



**DEPARTMENT OF AGRICULTURE –
REGIONAL FIELD OFFICE –
CORDILLERA ADMINISTRATIVE REGION**

CITIZEN'S CHARTER
2019 (2nd Edition)

I. Mandate

The Department of Agriculture is the principal government agency responsible for the promotion of the agricultural development and growth. It provides the policy framework, helps direct public investments, and in partnership with the local government units (LGUs), provides the support services necessary to make agriculture and agri-based enterprises profitable and help spread the benefits of development to the poor, particularly those in the rural areas.

II. Vision

Demand and technology-driven agriculture and fisheries sector for a food-secure, progressive and sustainable Cordillera.

III. Mission

We are committed to provide our BEST SERVICES for empowering the farming communities.

IV. Service Pledge

With the help of Almighty God, we, the management and employees of the Department of Agriculture - Regional Field Office - Cordillera Administrative Region do hereby pledge to commit ourselves to:

- Do our part within our means to make agriculture moving forward by providing and sustaining among others, the speedy delivery of technical assistance and support services;
- Ensure that assistance and services are available to farmers, homemakers, youth, agri-entrepreneurs, and other stakeholders in partnership with the Local Government Units and other service providers;
- Contribute actively to the development of agriculture and fisheries sector as we pursue the objectives of product competitiveness, poverty alleviation, food security and efficiency, increased income and sustained resource base;
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

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Regional/Field Office

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Regional/Field Office External Services

1 Issuance of Certificate of Accreditation of Farmers' Organization (FO)

In furtherance of law and policy relative to the participation of Farmers Organizations (FOs) in seeking assistance to the Department of Agriculture (DA-RFO-CAR), a guideline is necessary to ensure that beneficiaries or recipients of various interventions from the DA are legitimate and have the capacity to help in the furtherance of the goals of the Agency.

This service facilitates the identification of qualified FOs as recipients/beneficiaries of DA assistance. It Encourages FOs to comply with government requirements, rules and regulations. It also ensures that government assistance is maximized, properly implemented and the targeted farmers are actually benefitting.

| | | |
|--|--|--|
| Office or Division | Institutional Development Unit (IDU) under the Field Operations Division | |
| Classification | Simple to Highly Complex | |
| Type of Transaction | G2C | |
| Who may avail: | Farmers' Organizations, Rural Improvement Clubs, 4-H Clubs | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Application Form (duly accomplished and signed by the Organization's Chairman and the Barangay Chairman) <i>*(For Rural Improvement Clubs (RIC) and 4-H Clubs, a Certificate of Good Standing from the Agricultural Training Institute (ATI) in CAR shall be submitted in lieu of item No. 1)</i> | IDU | |
| 2. Certified Photocopy of Certificate of Registration from a government regulatory agency, ... ex. CDA, SEC or DOLE | SEC, CDA, DOLE | |
| 3. Certified Photocopy of Certificate of Good Standing from the concerned regulatory agency from the immediately preceding year or Financial statement audited by a Certified Public Accountant or duly authorized auditing firm, for the immediately preceding year, and stamped "Received" by the registering agency | SEC, CDA or CPA/Auditing Firm | |

| *(For organizations that are less than one (1) year old at the time of application for accreditation, item 3 is not required.) | | | | | |
|--|--|--|-----------------|-----------------|--------------------|
| 4. List of latest officers and their corresponding positions; | | Emanates from the Organization | | | |
| 5. List of members indicating their address. | | Emanates from the Organization | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Submit application with documentary requirements | Receive and review submitted requirements | None | 5 Minutes | IDU Staff |
| 2 | <i>(Client asked to come back on specified date)</i> | Issue and process Certificate of Accreditation | | 5 Minutes | IDU Staff |
| 3 | Receive certificate of accreditation and acknowledge the receipt thereof | Release certificate of accreditation | | 3 Minutes | IDU Staff |
| TOTAL: | | | None | 13 minutes | |

2 Technology Dissemination Services

The service includes the distribution of IEC material as information advocacy to target clientele and stakeholders. These IEC materials serve as reference materials to help clients understand agricultural technologies.

| Office or Division | Regional Agriculture and Fisheries Information Section (RAFIS) | | | | |
|----------------------------------|--|----------------------------------|------------------------|-----------------|--------------------|
| Classification | Simple | | | | |
| Type of Transaction | G2C/G2B/G2G | | | | |
| Who may avail: | Farmers/Stakeholders/Government Offices | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1.None | | | N/A | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Log-in on the log book | Give the logbook to the customer | None | 1 Minute | RAFIS Staff |

| | | | | | |
|---|------------------------------------|--|------|-----------|-------------|
| 2 | | Check the availability of the material requested | | 3 Minutes | RAFIS Staff |
| 3 | Receive the IEC material requested | Release material requested | | 5 Minutes | RAFIS Staff |
| | TOTAL: | | None | 9 minutes | |

3 Soil Analysis

Soil analysis is a valuable tool in determining the fertility status of the soil and the necessary inputs required for efficient and economic production. A proper soil test will help ensure the application of enough fertilizer to meet the requirements of the crop while taking advantage of the nutrients already present in the soil.

| | | | | | |
|---|--|---|------------------------|------------------------|---------------------------|
| Office or Division | Regional Soils Laboratory (RSL) | | | | |
| Classification | Simple to Complex | | | | |
| Type of Transaction | G2C/G2B/G2G | | | | |
| Who may avail: | Farmers/ Students/ Researchers/ Other customers | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1. One(1) kilogram of air-dried soil sample with complete label as follows: 1.1. Name of farmer/customer 1.2. Address 1.3. Contact Number/email address (if any) 1.4. Location of Sample Source 1.5. Farm Area 1.6. Date and of collection of sample 1.7. Crop/s to be planted (based on cropping pattern) | | | Sample source | | |
| 2. Duly filled-out request form | | | RSL Staff | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Fill out request analysis form | Release request analysis form | - | 1 Minute | RSL Staff |
| 2 | Submit at least one (1) kilogram of air-dried soil sample with complete sample information | Receive, record, and verify soil sample | - | 3 Minutes | RSL Staff |
| 3 | | Conduct analysis for the ff: | | | Chemist |

| | | | | | |
|---------------|--|---|----------|------------------------------|------------------|
| | <i>(Client asked to come back on specified date)</i> | pH | 100.00 | 2 working days | |
| | | Organic Matter/carbon | 250.00 | 7 working days | |
| | | Available phosphorus | 250.00 | | |
| | | Available Potassium | 250.00 | | |
| | | Electrical Conductivity | 160.00 | | |
| | | Copper | 160.00 | | |
| | | Zinc | 160.00 | | |
| | | Iron | 160.00 | | |
| | | Manganese | 160.00 | | |
| 4 | Secure order of payment | Issuance of Order of Payment | - | 5 minutes | Accounting Staff |
| 5 | Pay corresponding fee (free for farmers) | Issuance of Official Receipt | - | 5 minutes | Cashier |
| 6 | Present official receipt of payment prior to the release of test result and acknowledge receipt thereof in the logbook | Give the acknowledgement logbook and release the result | - | 3 minutes | RSL Staff |
| 7 | Accomplish client satisfaction feedback form. | Retrieve the accomplished CS feedback form. | - | 1 minute | |
| TOTAL: | | | 1,650.00 | 7 working days 13 minutes | |

