



FOOD TERMINAL INCORPORATED (FTI) CITIZEN'S CHARTER

The FOOD TERMINAL INCORPORATED (FTI) was the offshoot of a Presidential directive issued on January 1967, creating a committee assigned to look into the upliftment of the agricultural economy of the country. In turn, the committee endorsed a system designed to ensure price stability and increased productivity. It led to the foundation of the Greater Manila Terminal Food Market (GMTFM) on April 30, 1968 through Presidential Decree No. 347. Under the management of Development Bank of the Philippines, it was registered as a private corporation with the Securities and Exchange Commission (SEC) on May 3, 1968.

In 1969, operations commenced on an interim basis. In 1973, GMTFM was converted into an Agro-Industrial Commercial Estate. From direct trading of commodities, storage and food processing, it subsequently expanded its service capability to include retailing, transport services, and real estate leasing. On March 27, 1974, a new corporate name for GMTFM was adopted: FOOD TERMINAL INCORPORATED.

The company's major activities in the 1970s include storage, food processing, research and quality control, marketing services, and trading. Its storage facilities included the Central Refrigerated Warehouse (CRW) with chilling rooms, freezer storage, ice plant, blast freezers and refrigerated processing rooms. Also, it has a slaughterhouse, chicken dressing plant and a multi-purpose warehouse for dry storage, food-processing facilities for grading, handling and packaging for foreign market.

In April 1979, the Human Settlements Development Corporation took over the ownership and management of the company.

In April 1980, by virtue of Letter of Instructions No. 1013, FTI was classified as a Government Owned and Controlled Corporation. The FTI then became a major subsidiary of the NFA to further strengthen its position in the integrated growth and development of the food industry.

In the 80s, FTI was actively involved in the retailing of basic commodities at government subsidized prices through the Kadiwa Program. Food trading, food processing, including slaughtering operations were suspended in 1989 because of conflict with the private sector as well as increasing losses. After operating continuously for 30 years, the cold storage facility also ceased operations in 2004 due to technical problems and viability concerns.

At present, FTI operates as provider of: a.) prime industrial and commercial lots for medium-to-long term leases; b.) industrial buildings with standard-sized stalls ideal for office, warehouse or small-scale processing operations. Although disengaged in food trading, processing and storage, the company is still into intensified promotions as an agro-industrial-commercial estate by providing leasable facilities and buildings that cater for the needs of food producers, manufacturers, exporters and other sectors in the food industry.

In 1986, FTI was slated for privatization by virtue of Proclamation No. 50. In 2012, the National Government was able to sell approximately seventy-four (74) hectares of the FTI Property to Ayala Land, Inc. (ALI).

AS of December 2014, FTI's total administered property was reduced to approximately 42.76 hectares.

VISION

The FTI shall be a government corporation providing prime location, quality facilities and services for businesses.

The company shall be an industrial-commercial estate of choice within the heart of Metro Manila, supported by competent, committed, customer-focused, business-oriented and socially responsible personnel.

MISSION

FTI shall be a partner of the business sector by creating a conducive business environment by establishing the best return for the property through rationalization of land use.

FTI shall derive the best return on its assets by effectively marketing FTI as an efficiently managed company manifested by well-maintained facilities, proactive personnel, and business ambiance conducive to safety and productivity.

CORPORATE VALUES

The FTI is committed to perform the highest standard of competent public service and sustainability to advance its role in the country's economic development, anchored on the following values:

1. INTEGRITY
2. HONESTY
3. DEDICATION
4. PROFESSIONALISM

It is an organization where a new culture of employees for excellence is espoused, where everyone in the organization is accountable and responsible, where old

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patterns of mediocrity are broken and replaced with alacrity, the readiness to do things with passion.

THRUSTS AND DIRECTIONS

- Re-focus on the development of the 24-hectare FTI-Special Economic Zone (FTI-SEZ) to transform it into a model business activity.
- Continue to support national government's programs on food/agri-development.
- Re-develop the FTI administration building and utilize vacant spaces.

