and nature of technical assistance
Fee	<ul style="list-style-type: none"> No fees required. Supplies & materials for the account of the client. Food, transportation and lodging of the technical person may be borne by the client or provided free of charge, subject to availability of NDA funds 	

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE DAIRY PRODUCTION SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Form
1	Inquires thru personal appearance, e-mail, phone call or text message on the requirements and mechanics of availing technical services	Provides the client with a program overview including the mechanics of implementation. Gets contact persons & numbers of client	5 - 10 minutes	Officer of the Day for receiving request; Operations Department thru concerned technical person for evaluation of request	
2	Submits Letter of Intent	Prepares response letter and/or communicates thru email, phone, or text messages	10 minutes	Operations Department thru concerned technical person and/or field office, whichever is applicable, for evaluation of request	Letter of Intent (LOI)
3	Arranges for the funding of technical service activities	Identifies the type of technical support to be provided and provides cost estimates entailed in availing such service	At least One (1) Day , depending on the type and nature of intervention	Operations Department thru concerned technical person and/or field office, whichever is applicable	Cost Estimate Form
4	Participates in the conduct of the technical service	Conducts the technical service	At least One (1) Day , depending on the type and nature of intervention	Operations Department thru concerned technical person and/or field office, whichever is applicable	
End of Transaction					

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

DAIRY PROCESSING TECHNOLOGY SERVICES (MILK & MILK PRODUCTS HANDLING, HYGIENE & SANITATION, DAIRY TECHNOLOGY & MILK PROCESSING)		
Schedule of Availability of Service	Monday - Friday 8:00am - 5:00pm; no noon break; preliminary inquiries maybe through e-mail, phone call or text message	
Who may avail of the service	Existing and prospective dairy cooperative members, students, private entrepreneurs, Extension Agents, Local Government Units (Governors, Mayors, Barangay Levels), Non-Government Organizations, Socio-Civic Organizations, Other Interested Clients	
What are the requirements	Letter of Intent (indicating among others, a profile of the client as well as purpose for availing of the service)	
Duration	Preliminary Inquiries (including program overview)	20 - 30 minutes
	Area Assessment and Preparatory Activities	At least one (1) day or depending on type and nature of technical assistance
	Actual conduct of technical assistance	At least one (1) day or depending on type and nature of technical assistance
Fee	<ul style="list-style-type: none"> • No fees required. • Supplies & materials for the account of the client. • Food, transportation and lodging of the technical person may be borne by the client or provided free of charge, subject to availability of NDA funds 	

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE DAIRY PROCESSING SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Form
1	<ul style="list-style-type: none"> Inquires thru personal appearance, e-mail, phone call or text message on the requirements and mechanics of availing technical services 	<ul style="list-style-type: none"> Provides the the client with a program overview including the mechanics of implementation. Gets contact persons & numbers of client 	5 - 10 minutes	Officer of the Day for receiving request; Operations Department thru concerned Dairy Technologist for evaluation of request	
2	<ul style="list-style-type: none"> Submits Letter of Intent 	<ul style="list-style-type: none"> Prepares response letter and/or communicates thru email, phone, or text messages 	10 minutes	Operations Department thru concerned Dairy Technologist and/or field office, whoever is applicable, for evaluation of request	Letter of Intent (LOI)
3	<ul style="list-style-type: none"> Arranges for the funding of technical service activities 	<ul style="list-style-type: none"> Identifies the type of technical support to be provided and provides cost estimates entailed in availing such service 	At least One (1) Day , depending on the type and nature of intervention	Operations Department thru concerned Dairy Technologist and/or field office, whoever is applicable	Cost Estimate Form
4	<ul style="list-style-type: none"> Participates in the conduct of the technical service 	<ul style="list-style-type: none"> Conducts the technical service 	At least One (1) Day , depending on the type and nature of intervention	Operations Department thru concerned Dairy Technologist and/or field office, whoever is applicable	
End of Transaction					