4 Fertilizer Analysis

Fertilizers play an important role in the development of crops by providing required nutrients. They may also improve the yield and quality of crops. Fertilizer analysis is vital in determining the formulation or amount of nutrients that can be added to the soil to increase crop yield.

| | |
|----------------------------------|---|
| Office or Division | Regional Soils Laboratory (RSL) |
| Classification | Simple to Complex |
| Type of Transaction | G2C/G2B/G2G |
| Who may avail: | Farmers/ Students/ Researchers/ Other clientele |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |

| 1. 200 to 250 grams or 250 to 500 milliliter of fertilizer sample | | | Sample source | | |
|---|--|---|-----------------|-----------------|--------------------|
| 2. Request Analysis Form | | | RSL Staff | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Fill out request analysis form | Release request analysis form | - | 1 Minute | RSL Staff |
| 2 | Submit 200 to 250 grams or 250 to 500 milliliter of fertilizer sample | Receive, record, and verify fertilizer sample | - | 3 Minutes | RSL Staff |
| 3 | <i>(Client asked to come back on specified date)</i> | Conduct analysis for the ff: | | | RSL Chemist |
| | | Total Nitrogen | 300.00 | 7 working days | |
| | | Total P ₂ O ₅ | 300.00 | | |
| | | Total K ₂ O | 250.00 | | |
| | | Copper | 160.00 | | |
| | | Zinc | 160.00 | | |
| | | Iron | 160.00 | | |
| | | Manganese | 160.00 | | |
| | | pH | 100.00 | 3 working days | |
| | | Organic matter/carbon | 250.00 | 7 working days | |
| Moisture content | 100.00 | 3 working days | | | |
| 4 | Secure order of payment | Issuance of Order of Payment | - | 5 minutes | Accounting Staff |
| 5 | Pay corresponding amount (free for farmers) | Issuance of Official Receipt | - | 5 minutes | Cashier |
| 6 | Present official receipt of payment prior to the release of test result and acknowledge receipt thereof in the logbook | Give the acknowledgement logbook and release the result | - | 3 minutes | RSL Staff |

| | | | | | |
|---------------|---|---|----------|------------------------------|-----------|
| 7 | Accomplish client satisfaction feedback form. | Retrieve the accomplished CS feedback form. | - | 1 minute | RSL Staff |
| TOTAL: | | | 1,650.00 | 7 working days 13 minutes | |

5 Water Analysis

The water quality used for irrigation is essential for the yield and quality of crops; maintenance of soil productivity; and protection of the environment. Irrigation water quality can best be determined by chemical laboratory analysis.

| | | | | | |
|-------------------------------------|--|--|------------------------|------------------------|---------------------------|
| Office or Division | Regional Soils Laboratory (RSL) | | | | |
| Classification | Simple to Complex | | | | |
| Type of Transaction | G2C/G2B/G2G | | | | |
| Who may avail: | Farmers/ Students/ Researchers/ Other clientele | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1. 1,000 milliliter of water sample | | | Sample source | | |
| 2. Request Analysis Form | | | RSL Staff | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Fill out request analysis form | Release request analysis form | - | 1 Minute | RSL Staff |
| 2 | Submit 1,000 milliliter of water sample | Receive, verify, and record water sample | - | 3 Minutes | RSL Staff |
| 3 | <i>(Client asked to come back on specified date)</i> | Conduct analysis for the ff: | | | RSL Chemist |
| | | pH | 100.00 | 3 working days | |
| | | Electrical conductivity | 160.00 | | |
| | | Sodium | 160.00 | 7 working days | |
| | | Potassium | 160.00 | | |
| | | Calcium | 160.00 | | |
| | | Magnesium | 160.00 | | |
| | Ammonial Nitrogen | 160.00 | | | |
| 4 | Secure order of payment | Issuance of Order of Payment | - | 5 minutes | Accounting Staff |
| 5 | Pay corresponding | Issuance of Official Receipt | - | 5 minutes | Cashier |

| | | | | | |
|---|--|---|----------|------------------------------|-----------|
| | amount (free for farmers) | | | | |
| 6 | Present official receipt of payment prior to the release of test result and acknowledge receipt thereof in the logbook | Give the acknowledgement logbook and release the result | - | 3 minutes | RSL Staff |
| 7 | Accomplish client satisfaction feedback form. | Retrieve the accomplished CS feedback form. | - | 1 minute | RSL Staff |
| | TOTAL: | | 1,650.00 | 7 working days 13 minutes | |

6 Proximate Analysis

This service provides a systematic chemical/nutrient evaluation of feed products and ingredients. It generally gives useful information needed in feed formulation. It also provides comparison of feeds on the basis of specific nutrients and, to some extent, prediction of factors related to animal performance.

| | | | | | |
|--|---|------------------------------------|------------------------|------------------------|---------------------------|
| Office or Division | Regional Feed Chemical Analysis Laboratory (RFCAL) | | | | |
| Classification | Complex | | | | |
| Type of Transaction | G2C/G2B/G2G | | | | |
| Who may avail: | Farmers/Stakeholders/Government Offices | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1. Sample Receiving Form / Request for Analysis Form | | | RFCAL Staff | | |
| 2. Label claim of feeds | | | Sample source | | |
| 3. Feed products or raw material sample at least 250 grams in weight (must be properly labeled and subsampled) | | | Sample source | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Fill out request for analysis form | Release request for analysis form | - | 1 minute | RFCAL Staff |
| 2 | Submit at least 250 grams of composite feeds (or feed ingredients) sample | Receive, verify, and record sample | - | 5 minutes | RFCAL Staff |

| | | | | | |
|---|--|--|----------------|---|------------------|
| 3 | Secure order of payment | Issuance of Order of Payment | - | 5 minutes | Accounting Staff |
| 4 | Pay corresponding laboratory fees (free for clients under Regulatory Support) | Issuance of Official Receipt | - | 5 minutes | Cashier Staff |
| 5 | (Client asked to come back on specified date) | Conduct analysis (and prepare Certificate of Chemical Analysis report) for the ff: | | <i>Depends on the sample and analysis requested</i> | RFCAL Chemist |
| | | Crude Protein | 216.00 | 7 working days | |
| | | Moisture | 120.00 | 5 working days | |
| | | Moisture Test using moisture analysis | 200.00 | 3 working days | |
| | Ash | 120.00 | 4 working days | | |
| 6 | Present official receipt of payment prior to the release of test result and acknowledge receipt thereof in the logbook | Release test result and file receiving copy | - | 3 minutes | RFCAL Staff |
| 7 | Accomplish Customer Satisfaction Feedback Form | File accomplished Customer Feedback Form | - | 1 minute | RFCAL Staff |
| | TOTAL: | | 656.00 | 7 working days, 20 minutes | |

7 Mineral Analysis

This service provides a systematic chemical/nutrient evaluation of feed products and ingredients. It generally gives useful information needed in feed formulation. It also provides comparison of feeds on the basis of specific nutrients and, to some extent, prediction of factors related to animal performance.