CORPORATE OBJECTIVES

- Sustain earnings and ensure viability of operation
- Minimize expenses/ institute cost-saving measures
- Pursue priority infrastructure development projects
- Intensify housecleaning activities (administrative/ legal/ financial)
- Further strengthen employee productivity

FRONTLINE SERVICES	DURATION OF PROCESS	OFFICER-IN-CHARGE	FEES
Issuance of Official Receipts for Collections	10 minutes (w/o verification) 20 minutes (with verification)	BUDGET AND ACCOUNTING DIVISION (BACD) TREASURY UNIT (TRU)	NONE
Asset Disposition Program – Bidding Process	30 Days	PROCUREMENT AND DISPOSAL UNIT (PDU)	NONE
Lease Application	14 Days (Short Term Leases or leases with a term not exceeding year 2020) 30 Days (Long Term Leases or leases with a term exceeding year 2020)	LEASING DIVISION (LSD)	NONE
Procedure in Filing Complaints	3 minutes	INFORMATION SYSTEMS AND RECORDS MANAGEMENT UNIT (ISRMU) LEGAL UNIT (LEU)	NONE

PROCEDURE IN ISSUANCE OF OFFICIAL RECEIPTS

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00 pm

Who May Avail of the Service?

- a. Lessees
- b. Special Economic Zone (SEZ) Locators
- c. Service Providers
- d. Other concerned parties

What are the requirements?

- a. Billing Letter
- b. Statement of Accounts
- c. Contracts
- d. Other Documents as basis of Payment

Duration:

- a. Without Verification: 10 minutes
- b. With Verification: 15 minutes

How to Avail of the Service

a) Without Verification

Step	Client	Service Provider	Duration of Activity	Person in Charge	Form
1	Present the billing to the Cashier.	Receive and evaluate the billing letter.	5 minutes	Cashier /Collector	None
2	Receive the Official Receipt.	Issue the Official Receipt to the client.	5 minutes	Cashier /Collector	Official Receipt
END OF TRANSACTION					

b) With Verification

Step	Client	Service Provider	Duration of Activity	Person in Charge	Form
1	Present the billing to the Cashier.	Receive and evaluate the billing letter.	5 minutes	Cashier /Collector	None

2	Wait while record is verified	Verify records	10 minutes	Accounting/ Leasing	None
3	Receive the Official Receipt.	Issue the Official Receipt to the client.	5 minutes	Cashier /Collector	Official Receipt
END OF TRANSACTION					

PROCEDURE IN THE CONDUCT OF THE BIDDING PROCESS FTI ASSET DISPOSITION PROGRAM

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00 pm

Who May Avail of the Service? Any interested bidder subject to guidelines that may be published by FTI for a particular bidding

Duration: 30-45 Days

As to the procedure for the disposition of excess and unserviceable assets of FTI, the company has adopted the MANUAL ON THE DISPOSAL OF GOVERNMENT PROPERTY as per National Budget Circular No. 425, Series of 1992. The same is incorporated herein by reference due to its volume.

Step	Client	Service Provider	Duration of Activity	Person in Charge	Form
1		Identifies asset to be disposed and appraisal of properties for disposal for approval of the committee	1-3 Days	Procurement and Disposal Unit (PDU) and Asset Disposal Committee (ADC)	Appraisal Report/ Waste Disposal Form
2		Posting or Publication of asset for disposal	7 Days To be posted at conspicuous areas at FTI premises, or publication in newspaper of general circulation as may be recommended by ADC	PDU	Newspaper publication
3	Client/Bidder submit bid proposal as per	Conducts public bidding and Award	1 Day	PDU and ADC	Bid Form

	instructions to bidders				
4	Winning Bidder submits bond and other requirements	Collates documents for approval of Management	1-3 Days	PDU and LEU	Contracts
5	Pull out/retrieval activities	Notice to Proceed	7-15 days	PDU/Engineering/Leasing	Gate Pass
END OF TRANSACTION					

PROCEDURE IN LEASE APPLICATION

Lease applications are classified into: (a) Short Term, or those with durations not exceeding year 2020; or (b) Long Term, or those that will exceed year 2020.