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

MILK TESTING SERVICES (MICROBIOLOGICAL & PHYSICO-CHEMICAL ANALYSES OF MILK)			
Schedule of Availability of Service	Monday - Friday 8:00am - 5:00pm; no noon break;		
Who may avail of the service	Dairy Farmers/Milk Producers/Dairy Farm Owners, Dairy Cooperatives, Dairy Processing Plants, Students/Researchers, Other Interested Clients		
What are the requirements	<ul style="list-style-type: none"> • Properly accomplished Request for Laboratory Services Form (RLSF) (Please refer to sample RLSP) • Requirements of samples for analysis: <ul style="list-style-type: none"> ○ Temperature of raw and pasteurized milk samples must be 2-4 °C ○ Sample packaging must be sealed. ○ The sample must be properly labeled. (Please indicate the name and address/contact number of the product source, the expiry date/production date). ○ Sample size for microbiological analyses should not be less than 500ml. ○ Sample size for fresh milk analyses should not be less than 1,000ml or 1 L. 		
Duration	For Microbiological Analyses)	Five (5) Days	
	For Physico-chemical Analyses	Three (3) Hours	
Fee	<ul style="list-style-type: none"> • Appropriate laboratory/testing fees per sample: 		
	TYPE OF TEST	CLIENT A (farmers/coops)	CLIENT B (private/non-coop members)
	A. Physico-Chemical Test	Fat Determination	392.00
		Solids-Non-Fat Determination	44.80
		Total Solid Determination	44.80
		pH	44.80
	B. Microbiological Test	Total Plate Count	168.00
		Coliform and E.coli Count	638.40
		Bacterial Isolation (S. aureus)	492.80
		285.60	1,008.00
		649.60	



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE MILK TESTING SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form
1	<ul style="list-style-type: none"> Proceeds to Laboratory Office 	<ul style="list-style-type: none"> Provides a short brief on the services, requirements and fees. 	10 minutes	Laboratory Personnel	
2	<ul style="list-style-type: none"> Fills up the Request for Laboratory Services (RLS) form indicating name and address, laboratory tests requested, number of samples, sample description, packaging and code, signature and other Instructions. 	<ul style="list-style-type: none"> Reviews the (RLSF) and computes costs of analyses requested. 	20 minutes	Laboratory Personnel	RLS Form
3	<ul style="list-style-type: none"> Submits the sample. 	<ul style="list-style-type: none"> Checks the sample. Issues the Laboratory Billing Statement. Gives schedule for the release of result. 	10 minutes	Laboratory Personnel	Laboratory Billing Statement (LBS)
4	<ul style="list-style-type: none"> Proceeds to the cashier to pay the fees. 	<ul style="list-style-type: none"> Issues Official Receipt. 	10 minutes	NDA Cashier	
End of Transaction					

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

FOR MICROBIOLOGICAL ANALYSES					
Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees
1		<ul style="list-style-type: none"> Prepares glassware for cleaning. 	3 hours (Mon)	Laboratory Personnel	
2		<ul style="list-style-type: none"> Prepares media and buffer solution. 	3 hours (Mon)	Laboratory Personnel	
3		<ul style="list-style-type: none"> Sterilizes glassware, media and buffer solution Allows cooling. 	8 hours (Tue)	Laboratory Personnel	
4		<ul style="list-style-type: none"> Sterilizes laminar flow and working area. 	3 hours (Wed)	Laboratory Personnel	
5		<ul style="list-style-type: none"> Labels plates Prepares sample Conducts dilution, inoculation and media solidification. 	3 hours (Wed)	Laboratory Personnel	
6		<ul style="list-style-type: none"> Subjects sample for incubation 	48 hours (Thu & Fri)	Laboratory Personnel	
7		<ul style="list-style-type: none"> Undertakes plate counting, recording and result report preparation 	1 hour (Fri)	Laboratory Personnel	
8	Presents Official Receipt & gets the official result of the test from the laboratory	<ul style="list-style-type: none"> Records the OR number and releases the laboratory result. 	10 minutes	Laboratory Personnel	
End of Transaction					

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

FOR PHYSICO-CHEMICAL ANALYSES					
Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form
1		<ul style="list-style-type: none"> Conducts cleaning, calibration and preparation of the milk analyzer 	1 hour	Laboratory Personnel	
2		<ul style="list-style-type: none"> Prepares sample 	20 minutes	Laboratory Personnel	
3		<ul style="list-style-type: none"> Reads sample and prepares report 	40 minutes	Laboratory Personnel	
4	<ul style="list-style-type: none"> Presents Official Receipt & gets the official result of the test from the laboratory 	<ul style="list-style-type: none"> Records the OR number and releases the laboratory result. 	10 minutes	Laboratory Personnel	
End of Transaction					