| | |
|----------------------------|--|
| Office or Division | Regional Feed Chemical Analysis Laboratory (RFCAL) |
| Classification | Complex |
| Type of Transaction | G2C/G2B/G2G |
| Who may avail: | Farmers/Stakeholders/Government Offices |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
|--|--|--|-----------------|---|--------------------|
| 1. Sample Receiving Form / Request for Analysis Form | | | RFCAL Staff | | |
| 2. Label claim of feeds | | | Sample source | | |
| 3. Feed products or raw material sample at least 250 grams in weight (must be properly labeled and subsampled) | | | Sample source | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Fill out request for analysis form | Release request for analysis form | - | 1 minute | RFCAL Staff |
| 2 | Submit at least 250 grams of composite feeds (or feed ingredients) sample | Receive, verify, and record sample | - | 5 minutes | RFCAL Staff |
| 3 | Secure order of payment | Issuance of Order of Payment | - | 5 minutes | Accounting Staff |
| 4 | Pay corresponding laboratory fees (free for clients under Regulatory Support) | Issuance of Official Receipt | - | 5 minutes | Cashier Staff |
| 5 | <i>(Client asked to come back on specified date)</i> | Conduct analysis (and prepare Certificate of Chemical Analysis report) for the ff: | | <i>Depends on the sample and analysis requested</i> | RFCAL Chemist |
| | | Phosphorus | 450.00 | 7 working days | |
| 6 | Present official receipt of payment prior to the release of test result and acknowledge receipt thereof in the logbook | Release test result and file receiving copy | - | 3 minutes | RFCAL Staff |
| 7 | Accomplish Customer Satisfaction Feedback Form | File accomplished Customer Feedback Form | - | 1 minute | RFCAL Staff |

| | | | |
|---------------|--------|----------------------------|--|
| TOTAL: | 450.00 | 7 working days, 20 minutes | |
|---------------|--------|----------------------------|--|

8 Mycotoxin Screening Test

This service provides a qualitative analysis of mycotoxin in commodities such as feed products, corn, ground nuts, tree nuts, oats, rice, rice flour, soybeans, coffee, cottonseed, and various dried fruits. Mycotoxins are (toxic and carcinogenic) substances produced by certain mold strains, which are present in and/or on the product intended for animal feed and which present a potential danger to animal or human health or to the environment or could adversely affect livestock production. The maximum levels are nationally and internationally regulated.

The best protection against mycotoxins is monitoring for their presence in feeds and foods. That means testing all along the pathway from initial harvest of grains to the finished product.

| | | | | | |
|--|---|------------------------------------|------------------------|------------------------|---------------------------|
| Office or Division | Regional Feed Chemical Analysis Laboratory (RFCAL) | | | | |
| Classification | Complex | | | | |
| Type of Transaction | G2C/G2B/G2G | | | | |
| Who may avail: | Farmers/Stakeholders/Government Offices | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1. Sample Receiving Form / Request for Analysis Form | | | RFCAL Staff | | |
| 2. Label claim of feeds | | | Sample source | | |
| 3. Feed products or raw material sample at least 250 grams in weight (must be properly labeled and subsampled) | | | Sample source | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Fill out request for analysis form | Release request for analysis form | - | 1 minute | RFCAL Staff |
| 2 | Submit at least 250 grams of composite feeds (or feed ingredients) sample | Receive, verify, and record sample | - | 5 minutes | RFCAL Staff |
| 3 | Secure order of payment | Issuance of Order of Payment | - | 5 minutes | Accounting Staff |

| | | | | | |
|---|--|--|----------|---|---------------|
| 4 | Pay corresponding laboratory fees (free for clients under Regulatory Support) | Issuance of Official Receipt | - | 5 minutes | Cashier Staff |
| 5 | (Client asked to come back on specified date) | Conduct analysis (and prepare Certificate of Chemical Analysis report) for the ff: | | <i>Depends on the sample and analysis requested</i> | RFCAL Chemist |
| | | Total Aflatoxins (B1, B2, G1, G2) | 1,300.00 | 7 working days | |
| | | Ochratoxin A | 1,300.00 | | |
| 6 | Present official receipt of payment prior to the release of test result and acknowledge receipt thereof in the logbook | Release test result and file receiving copy | - | 3 minutes | RFCAL Staff |
| 7 | Accomplish Customer Satisfaction Feedback Form | File accomplished Customer Feedback Form | - | 1 minute | RFCAL Staff |
| | TOTAL: | | 2,600.00 | 7 working days, 20 minutes | |

9 Endorsement of Application for Registration and Accreditation of Transport Carriers

This service properly registers and accredits all livestock transport vehicles and vessels in the Philippines with the end view of maintaining disease free areas and achieving safe, clean and orderly handling of commodities through various stages of marketing or distribution channel.

| | | |
|--|---|---|
| Office or Division | Regulatory Division | |
| Classification | Simple | |
| Type of Transaction | G2B | |
| Who may avail: | Animal Feed Supplier/Dealer/Distributor/Repacker/Retailer | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Filled-up and notarized application forms | | Permits and Licensing Unit, Regulatory Division |
| 2. 2 pcs Latest 1"x1" ID picture | | |

| 3. Mayor's Permit/ DTI Registration/ SEC Registration/ CDA Registration/ ECC/CNC | | | | | | |
|--|---|---|------------------------|------------------------|----------------------------------|----------------------------------|
| 4. TIN of individual operator/ representative | | | | | | |
| 5. Photocopy of OR/CR and Photo of the Carrier (front and side) | | | | | | |
| 6. For RENEWAL: photocopy of the previous Certificate of Registration | | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Permits and Licensing Unit Staff | |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check compliance to requirements | - | | | |
| 3 | | Initial review and verification of documents | - | 5 minutes | | |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | | |
| 5 | Submit notarized application form with complete requirements | Receive complete documentary requirements | - | 5 minutes | | |
| 6 | | Final review and verification of documents | - | | | |
| 7 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | | Accounting Staff |
| 8 | Pay Fee | Issue Official Receipt | 500.00 | 3 minutes | | Cashier |
| 9 | Present Official Receipt (ask to come back on designated day for the license) | Prepare transmittal letter and application documents for endorsement to BAI | - | 3 minutes | | Permits and Licensing Unit Staff |
| 10 | | Documents brought to Records Section for mailing | - | 3 minutes | | |
| 11 | Receive license | Upon receipt of license from BAI, | - | 5 minutes | | |

| | | | | | |
|--|---------------|------------------------------|--------|------------|--|
| | | inform and release to client | | | |
| | TOTAL: | | 500.00 | 30 minutes | |