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00 pm

Who May Avail of the Service?

- a. Lessees
- b. Special Economic Zone (SEZ) Locators
- c. Service Providers
- d. Other interested parties

What are the requirements?

- a. Letter of intent
- b. Government identification cards for individuals, DTI Registration Certification, Certificate of Incorporation/Articles of Incorporation, Articles of Cooperation, as the case may be
- e. Proof of Billing
- f. Other Documents as may be required by FTI to verify identity of applicant

Duration:

- a. Short Term : 15-30 Days
- b. Long Term: 30-45 Days

SHORT TERM LEASE OR WITH TERM NOT LONGER THAN YEAR 2020

Step	Client	Service Provider	Duration of Activity	Person in Charge	Form
1	Submits letter of intent to	Accepts letter, tours client to	1-3 Days	Leasing Division (LSD)	None

	lease	prospect lease area			
2		Evaluates applicant prepares recommendation to Leasing Committee (LeaseComm)	7 Days	LSD	None
3		Approval / Disapproval of lease application Issues resolution or secretariat certifies resolution of committee	1 Day	Lease Committee (LEASECOMM)	Committee Resolution /Notice of Approval /Disapproval
IF LEASE APPLICATION IS APPROVED					
4	Accepts notice of approval	LSU sends notice of approval to client applicant, letter agreement	1-3 Days	LSD and LEU	Contracts
5	Complies with documentary requirements of FTI (insurance, contracts, etc.)	Process of requests of client	1-3 Days	LSD and LEU	Contracts
6	Signing of Contract		1-7 Days	LSU and Legal	Contracts
END OF TRANSACTION					

LONG TERM LEASE OR WITH TERM LONGER THAN YEAR 2020 is subject to the approval of the Board of Directors of FTI.

FTI is currently seeking guidance from its Board with regard to entertaining long term lease applications.

PROCEDURE IN FILING COMPLAINTS

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00 pm

Who May Avail of the Service?

Any person may file a complaint against FTI officers and employees

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What are the requirements?

1. Full name and address of the complainant
2. Full name and address of the person complained of as well as his/her position
3. A narration of the relevant and material facts which shows the acts or omission allegedly committed by the FTI officer or employee
4. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any
5. The complaint must be in writing and under oath

Duration: 3 minutes

How to Avail of the Service

Step	Client	Service Provider	Duration	Person in Charge	Form
1	File the complaint along with the requirements at the Information Systems and Records Management Unit (ISRMU)	Receive the complaint and other documents, if any.	2 minutes	ISRMU/LEU	Complaint
2	Receive the file copy of the complaint.	Issue the receiving copy to the client.	1 minute	LEU	Receiving Copy of Complaint
END OF TRANSACTION					

After due process, FTI will resolve the complaint within thirty (30) days.

FEEDBACK MECHANISM

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

1. Accomplish our Client Feedback Form (available at our website or at the Public Information Unit):
 - a. **Compliment:** For services which exceeded your service expectations, we will ensure your feedback is passed to the person concerned.
 - b. **Complaint:** We will strive to resolve the complaint and adopt measures to prevent it from recurring.
 - c. **Suggestion:** We will acknowledge your contribution and make sure your suggestion is reviewed.
2. Send your feedback through email: infor@fti.gov.ph or mail us at:

FOOD TERMINAL INCORPORATED (FTI)
 2nd Floor, FTI Administration Building
 FTI Avenue, Western Bicutan, Taguig City

CLIENT FEEDBACK FORM

TYPE FEEDBACK

- Compliment Complaint Suggestion
(Attach additional sheets, if necessary)

COMPLIMENT

Please indicate the name of the person you want to commend:

COMPLAINT

If you think we fell short in meeting your service expectations, please describe the situation, indicate the name of the personnel involved and the date the incident occurred:

SUGGESTION

As a result of your experience with us, what service-related improvements can you recommend?

**CONTACT
INFORMATION**

(optional):

NAME

ADDRESS

CONTACT NUMBERS

E-MAIL ADDRESS

DEPARTMENT / OFFICE