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

ANIMAL HEALTH TESTING SERVICES (SOMATIC CELL COUNT, ANTIBIOTIC RESIDUE TEST, BRUCELLA TEST, HEMATOCRIT DETERMINATION, BLOOD PARASITE EXAMINATION & BACTERIAL ISOLATION)																
Schedule of Availability of Service	Monday – Friday 8:00 am – 12:00 Noon [Except for Bacterial Isolation, every Monday only, 8:00 am – 12:00 Noon]															
Who may avail of the service	Dairy Farmers, Dairy Plant Management, Field Veterinarians, Field Technicians, Researchers															
What are the requirements	<ul style="list-style-type: none"> Properly accomplished Request for Laboratory Services form (RLS) The sample to be submitted to the laboratory must have the following requirements <table border="1" style="width: 100%; border-collapse: collapse; margin-left: 20px;"> <thead> <tr> <th style="width: 30%;">Type Of Test</th> <th>Description Of Sample When Submitted To Laboratory</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Somatic Cell Count</td> <td>Freshly collected milk (1,000 mL or 1L) under refrigeration temperature</td> </tr> <tr> <td style="text-align: center;">Antibiotic Residue Test</td> <td>Freshly collected milk (1,000 mL or 1L) under refrigeration temperature</td> </tr> <tr> <td style="text-align: center;">Brucella Test</td> <td>Unhemolized serum, at least 1 mL, under refrigeration</td> </tr> <tr> <td style="text-align: center;">Hematocrit Determination</td> <td>Freshly collected whole blood, at least 1mL</td> </tr> <tr> <td style="text-align: center;">Blood Parasite Examination</td> <td>Freshly collected whole blood, at least 1 mL., with anticoagulant</td> </tr> <tr> <td style="text-align: center;">Bacterial Isolation</td> <td>Freshly collected milk (1,000 mL or 1L) under refrigeration temperature</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Identification of animal from which sample was taken and name and address of dairy farm of origin. Presentation of Official Receipt as proof of payment. 		Type Of Test	Description Of Sample When Submitted To Laboratory	Somatic Cell Count	Freshly collected milk (1,000 mL or 1L) under refrigeration temperature	Antibiotic Residue Test	Freshly collected milk (1,000 mL or 1L) under refrigeration temperature	Brucella Test	Unhemolized serum, at least 1 mL, under refrigeration	Hematocrit Determination	Freshly collected whole blood, at least 1mL	Blood Parasite Examination	Freshly collected whole blood, at least 1 mL., with anticoagulant	Bacterial Isolation	Freshly collected milk (1,000 mL or 1L) under refrigeration temperature
Type Of Test	Description Of Sample When Submitted To Laboratory															
Somatic Cell Count	Freshly collected milk (1,000 mL or 1L) under refrigeration temperature															
Antibiotic Residue Test	Freshly collected milk (1,000 mL or 1L) under refrigeration temperature															
Brucella Test	Unhemolized serum, at least 1 mL, under refrigeration															
Hematocrit Determination	Freshly collected whole blood, at least 1mL															
Blood Parasite Examination	Freshly collected whole blood, at least 1 mL., with anticoagulant															
Bacterial Isolation	Freshly collected milk (1,000 mL or 1L) under refrigeration temperature															
Test Duration	Somatic Cell Count	2.5 hours														
	Antibiotic Residue Test	4.5 hours														
	Brucella Test	2.0 hours														
	Hematocrit Determination	2.5 hours														
	Blood Parasite Examination	3.0 hours														



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

Fee	• Appropriate laboratory/testing fees per sample:		
	TYPE OF TEST	CLIENT A (farmers/coops)	CLIENT B (private/non-coop members)
	Somatic Cell Count	96.32	128.80
	Antibiotic Residue Test	183.68	336.00
	Brucella Test	146.72	196.00
	Hematocrit Determination	73.92	98.60
	Blood Parasite Examination	104.16	136.64
	Bacterial Isolation	492.80	649.60