10 Endorsement of Application for Livestock, Poultry and By-Products Handler's License

This Service properly registers and license all livestock, poultry and its by-products handlers in the Philippines with the end view of maintaining disease free areas and achieving safe, clean and orderly handling of commodities through various stages of marketing or distribution channel

| | | | | | |
|--|---|--|---|------------------------|----------------------------------|
| Office or Division | Regulatory Division | | | | |
| Classification | Simple | | | | |
| Type of Transaction | G2C/G2B | | | | |
| Who may avail: | Any person/ business entity engaged in inter-provincial or regional handling and distribution of livestock, poultry and its by-products | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1.Filled-up and notarized application forms | | | Permits and Licensing Unit, Regulatory Division | | |
| 2. 2 pcs Latest 1"x1" ID picture | | | | | |
| 3.TIN of individual operator/ representative | | | | | |
| 4. For RENEWAL: photocopy of the previous License | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Permits and Licensing Unit Staff |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check compliance to requirements | - | | |
| 3 | | Initial review and verification of documents | - | 5 minutes | |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | |
| 5 | Submit notarized application form with complete requirements | Receive complete documentary requirements | - | 5 minutes | |

| | | | | | |
|----|---|---|--------|------------|----------------------------------|
| 6 | | Final review and verification of documents | - | | |
| 7 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | Accounting Staff |
| 8 | Pay Fee | Issue Official Receipt | 500.00 | 3 minutes | Cashier |
| 9 | Present Official Receipt (ask to come back on designated day for the license) | Prepare transmittal letter and application documents for endorsement to BAI | - | 3 minutes | Permits and Licensing Unit Staff |
| 10 | | Documents brought to Records Section for mailing | - | 3 minutes | |
| 11 | Receive license | Upon receipt of license from BAI, inform and release to client | - | 5 minutes | |
| | TOTAL: | | 500.00 | 30 minutes | |

11 Endorsement of Application for Accreditation of Show Veterinarian

Accreditation of Show Veterinarians is being endorsed to warrant the qualifications of personnel authorized to ensure safety and welfare of animals used in the shows

| | | |
|--|-----------------------|---|
| Office or Division | Regulatory Division | |
| Classification | Simple | |
| Type of Transaction | G2C/G2B | |
| Who may avail: | Licensed Veterinarian | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Filled-up and notarized application forms with documentary stamp | | Permits and Licensing Unit, Regulatory Division |
| 2. 2 pcs Latest 1"x1" ID picture | | |
| 3. Photocopy of current PRC and PTR | | |
| 4. Accomplished Questionnaire | | |
| 5. Certificate of Attendance on any BAI certified animal welfare seminar | | |
| 6. Agreement form (b/n Show Vet and Show Organizer) | | |

| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----|---|---|------------------------|------------------------|----------------------------------|
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Permits and Licensing Unit Staff |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check compliance to requirements | - | | |
| 3 | | Initial review and verification of documents | - | 5 minutes | |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | |
| 5 | Submit notarized application form with complete requirements | Receive complete documentary requirements | - | 5 minutes | |
| 6 | | Final review and verification of documents | - | | |
| 7 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | Accounting Staff |
| 8 | Pay Fee | Issue Official Receipt | 100.00 | 3 minutes | Cashier |
| 9 | Present Official Receipt (ask to come back on designated day for the license) | Prepare transmittal letter and application documents for endorsement to BAI | - | 5 minutes | Permits and Licensing Unit Staff |
| 10 | | Documents brought to Records Section for mailing | - | 3 minutes | |
| 11 | Receive license | Upon receipt of license from BAI, inform and release to client | - | 2 minutes | |
| | TOTAL: | | 100.00 | 29 minutes | |

12 Endorsement of show Request

Registrations related to holding of animal shows is being endorsed to guard the health, safety and over-all welfare of animals, pet owners and spectators during conduct of animal shows

| | | | | | | |
|---|--|--|---|------------------------|----------------------------------|------------------|
| Office or Division | Regulatory Division | | | | | |
| Classification | Simple | | | | | |
| Type of Transaction | G2C/G2B/G2G | | | | | |
| Who may avail: | Any person, association, partnership, corporation, cooperative or government agency intending to hold animal shows | | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | | |
| 1. Filled-up Show Request | | | Permits and Licensing Unit, Regulatory Division | | | |
| 2. Photocopy of current PRC and PTR of 2 Veterinarians | | | | | | |
| 3. Agreement form (signed by Show Veterinarians and Show Organizer) | | | | | | |
| 4. After show Veterinarian's report (if applicable) | | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Permits and Licensing Unit Staff | |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check compliance to requirements | - | | | |
| 3 | | Initial review and verification of documents | - | 5 minutes | | |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | | |
| 5 | Submit notarized application form with complete requirements | Receive complete documentary requirements | - | 5 minutes | | |
| 6 | | Final review and verification of documents | - | | | |
| 7 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | | Accounting Staff |
| 8 | Pay Fee | Issue Official Receipt | 100.00 | 3 minutes | | Cashier |

| | | | | | |
|---------------|---|---|--------|------------|----------------------------------|
| 9 | Present Official Receipt (ask to come back on designated day for the license) | Prepare transmittal letter and application documents for endorsement to BAI | - | 5 minutes | Permits and Licensing Unit Staff |
| 10 | | Documents brought to Records Section for mailing | - | 3 minutes | |
| 11 | Receive license | Upon receipt of license from BAI, inform and release to client | - | 2 minutes | |
| TOTAL: | | | 100.00 | 29 minutes | |

13 Endorsement of Application for Authorization to Conduct eific Procedures using Animals

The intention is to grant authorization to conduct scientific procedures using animals to any concerned entity to institute the basic systems, organizations and practices in all laboratory animal care and use establishments to safeguard the welfare of animals used in scientific procedures

| | | | | | |
|--|--|-------------------------------------|---|------------------------|----------------------------------|
| Office or Division | Regulatory Division | | | | |
| Classification | Simple | | | | |
| Type of Transaction | G2C/G2B/G2G | | | | |
| Who may avail: | Any private or government entity (i.e., person, partnership, organization, establishment, firm, cooperative, corporation, association including medical, dental, allied, research, academic, and/or scientific institutions) | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1. Filled-up application forms | | | Permits and Licensing Unit, Regulatory Division | | |
| 2. Certification of Assurance that an Institutional Animal Care and Use Committee (IACUC) is in existence in the establishment | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Permits and Licensing Unit Staff |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check | - | | |

| | | | | | | |
|----|---|---|--------|------------|----------------------------------|------------------|
| | | compliance to requirements | | | | |
| 3 | | Initial review and verification of documents | - | 5 minutes | | |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | | |
| 5 | Submit notarized application form with complete requirements | Receive complete documentary requirements | - | 5 minutes | | |
| 6 | | Final review and verification of documents | - | | | |
| 7 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | | Accounting Staff |
| 8 | Pay Fee | Issue Official Receipt | 100.00 | 3 minutes | | Cashier |
| 9 | Present Official Receipt (ask to come back on designated day for the license) | Prepare transmittal letter and application documents for endorsement to BAI | - | 5 minutes | Permits and Licensing Unit Staff | |
| 10 | | Documents brought to Records Section for mailing | - | 3 minutes | | |
| 11 | Receive license | Upon receipt of license from BAI, inform and release to client | - | 2 minutes | | |
| | TOTAL: | | 100.00 | 29 minutes | | |

14 Endorsement of Application for Registration of Animal Show Organizer

Registrations related to holding of animal shows is being endorsed to guard the health, safety and over-all welfare of animals, pet owners and spectators during conduct of animal shows

| | |
|----------------------------|---------------------|
| Office or Division | Regulatory Division |
| Classification | Simple |
| Type of Transaction | G2C/G2B/G2G |

| | | | | | |
|--|--|--|--------------------------------------|------------------------|----------------------------------|
| Who may avail: | | Any person, association, partnership, corporation, cooperative or government agency intending to hold animal shows | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1. Filled-up and notarized application forms with documentary stamp | | Permits and Licensing Unit, Regulatory Division | | | |
| 2. 2 pcs Latest 1"x1" ID picture | | | | | |
| 3. Mayor's Permit (current year)/ DTI Registration/ SEC Articles of Incorporation/CDA Registration/ current ECC/ CNC from DENR | | | | | |
| 4. Photocopy of current PRC and PTR of Veterinarian | | | | | |
| 5. Proof of creation of LGU/ state university/ association/ organization (if applicable) | | | | | |
| 6. After show Veterinarian's report (if applicable) | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Permits and Licensing Unit Staff |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check compliance to requirements | - | | |
| 3 | | Initial review and verification of documents | - | 5 minutes | |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | |
| 5 | Submit notarized application form with complete requirements | Receive complete documentary requirements | - | 5 minutes | |
| 6 | | Final review and verification of documents | - | | |
| 7 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | Accounting Staff |
| 8 | Pay Fee | Issue Official Receipt | 100.00 (Initial) 300.00 (Renewal) | 3 minutes | Cashier |

| | | | | | |
|---------------|---|---|---------------|------------|----------------------------------|
| 9 | Present Official Receipt (ask to come back on designated day for the license) | Prepare transmittal letter and application documents for endorsement to BAI | - | 5 minutes | Permits and Licensing Unit Staff |
| 10 | | Documents brought to Records Section for mailing | - | 3 minutes | |
| 11 | Receive license | Upon receipt of license from BAI, inform and release to client | - | 2 minutes | |
| TOTAL: | | | 100.00-300.00 | 29 minutes | |

15 Endorsement of Application for Registration of Animal Facilities

This service protects and promotes the welfare of all terrestrial, aquatic and marine animals in the Philippines by supervising and regulating the establishment and operations of all facilities utilized for breeding, maintaining, keeping, treating or training of all animals either as object of trade or as household pets

| | | |
|--|---|--|
| Office or Division | Regulatory Division | |
| Classification | Simple | |
| Type of Transaction | G2C/G2B/G2G | |
| Who may avail: | Animal Boarding Facility, Aviary, Canine Facility/K9 Provider, Cattery, Kennel, Animal Shelter, Pet Shop, Crocodile Farm, Grooming Facility, Hog Farm, Poultry Farm, Cattle/Goat Farm, Monkey Farm, Ostrich Farm, Animal Pound, Laboratory Animal Facility, Racetrack/Equestrian Establishment, SLH/PDP, Stock Farm, VCH, Wildlife Rescue Center, Zoo | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Filled-up and notarized application forms with documentary stamp | Permits and Licensing Unit, Regulatory Division | |
| 2. 2 pcs Latest 1"x1" ID picture | | |
| 3. Mayor's Permit (current year)/ DTI Registration/ SEC Articles of Incorporation/CDA Registration/ current ECC/ CNC from DENR | | |
| 4. Photocopy of current PRC, CTC, TIN and PTR of Veterinarian, S2 license (if applicable) | | |

| 5. Copy of notarized employment contract of Veterinarian (if applicable) | | | | | | |
|--|--|--|---|------------------------|----------------------------------|------------------|
| 6. Copy of notarized valid contract of lease of the space/ building/ area being occupied (if applicable) | | | | | | |
| 7. Location map and floor plan of the animal facility | | | | | | |
| 8. Certificate (attendance on animal welfare seminar) | | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Permits and Licensing Unit Staff | |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check compliance to requirements | - | | | |
| 3 | | Initial review and verification of documents | - | 5 minutes | | |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | | |
| 5 | Submit notarized application form with complete requirements | Receive complete documentary requirements | - | 5 minutes | | |
| 6 | | Final review and verification of documents | - | | | |
| 7 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | | Accounting Staff |
| 8 | Pay Fee | Issue Official Receipt | 200.00 - Pounds/ Shelter 300.00 - Animal Boarding and Recreation Facility, | 3 minutes | | Cashier |

| | | | | | |
|----|---|--|--|-----------|----------------------------------|
| | | | <p>Veterinary Hospital/ Veterinary Clinic, Wildlife Rescue Center, Canine Facility/ Canine Security, Grooming Facility, Other related animal facilities 500.00 - Aviary, Cattery/ Kennel/ Laboratory Animal Facilities/ Pet Shop, Racetrack/ Equestrian Establishment, Slaughterhouse/ Poultry Dressing Plant, Stock Farm/ Corral/ Stockyard/ Stud Farm 1,000.00 - Hog/ Poultry/ Cattle/ Goat Farm, Zoo</p> | | |
| 9 | Present Official Receipt (ask to come back on designated day for the license) | Complete documents submitted for inspection and evaluation of establishment by IEU | - | 3 minutes | Permits and Licensing Unit Staff |
| 10 | (If NON COMPLIANT, comply with corrective measures and schedule re- inspection; If COMPLIANT, | Receive inspection report from IEU: - if COMPLIANT, for review and recommending approval of Division Chief | - | 3 minutes | |

| | | | | | |
|----|---|---|----------------|------------|--|
| | ask to come back on designated day for the license) | - if NON COMPLIANT, inform client of issues of corrective measures to be made | | | |
| 11 | | Prepare transmittal letter and application documents for endorsement to BAI | - | 5 minutes | |
| 12 | | Documents brought to Records Section for mailing | - | 2 minutes | |
| 13 | Receive license | Upon receipt of license from BAI, inform and release to client | - | 2 minutes | |
| | TOTAL: | | 200.00-1000.00 | 34 minutes | |

16 Endorsement of Application for the Registration of Veterinary Drug and Product Establishment

This service ensures the safety and purity of foods, drugs and cosmetics being made available to the public

| | | |
|--|--|--|
| Office or Division | Regulatory Division | |
| Classification | Simple | |
| Type of Transaction | G2C/G2B/G2G | |
| Who may avail: | Veterinary Drug and Product Establishments/ Veterinary Drug Outlets/ Manufacturer/ Trader/ Distributor | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Filled-up and notarized application forms with documentary stamp | Permits and Licensing Unit, Regulatory Division | |
| 2. 2 pcs Latest 1"x1" ID picture | | |
| 3. Mayor's Permit (current year)/ DTI Registration/ SEC Articles of Incorporation/CDA Registration/ current ECC/ CNC from DENR | | |

| 4. Copy of notarized valid contract of lease of the space/ building/ area being occupied (if applicable) with location plan | | | | | | |
|---|--|--|----------------------------------|------------------------|----------------------------------|------------------|
| 5. List of products to be distributed with Generic and Brand Names, product registration numbers and expiry dates (if applicable) | | | | | | |
| 6. Joint Affidavit of Undertaking between a Veterinarian and owner/GM | | | | | | |
| 7. For RENEWAL: Original Copy of previous LTO | | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Permits and Licensing Unit Staff | |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check compliance to requirements | - | | | |
| 3 | | Initial review and verification of documents | - | 5 minutes | | |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | | |
| 5 | Submit notarized application form with complete requirements | Receive complete documentary requirements | - | 5 minutes | | |
| 6 | | Final review and verification of documents | - | | | |
| 7 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | | Accounting Staff |
| 8 | Pay Fee | Issue Official Receipt | (Initial) VDAP Outlet - P 240.00 | 3 minutes | | Cashier |