HOW TO AVAIL OF THE ANIMAL HEALTH TESTING SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form
1	Proceeds to Laboratory Office	Provides a short brief on the services, requirements and fees.	10 minutes	Laboratory Personnel	
2	Fills up the Request for Laboratory Services (RLS) form indicating name and address, laboratory tests requested, number of samples, sample description, packaging and code, signature, farm and animal source of sample and other instructions.	Reviews the (RLSF) and computes costs of analyses requested.	5 minutes	Laboratory Personnel	RLS Form
3	Submits the sample.	Checks the sample. Issues the Laboratory Billing Statement. Gives schedule for the release of result.	5 minutes	Laboratory Personnel	Laboratory Billing Statement (LBS)

DETAILS OF FRONT LINE SERVICES National Dairy Authority

4	Proceeds to the cashier to pay.	Issues Official Receipt.	5 minutes	NDA Cashier	
5	Presents receipt of payment	Prepares sample, Conducts analysis, Reads the results and Prepares the report: Somatic Cell Count Antibiotic Residue Test Brucella Test Hematocrit Determination Blood Parasite Examination Bacterial Isolation	2 Hours 4 Hours 1.5 Hours 2 Hours 2.5 Hours 5 Days	Laboratory Personnel	
6	Presents receipt of payment	Releases official results Somatic Cell Count Antibiotic Residue Test Brucella Test Hematocrit Determination Blood Parasite Examination Bacterial Isolation	5 Minutes each	Laboratory Personnel	
End of Transaction					

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

EXHIBIT B



National Dairy Authority
 NDA Bldg., BAI Compound, Visayas Avenue
 1100 Diliman, Quezon City, Philippines
 Tel.: (632) 926-0733/ Telefax: (632) 926-8847

LABORATORY BILLING STATEMENT

Date: _____

LBS No.:

--	--	--	--	--	--	--

Client: _____

RLS No.:

--	--	--	--	--	--	--

Address: _____

Lab. Rep No.: _____

Type of Analysis	No. of Test	Unit Cost	Total Cost

Information checked and verified by:

Approved by:

 Name & Signature

 Acting Head of Milk Quality Assurance Unit

Original: Client Copy

Duplicate: LAB File Copy

Triplicate: Accounting Copy



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

ORGANIZATIONAL DEVELOPMENT SEMINAR & ENTREPRENEURIAL TRAINING

Schedule of Availability of Service	Monday - Friday 8:00am - 5:00pm; no noon break; preliminary inquiries maybe through e-mail, phone call or text message	
Who may avail of the service	Primary Cooperatives, Secondary Cooperatives & Tertiary Cooperatives	
What are the requirements	Letter of Intent (indicating among others, full name and address of client, profile as well as purpose for availing of the service, and list of the participants including their position in the organization, who will undergo the training)	
Duration	Needs Assessment and Preparatory Activities	At least One (1) Month or depending on type and nature of OD or entrepreneurial assistance
	Actual conduct of OD Training	Three (3) – Four (4) Days
	Post evaluation	One (1) month after the training (at least 2-3 days)
Fee	<ul style="list-style-type: none"> • Fees are charged depending on the CETF of the coop • Supplies and materials for the account of the client. • Food, transport and lodging of resource persons and participants may be borne by the client or provided free of charge subject to availability of NDA funds 	

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE OD SEMINAR/TRAINING SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Form
1	<ul style="list-style-type: none"> Submits Letter of Intent (LOI) 	<ul style="list-style-type: none"> Receives LOI, reviews request and endorses the same to management for approval 	25 minutes	Officer of the Day for receiving request; Operations Department thru concerned Focal Person for evaluation	
2	<ul style="list-style-type: none"> Discusses with Focal Person the needs as an organization or as an enterprise 	<ul style="list-style-type: none"> Conducts needs assessment and prepares training design 	5 Days	Focal Person in coordination with the concerned Field Office	Training Design
3	<ul style="list-style-type: none"> Client arranges for the funding of the seminar or training 	<ul style="list-style-type: none"> Requests approval of the training design and provides cost estimates entailed in availing such service, including counterpart funds for program implementation 	Within 15 Days	Focal Person in coordination with the concerned Field Office	Cost Estimate Form
4	<ul style="list-style-type: none"> Receives Notice of Seminar or Training including date and venue plus other information relevant to the seminar 	<ul style="list-style-type: none"> Contacts, discusses with client, documents and fees, if any, during opening day of seminar/training 	Three (3) Days	Focal Person in coordination with the concerned Field Office	
5	<ul style="list-style-type: none"> Participates in the conduct of the seminar/training 	<ul style="list-style-type: none"> Conducts/facilitates the seminar/training 	3-4 Days	Focal Person in coordination with the concerned Field Office	
6	<ul style="list-style-type: none"> Submits to post evaluation 	<ul style="list-style-type: none"> Conducts post evaluation of the seminar/training which was implemented a month ago 	2-3 Days	Focal Person in coordination with the concerned Field Office	
End of Transaction					