| | | | | | |
|----|---|--|--|------------|----------------------------------|
| | | | (Renewal) VDAP Outlet - P 480.00 | | |
| 9 | Present Official Receipt (ask to come back on designated day for the license) | Complete documents submitted for inspection and evaluation of establishment by IEU | - | 3 minutes | Permits and Licensing Unit Staff |
| 10 | (If NON COMPLIANT, comply with corrective measures and schedule re- inspection; If COMPLIANT, ask to come back on designated day for the license) | Receive inspection report from IEU: - if COMPLIANT, for review and recommending approval of Division Chief - if NON COMPLIANT, inform client of issues of corrective measures to be made | - | 3 minutes | |
| 11 | | Prepare transmittal letter and application documents for endorsement to BAI | - | 5 minutes | |
| 12 | | Documents brought to Records Section for mailing | - | 2 minutes | |
| 13 | Receive license | Upon receipt of license from BAI, inform and release to client | - | 2 minutes | |
| | TOTAL: | | 240.00- 480.00 | 34 minutes | |

17 Endorsement of Application for the Registration of Animal Feed Establishment

This service regulates and controls the manufacture, importation, labeling, advertising and sale of livestock and poultry feeds

| | | | | | |
|---|---|---|--|------------------------|----------------------------------|
| Office or Division | | Regulatory Division | | | |
| Classification | | Simple | | | |
| Type of Transaction | | G2C/G2B/G2G | | | |
| Who may avail: | | Animal Feed Supplier/Dealer/Distributor/Repacker/Retailer | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1. Filled-up and notarized application forms with documentary stamp | | | Permits and Licensing Unit, Regulatory Division | | |
| 2. 2 pcs Latest 1"x1" ID picture | | | | | |
| 3. Mayor's Permit (current year) | | | | | |
| 4. Others, as may be required | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Filling of application forms | Issue appropriate forms | - | 15 minutes | Permits and Licensing Unit Staff |
| 2 | Submit accomplished forms with supporting documents | Evaluation of submitted documents | - | 10 minutes | |
| 3 | | Inform applicant of lacking documents, for final evaluation | - | | |
| 4 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | Accounting Staff |
| 5 | Pay Fee | Issue Official Receipt | Feed Supplier - P 240.00 Distributor - P 120.00 Retailer - P 60.00 | 3 minutes | Cashier |
| 6 | | Forward application to BAI for processing and approval | - | 10 days | Permits and Licensing Unit Staff |
| 7 | | Releasing of approved/denied applications | - | 10 minutes | |

| | | | | | |
|---|-----------------|---|-----------|--------------------|--|
| 8 | Receive license | Inform applicant and make recommendations for denied applications | - | 1 day | |
| | TOTAL: | | 60-240.00 | 11 days 41 minutes | |

18 Endorsement of Certificate for Land Use Reclassification

Land Use Conversion is the act or process of changing the current physical use of a piece of agricultural land into some other use or for another agricultural use other than the cultivation of the soil, planting of crops, growing of trees, including harvesting of produce therefrom, as approved by DAR

| | | |
|---|---|--|
| Office or Division | Regulatory Division | |
| Classification | Complex | |
| Type of Transaction | G2C/G2B/G2G | |
| Who may avail: | Owner of private agricultural land/s, beneficiaries of the agrarian reform program, government agencies | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Notarized Sworn Declaration of Application for Land Use Reclassification, 2 copies | | |
| 2. Proof of Ownership of Land/ Certificate from DENR/DENR CENRO | | |
| 3. Certificate of Non-CARP Coverage from DAR | | |
| 4. Special Power of Attorney/Board resolution, if applicable | | |
| 5. Vicinity Map of the area with sufficient reference points | | |
| 6. Parcellary Map | | |
| 7. Zoning certification from HLURB | | |
| 8. Photographs of the area during field inspection, from RTECLUM | | |
| 9. Certificate of Irrigation Coverage from NIA | | |
| 10. Certificate of Coverage/ Non-Coverage from SRA | | |
| 11. Certificate of Inspection and Verification from PCA | | |
| 12. Certification from PhilFIDA, if applicable | | |

| 13. Certification from BFAR, if applicable | | | | | |
|--|--|---|----------------------------|-----------------|--------------------|
| 14. Certification from BAI, if applicable | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | File letter of intent addressed to the Regional Executive Director for land-use reclassification/ conversion | Record and endorse letter of intent to RTECLUM | - | 5 minutes | ORED's Staff |
| 2 | | Brief Applicant re: completion of requirements | - | 5 minutes | RTECLUM Members |
| 3 | Fill-out Sworn Declaration/ Application for reclassification (LUR Form 1) and compliance of other requirements | Issue Sworn Declaration/ Application for reclassification (LUR Form 1) | - | 2 minutes | RTECLUM Members |
| 4 | Submit LUR Form 1 duly accomplished together with the listed requirements in two (2) folders to RTECLUM | Evaluate and check completeness of documents submitted. The applicant is informed of lacking documents and folders are returned; otherwise the applicant is required to pay the corresponding fees. | - | 5 minutes | RTECLUM Members |
| 5 | Get Order of Payment | Issue Order of Payment | - | 3 minutes | Accounting Staff |
| 6 | Pay Fee | Issue Official Receipt | If Area applied for | 3 minutes | Cashier |

| | | | | | |
|---|--|---|--|------------------------|-----------------|
| | | | <p>is 15has and/or below, Filing fee is P 1,750.00 Inspection fee P 5,000.00</p> <p>If Area applied for is above 15 has - 30 has, Filing fee is P 2,000.00 Inspection fee P 7,500.00</p> <p>If Area applied for is More than 30 has, Filing fee is P 3,000.00 Inspection fee P 10,000.00</p> <p>Motion for Reconsideration: P 2,000.00</p> | | |
| 7 | Present Official Receipt (Schedule with client available time for re-inspection) | Field investigation/ocular inspection of the areas for reclassification/conversion, collect soil samples for soil characterization, and submit soil samples to soils laboratory | - | 1 day (site dependent) | RTECLUM Members |

| | | | | | |
|----|---------------|---|---|---------------------------|-----------------|
| 8 | | Conduct soil laboratory and analysis | | 3 days | IALD Staff |
| 9 | | Prepare field investigation report. Enter findings and recommendation in LUC Form 2 and LUC Form 3 and signature of RTeCLUM members | - | 2 hours | RTECLUM Members |
| 10 | | Forward documents to Office of the RED for endorsement | - | 3 minutes | RTECLUM Members |
| 11 | | Preparation of endorsement letter and send documents to NTECLUM for appropriate action | - | 2 minutes | ORED's Staff |
| | TOTAL: | | | 4 days 2 hours 28 minutes | |