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

LAKBAY-ARAL SERVICE		
Schedule of Availability of Service	Monday - Friday 8:00am - 5:00pm; no noon break; preliminary inquiries maybe through e-mail, phone call or text message	
Who may avail of the service	Primary Cooperatives, Secondary Cooperatives & Tertiary Cooperatives	
What are the requirements	Letter of Intent (indicating among others, full name and address of client, profile as well as purpose for availing of the service, and list of the participants including their position in the organization, who will undergo the training)	
Duration	Needs Assessment and Preparatory Activities	At least One (1) Month or depending on type and nature of Laktbay-Aral
	Actual conduct of Training	One (1) – Two (2) Days
	Post evaluation	One (1) month after the training (at least 2-3 days)
Fee	<ul style="list-style-type: none"> Fees are charged depending on the CETF of the coop Supplies and materials for the account of the client. Food, transport and lodging of resource persons and participants may be borne by the client or provided free of charge subject to availability of NDA funds 	

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE LAKBAY-ARAL SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Form
1	<ul style="list-style-type: none"> Submits Letter of Intent (LOI) 	<ul style="list-style-type: none"> Receives LOI, reviews request and endorses the same to management for approval 	25 minutes	Officer of the Day for receiving request; Operations Department thru concerned Focal Person for evaluation	
2	<ul style="list-style-type: none"> Discusses with Focal Person the needs in the Lakbay Aral Program 	<ul style="list-style-type: none"> Conducts needs assessment and prepares schedules and itinerary 	3 Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	Training Design
3	<ul style="list-style-type: none"> Client arranges for the funding of the Lakbay Aral Program 	<ul style="list-style-type: none"> Requests approval of the training design and provides cost estimates entailed in availing such service, including counterpart funds for program implementation 	Within 15 Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	Cost Estimate Form
4	<ul style="list-style-type: none"> Receives Notice of Approved Request plus other information relevant to the Lakbay Aral Program 	<ul style="list-style-type: none"> Contacts, discusses with client, documents and fees, if any, 	Three (3) Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	
5	<ul style="list-style-type: none"> Participates in the Lakbay Aral Program 	<ul style="list-style-type: none"> Conducts/facilitates the Lakbay Aral Program 	1-2 Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	
6	<ul style="list-style-type: none"> Submits to post evaluation 	<ul style="list-style-type: none"> Conducts post evaluation of the Lakbay Aral Program which was implemented a month ago 	2-3 Days	Focal Person in coordination with the concerned Field Office to which the Client is covered	
End of Transaction					



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

FINANCIAL MANAGEMENT SERVICE		
Schedule of Availability of Service	Monday - Friday 8:00am - 5:00pm; no noon break; preliminary inquiries maybe through e-mail, phone call or text message	
Who may avail of the service	Primary Cooperatives, Secondary Cooperatives & Tertiary Cooperatives	
What are the requirements	<ul style="list-style-type: none"> • Letter of Intent (indicating among others, full name and address of client, profile as well as purpose for availing of the service, and list of the participants including their position in the organization, who will undergo the training) • Submission of certified true copy of the registration certificate of the cooperative 	
Duration	Needs Assessment and Preparatory Activities	At least One (1) Month or depending on the level of knowledge or prospective participants
	Actual conduct of Training	Two (2) – Three (3) Days
	Post evaluation	One (1) month after the training (at least 2-3 days)
	Monitoring and Evaluation	Periodic (once a year)
Fee	<ul style="list-style-type: none"> • Fees are charged depending on the sharing arrangements between client and NDA • Supplies and materials for the account of the client. • Food, transport and lodging of resource persons and participants may be borne by the client or provided free of charge subject to availability of NDA funds 	

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE FINANCIAL MANAGEMENT SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Form
1	<ul style="list-style-type: none"> Submits Letter of Intent (LOI) including other documents 	<ul style="list-style-type: none"> Receives LOI, reviews request and endorses the same to management for approval 	25 minutes	Officer of the Day for receiving request; Operations Department thru concerned Focal Person for evaluation	
2	<ul style="list-style-type: none"> Discusses with Focal Person the needs as an organization and as an enterprise 	<ul style="list-style-type: none"> Conducts needs assessment and prepares training design 	10 Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	Training Design
3	<ul style="list-style-type: none"> Client arranges for the funding of the training 	<ul style="list-style-type: none"> Requests approval of the training design and provides cost estimates entailed in availing such service, including counterpart funds for program implementation 	Within 15 Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	Cost Estimate Form
4	<ul style="list-style-type: none"> Receives Notice of Training including date and venue plus other information relevant to the training 	<ul style="list-style-type: none"> Contacts, discusses with client, documents and fees, if any, 	Three (3) Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	
5	<ul style="list-style-type: none"> Participates in the conduct of the training 	<ul style="list-style-type: none"> Conducts/facilitates the training 	2-3 Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	
6	<ul style="list-style-type: none"> Attends post evaluation impact assessment session 	<ul style="list-style-type: none"> Conducts post evaluation impact 	2-3 Days (two months after the training)	Focal Person in coordination with the concerned Field Office to which the Client is covered	
7	<ul style="list-style-type: none"> Submits to periodic monitoring and evaluation for sustainability 	<ul style="list-style-type: none"> Conducts monitoring and evaluation for continuity and sustainability 	Periodic (once a year)	NDA Technical Team in coordination with the concerned Field Office	
End of Transaction					



DETAILS OF FRONT LINE SERVICES

National Dairy Authority

VALUE FORMATION TRAINING SERVICE		
Schedule of Availability of Service	Monday - Friday 8:00am - 5:00pm; no noon break; preliminary inquiries maybe through e-mail, phone call or text message	
Who may avail of the service	Primary Cooperatives, Secondary Cooperatives & Tertiary Cooperatives	
What are the requirements	<ul style="list-style-type: none"> Letter of Intent (indicating among others, full name and address of client, profile as well as purpose for availing of the service, and list of the participants including their position in the organization, who will undergo the training) Submission of certified true copy of the registration certificate of the cooperative 	
Duration	Needs Assessment and Preparatory Activities	At least One (1) Month or depending on the level of knowledge or prospective participants
	Actual conduct of Training	Two (2) – Three (3) Days
	Post evaluation	One (1) month after the training (at least 2-3 days)
Fee	<ul style="list-style-type: none"> Fees are charged depending on the sharing arrangements between client and NDA Supplies and materials for the account of the client. Food, transport and lodging of resource persons and participants may be borne by the client or provided free of charge subject to availability of NDA funds 	

DETAILS OF FRONT LINE SERVICES

National Dairy Authority

HOW TO AVAIL OF THE VALUE FORMATION TRAINING SERVICE...

Step	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Form
1	<ul style="list-style-type: none"> Submits Letter of Intent (LOI) including other documents 	<ul style="list-style-type: none"> Receives LOI, reviews request and endorses the same to management for approval 	25 minutes	Officer of the Day for receiving request; Operations Department thru concerned Focal Person for evaluation	
2	<ul style="list-style-type: none"> Discusses with Focal Person the needs as an organization and as an enterprise 	<ul style="list-style-type: none"> Conducts needs assessment and prepares training design 	10 Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	Training Design
3	<ul style="list-style-type: none"> Client arranges for the funding of the training 	<ul style="list-style-type: none"> Requests approval of the training design and provides cost estimates entailed in availing such service, including counterpart funds for program implementation 	Within 15 Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	Cost Estimate Form
4	<ul style="list-style-type: none"> Receives Notice of Training including date and venue plus other information relevant to the training 	<ul style="list-style-type: none"> Contacts, discusses with client, documents and fees, if any, 	Three (3) Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	
5	<ul style="list-style-type: none"> Participates in the conduct of the training 	<ul style="list-style-type: none"> Conducts/facilitates the training 	2-3 Days	Focal Person in coordination with the concerned Field Offices to where the visits would occur	
6	<ul style="list-style-type: none"> Attends post evaluation impact assessment session 	<ul style="list-style-type: none"> Conducts post evaluation impact 	2-3 Days (two months after the training)	Focal Person in coordination with the concerned Field Office to which the Client is covered	
End of Transaction					