19 Endorsement for PhilGAP Certification

The Good Agricultural Practice Certification program is being promoted to ensure food safety and assure quality of agricultural products while keeping high regard for environmental protection and that of workers health, safety and welfare aimed at facilitating access of Philippine Agricultural Crops to neighboring ASEAN markets and other foreign markets

| | |
|---|--|
| Office or Division | Regulatory Division |
| Classification | Simple |
| Type of Transaction | G2C/G2B/G2G |
| Who may avail: | Individual/ Business Entities, Cooperatives, Corporations, Associations/Organizations, Government Agency/ies, Academic/Research Institutions |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Accomplished application form (Individual/Group) - Pre GAP | |

| Application and PhilGAP Application Forms | | | | | |
|---|---|--|------------------------|------------------------|--|
| 2. Farmers/ Organizational profile (Organization/Association) | | | | | |
| 3. Farm map or area map Field/Farm operations procedures | | | | | |
| 4. Certificate of training on GAP | | | | | |
| 5. Procedure for out grower ship scheme/Crop Programing | | | | | |
| 6. List of Inputs (Fertilizers and Pesticides) | | | | | |
| 7. Certificate of Registration (if applicable) | | | | | |
| 8. Procedure for accreditation (if applicable) | | | | | |
| 9. Soil/Water Analysis | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Certification and Accreditation Unit Staff |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check compliance to requirements | - | | Certification and Accreditation Unit Staff |
| 3 | | Initial review and verification of documents | - | 5 minutes | Certification and Accreditation Unit Staff |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | Certification and Accreditation Unit Staff |
| 5 | | Receive complete documentary requirements | - | 5 minutes | Certification and Accreditation Unit Staff |
| 6 | | Final review and verification of documents | | | Certification and Accreditation Unit Staff |
| 7 | Pre-assessment | Conduct of pre-assessment | - | 1 day | Regional PhilGAP Team Members |

| | | | | | |
|---|---|---|------|------------------|--|
| 8 | if NON COMPLIANT, comply with corrective measures and schedule compliance assessment if COMPLIANT, ask to come back on designated day for the certificate | Receive pre-assessment report from RGT: - if COMPLIANT endorse to BPI - if NON COMPLIANT, inform client of issues of corrective measures to be made | - | 3 minutes | Certification and Accreditation Unit Staff |
| 9 | | Documents brought to Records Section for mailing | - | 2 minutes | Certification and Accreditation Unit Staff |
| | TOTAL: | | None | 1 day 18 minutes | |

20 Endorsement of Application for the Good Animal Husbandry Practices (GAHP) Certification

The Good Agricultural Practice Certification program is being promoted to ensure food safety and assure quality of agricultural products while keeping high regard for environmental protection and that of workers health, safety and welfare aimed at facilitating access of Philippine Agricultural Crops to neighboring ASEAN markets and other foreign markets

| | | |
|--|--|--|
| Office or Division | Regulatory Division | |
| Classification | Simple | |
| Type of Transaction | G2C/G2B/G2G | |
| Who may avail: | Individual/Group Farmers, Government Established Animal Facilities (Research Outreach Station, Multiplier Farms, Learning Sites) | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Filled-up and notarized application forms | | |
| 2. Farm/Organizational Profile | | |
| 3. Brief historical development of the farm | | |
| 4. Production flow chart | | |
| 5. Operations Manual | | |

| 6. Vicinity Map | | | | | |
|--|---|---|------------------------|------------------------|--|
| 7. Municipal/City licenses and/or permits (including zoning clearance) | | | | | |
| 8. Certificate of Registration | | SEC/DTI/CDA/DOLE | | | |
| 9. Environmental Compliance Certificate (ECC)/ Certificate of Non-Compliance Certificate (CNC) | | DENR | | | |
| 10. Certificate of attendance of Farm owner/worker to GAHP Training | | | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Secure application forms | Issue application forms | - | 3 minutes | Certification and Accreditation Unit Staff |
| 2 | Submit filled-up application form with supporting documents | Receive application forms and check compliance to requirements | - | | Certification and Accreditation Unit Staff |
| 3 | | Initial review and verification of documents | - | 5 minutes | Certification and Accreditation Unit Staff |
| 4 | (Client informed of lacking documents) | Incomplete application returned back to client | - | | Certification and Accreditation Unit Staff |
| 5 | | Schedule of Pre-inspection | - | | Certification and Accreditation Unit Staff |
| 6 | | Conduct Pre-Inspection | | 1 day | Regional GAHP Team members |
| 7 | if NON COMPLIANT, comply with corrective measures and schedule compliance assessment if COMPLIANT, ask to come back on designated day | Receive pre-assessment report from RGT: - if COMPLIANT endorse to BPI - if NON COMPLIANT, inform client of issues of corrective measures to be made | - | 2 minutes | Certification and Accreditation Unit Staff |

| | | | | | |
|---|---------------------|---|------|------------------|--|
| | for the certificate | | | | |
| 8 | | Prepare transmittal letter and application documents for endorsement to BAI | - | 5 minutes | Certification and Accreditation Unit Staff |
| 9 | | Documents brought to Records Section for mailing | | 2 minutes | Certification and Accreditation Unit Staff |
| | TOTAL: | | None | 1 day 17 minutes | |

VI. Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISMS | |
|---|--|
| How to send a feedback | <p>Answer the client service feedback form and drop it at the designated drop box in front of the DA-CAR Main building and RAFIS.</p> <p>Contact Info: (074) 661 1138 / da.car.customer.service@yahoo.com</p> |
| How feedbacks are processed | <p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (074) 661 1138 Malasakit Help Desk (074) 661 6828 AFD (074) 445 4973 ORED</p> |
| How to file a complaint | <p>Answer the Client Complaint Form and drop it at the designated drop box in front of the DA-CAR Main building and RAFIS.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (074) 661 1138 Malasakit Help Desk (074) 661 6828 AFD (074) 445 4973 ORED</p> |

| | |
|--|--|
| <p>How complaints are processed</p> | <p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (074) 661 1138 Malasakit Help Desk (074) 661 6828 AFD (074) 445 4973 ORED</p> |
| <p>Contact Information of DA-RFO-CAR</p> | <p>Customer Service: da.car.customer.service@yahoo.com (074) 661 1138</p> |