SYSTEMS & PROCEDURES ANALYSIS MATRIX

National Dairy Authority

<i>FRONTLINE SERVICE</i> >				
Areas for Review and Guide Questions	YES	NO	Findings/Remarks	Proposed Improvement
Steps in providing the services <ul style="list-style-type: none"> • Are any of the steps unnecessary? • Are there redundant signatories? • Are there bottlenecks or chokepoints observed? • Are any of the instructions unclear? 				
Forms <ul style="list-style-type: none"> • Are forms readily available and accessible? • Are forms easy to understand and accomplish? • Are there irrelevant questions or information requirement in the form? 				
Requirement <ul style="list-style-type: none"> • Are any of the requirements unnecessary or unreasonable? • (Is there a legal basis for all the requirements?) • Are forms easy to understand and accomplish? • Are there requirements that are costly or difficult to secure? 				
Location <ul style="list-style-type: none"> • Are the locations of related offices clustered to facilitate ease of movement of client from one office to another? • Are there signs to direct clients where to proceed after each required step is completed? • Are clients required to go to several windows to finish a transaction? 				
Transaction and processing time <ul style="list-style-type: none"> • Are transaction/processing time reasonable? • (How long does it take to process/complete a transaction?) • Is there a standard transaction, waiting and queuing time? 				



SYSTEMS & PROCEDURES ANALYSIS MATRIX

National Dairy Authority

<i>FRONTLINE SERVICE</i> >				
Areas for Review and Guide Questions	YES	NO	Findings/Remarks	Proposed Improvement
Applicable fees and charges <ul style="list-style-type: none"> • Are fees and charges fixed? • Are there unnecessary/unreasonable fees? • Are fees and charges published/made known to the public? (e.g. posted in conspicuous places) • Are clients required to pay several fees at various locations/ offices? 				
Client well-being <ul style="list-style-type: none"> • Do clients have to stand in line for a long time? • Are clients comfortable while waiting? • (e. g. Are areas well ventilated, toilet and other facilities available?) • Do clients need special attention (e.g. elderly, persons with disabilities) given appropriate treatments? (e.g. dedicated lanes) 				
Client feedback and redress <ul style="list-style-type: none"> • Is there a client feedback and complaints mechanism in place? • Is there a redress mechanism in place • Are the client feedbacks and redress mechanism known to the public? • Are collected complaints and suggestions from clients processed and analyzed to measure level of satisfaction? • Are complaints and suggestion of clients considered in planning and systems improvement? • Were there any complaints that were improperly handled or not promptly addressed? • Were dissatisfied clients offered redress? 				
Quality of service output <ul style="list-style-type: none"> • Are front liners courteous and sensitive to client needs? • Are transaction outputs delivered to the client always correct? (e.g. license, permit, certification, authentication, accreditation) 				



FEEDBACK FORM FOR FRONT LINE SERVICES

National Dairy Authority

EXHIBIT

FEEDBACK FORM

(Pananay o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.
 Ipaalam po ninyo sa amin kung paano naming kayo napglingkurang. Maaaring gamitin ito para sa papuri, reklamo o mungkahi. Mangyaring itsek lamang ang kahong naayon.

Compliment
(Pagpu)

Complaint
(Reklamo)

Suggestion
(Mungkahi)

Person(s) Unit/Office Concerned or Involved: _____
 (Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident: _____
 (Kaganapang o detalyeng bumabalot sa pangyayari)

(Please use additional sheet's if necessary)
 (Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office
 (rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming Tanggapan)

(Please use additional sheet's if necessary)
 (Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name (Optional): _____ Office/Agency: _____
 (Pangalan) (Tanggapan/Agensya)

Address: _____
 (Tirahan)

Contact Number(s) (if any): _____ E-mail Address (if any) _____
 (Telepono)

Signature: _____ Date: _____
 (Lagda) (Petsa)



FRONTLINE SERVICE PRIORITIZATION CRITERIA

National Dairy Authority

CRITERIA	GUIDE QUESTIONS	DESCRIPTION	SCORING GUIDE			
			1	2	3	4
A Degree of Public Interface	What is the level of face-to-face interaction with the public?	The more frequent public interface occurs, the more important is the service	1 VERY LOW	2 LOW	3 HIGH	4 VERY HIGH
B Level of Public Demand	What is the level of demand for the service?	The higher the demand from the public, the more important is the service	1 VERY LOW	2 LOW	3 HIGH	4 VERY HIGH
C Frequency of Public Complaints	How frequently we receive complaints from clients in relation to the service?	The more frequent the service complaint, the more important the service is.	1 VERY LOW	2 LOW	3 HIGH	4 VERY HIGH
D Community/Public Impact	What is the effect of the service to the public/Community?	The more direct the impact of the service to the client, the more important the service.	1 VERY LOW	2 LOW	3 HIGH	4 VERY HIGH

FRONTLINE SERVICE PRIORITIZATION RANKING RESULT National Dairy Authority

		A. Degree of Public Interface				B. Level of Public Demand				C. Frequency of Public Complaints				D. Community/ Public Impact				A	B	C	D	S C O R E
		Very Low	Low	High	Very High	Very Low	Low	High	Very High	Very Low	Low	High	Very High	Very Low	Low	High	Very High	Very Low	Low	High	Very High	
type	Frontline Service	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
MK	Milk Feeding/Social Service			2	5			1	6	4			1			1	5	26	27	8	23	84
MK	Animal Trading			2	5		1	2	6	4				1		1	3	26	32	4	16	78
TS	Animal Health Test		1	2	4	1		2	5	3		1					5	24	27	6	20	77
TS	Dairy Processing Technology		1	2	4		1	2	4	4			1	1		1	4	24	24	8	20	76
TS	Milk Test			2	4			2	5	3		1					5	22	26	6	20	74
TS	Dairy Husbandry Mgt.			2	4	1		1	4	3		1		1			4	22	24	6	21	73
TS	Animal Health Mgt		1	1	4	1		1	4	3		1		1			4	21	20	6	17	64
TS	Animal Nutrition/Pasture Mgt	1		1	4	1		1	4	3			1	1			4	20	20	7	17	64
MK	Product Development		1	2	3			3	2	4					1	1	3	20	17	4	17	58
PLN	Project Packaging	1	2	1	2	1	1	2	2	5				1	1		3	16	17	5	15	53
ADM	Procurement of specialized equipment & animals	1	1	2	1	1	1		3	2	2			1	2		2	13	15	6	13	47
TR	Value Formation	1	2	2		1	1	4		3			1	1		1	2	11	15	7	12	45
TR	Lakbay Aral	1		3	1	1		3	1	4				1		2	1	14	14	4	11	43
TR	Organizational Devt	1	1	2	1	1	1	2	1	3	1			1		2	1	13	13	5	11	42
TR	Financial Mgt	1		4		1		4		3	1			1		2	1	13	13	5	11	42
AUDIT	Farm Accreditation		3	1		1	2	1		2				1		1	1	9	8	2	8	27
AUDIT	Plant Audit		3		1	1	2	1		2					1		1	10	8	2	6	26
AUDIT	Operations Audit	1	2	1		1	2	1		2				1		1	1	8	8	2	8	26
AUDIT	Financial Audit	2	1	1		1	2	1		2				1		1	1	7	8	2	8	25
AUDIT	Cooperative Audit	1	1	1		1	2	1		2						1	1	6	8	2	7	23



COMPOSITION OF TASKFORCE ARTA

National Dairy Authority

Chairman:	Naomi K. TORRETA Deputy Administrator
Vice-Chairman:	Rene M. DE GUZMAN Department Manager, Corporate Planning & MIS Department
Members:	Jacqueline H. SEGUIN Department Manager, Administrative/Finance Department
	Joshua S. LOMUNTAD Food Technologist III
	Carlota H. CRUZ Division Chief, Finance Division
	Ma. Teresa M. ROZUL Division Chief, Planning Division
	Rowena E. BAUTISTA Project Development Officer IV
	Shayne C. BANDOLIN Project Evaluation Officer II
Secretariat:	Rezyle D. ALCID HRM Officer Designate