VII. List of Offices

| Office | Address | Contact Information |
|--|---|---|
| Office of the Regional Directors | | |
| Office of the Regional Executive Director | 2 nd Flr, DA-RFO-CAR Main Bldg, BPI Compound, Guisad Baguio City | (074) 445 4973 da_carfu@yahoo.com |
| Office of the Regional Technical Director for Operations | 2 nd Flr, DA-RFO-CAR Main Bldg, BPI Compound, Guisad Baguio City | (074) 445 9092 ortd.operations@gmail.com |
| Office of the Regional Technical Director for Research & Regulations | 2 nd Flr New DA-RFO-CAR Bldg, BPI Compound, Guisad Baguio City | (074) 443 4405 dacar.rtdrandrofficial@gmail.com |
| Regional Agriculture & Fisheries Information Section | 2 nd Flr BPI Admin Building, BPI Compound, Guisad Baguio City | (074) 422 5795 rafid.dacar@gmail.com |
| Administrative and Finance Division | | |
| Accounting Section | 2 nd Flr New DA-RFO-CAR Bldg, BPI Compound, Guisad Baguio City | (074) 445 3003 darfocaraccountingsection@yahoo.com |
| Budget Section | 2 nd Flr New DA-RFO-CAR Bldg, BPI Compound, Guisad Baguio City | (074) 445 2532 budget_car13@yahoo.com |
| Cashiering Unit | 2 nd Flr RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 443 4622 darfucarcashiering@yahoo.com |
| Office of the Bids and Awards Committee Secretariat | 2 nd Flr, RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 442 4399 |
| Office of the Chief Administrative Officer | 2 nd Flr New DA-RFO-CAR Bldg, BPI Compound, Guisad Baguio City | (074) 661 6828 |
| Personnel Section | 2 nd Flr, BPI Admin Building, BPI Compound, Guisad Baguio City | (074) 422 5795 dacarfu.personnel@gmail.com |
| Procurement Unit | 1 st Flr New DA-RFO-CAR Bldg, BPI Compound, Guisad Baguio City | (074) 424 4859 |
| Records Unit | 2 nd Flr RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 445 9094 dacarfo_records@yahoo.com.ph |
| Supply & Property Unit | 2 nd Flr RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 443 4622 |

| Agribusiness and Marketing Assistance Division | | |
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| Office of the Chief, Agribusiness and Marketing Assistance Division | 5 th Flr RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 665 5675 mad.car2014@yahoo.com.ph |
| Loan Facilitation Team Office | 2 nd Flr, DA-RFO-CAR Main Bldg, BPI Compound, Guisad Baguio City | (074) 445 9092 loftdacar@gmail.com |
| Field Operations Division | | |
| Corn & Cassava Program Coordinating Unit | 4 th Flr, RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 300 1550 corndacar2016@gmail.com |
| Disaster Risk Reduction Management Coordinating Unit | 4 th Flr, RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 300 1550 |
| High Value Crop & Development Program Coordinating Unit | 3 rd Flr, RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 300 1550 hvcdp_car@yahoo.com |
| Institutional Development Unit | 4 th Flr, RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 300 1550 idudacar17@gmail.com |
| Livestock Program Coordinating Unit | 1 st Flr, DA-RFO-CAR Main Bldg, BPI Compound, Guisad Baguio City | (074) 444 9872 livestock.cordillera@gmail.com |
| Office of the Chief of the Field Operations Division | 3 rd Flr, RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 300 1550 dacar.operations@gmail.com |
| Organic Agriculture Program Coordinating Unit | 2 nd Flr, Organic Agriculture Bldg, BPI Compound, Guisad Baguio City | (074) 422 0761 car.da.organic@gmail.com |
| Rice Program Coordinating Unit | 4 th Flr, RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 300 4497 ricedacar2016@gmail.com |
| Integrated Laboratories Division | | |
| Office of the Chief of the Regional Integrated Laboratories Division | 2 nd Flr Organic Agriculture Building, BPI Compound Guisad, Baguio City | (074) 422 0761 integratedlaboratories.dacar@gmail.com |
| Regional Animal Disease & Diagnostic Laboratory | Dontogan, Baguio City | (074) 444 9871 raddl_car@yahoo.com |
| Regional Crop Protection Center | New RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 630 3316 rcpc.cordillera@gmail.com |
| Regional Feed Chemical Analysis Laboratory | Dontogan, Baguio City | (074) 444 9871 |

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| | | dacar.feedlab@gmail.com |
| Regional Soils Laboratory | Pacdal, Baguio City | (074) 442 7127 rslDACAR@gmail.com |
| Planning Monitoring And Evaluation Division | | |
| Planning Monitoring & Evaluation Division | 3 rd Flr, DA-RFO-CAR Main Bldg, BPI Compound, Guisad Baguio City | (074) 445 8822 pmed3fdacar@gmail.com |
| Regional Agriculture and Fisheries Council Coordinating Unit | 2 nd Flr, Organic Agriculture Bldg, BPI Compound, Guisad Baguio City | (074) 422 0761 rafc.car@yahoo.com |
| Regional Agricultural Engineering Division | | |
| Office of the Chief, Regional Agricultural Engineering Division (RAED) | 3 rd Flr BPI Admin Bldg, BPI Compound, Guisad Baguio City | (074) 445 3771 da_rfu_car_raed@yahoo.com |
| RAED Satellite Office | 3 rd Flr Organic Agriculture Bldg, BPI Compound, Guisad Baguio City | (074) 554 7386 da_rfu_car_raed@yahoo.com |
| Regulatory Division | | |
| Office of the Chief, Regulatory Division | 1 st Flr, DA-RFO-CAR Main Bldg, BPI Compound, Guisad Baguio City | (074) 665 2998 (074) 444 9872 regulatorydivision.car@gmail.com |
| Research Division | | |
| Baguio and Animal Breeding Center | Dontogan, Baguio City | (074) 442 7194 dacarbabc@gmail.com |
| Luna Research Outreach Station | Luna, Apayao | ros.luna2018@gmail.com |
| Office of the Chief, Research Division | Dontogan, Baguio City | (074) 444 8986 ciarc_da@yahoo.com |
| Rizal Outreach Station | Rizal, Kalinga | da_rosrizal@yahoo.com |
| Special Projects | | |
| CHARM2P Scale Up Office | CHARMP Building, BPI Compound, Guisad Baguio City | (074) 444 7991/ (074) 444 8329 charmp2.opm@gmail.com |
| Integrated Natural Resources and Environmental Management Project | CHARMP Building, BPI Compound, Guisad Baguio City | (074) 444 7991 |

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| Philippine Rural Development Project Office | 1 st Flr, RCPC Bldg, BPI Compound, Guisad Baguio City | (074) 661 4408 prdpcar@gmail.com |
| Special Area for Agricultural Development Project Office | 1 st Flr, RCPC Building, BPI Compound, Guisad Baguio City | (074) 661 4408 saad.apy.car@gmail.com |
| Provincial Office | | |
| Agricultural Program Coordinating Office – Abra | Bangued, Abra | pco.abra@gmail.com |
| Agricultural Program Coordinating Office – Apayao | Luna, Apayao | |
| Agricultural Program Coordinating Office – Benguet | KM6, La Trinidad, Benguet | apcobenguet@gmail.com |
| Agricultural Program Coordinating Office – Ifugao | | apcoifugao@gmail.com |
| Agricultural Program Coordinating Office – Kalinga | Bulanao, Tabuk City, Kalinga | apcokalinga@gmail.com |
| Agricultural Program Coordinating Office – Mt Province | Bontoc, Mt Province | pcomountain@yahoo.com |
| Malasakit Help Desk | | |
| . Malasakit Help Desk 1 | 2 nd Flr, DA-RFO-CAR Main Bldg, BPI Compound, Guisad Baguio City | (074) 661 1138 |
| . Malasakit Help Desk 2 | BPI Admin Bldg, BPI Compound, Guisad Baguio City | (074) 445 3771 |