



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

**CITIZEN'S CHARTER
2024 (1st 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; and 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.

V. Quality Policy

The Department of Agriculture Regional Field Office in CAR commits to effectively and efficiently provide quality agricultural production inputs and their related support services that are aligned to regional and national priorities and are responsive to the needs of highland communities and our customers ensuring their utmost satisfaction.

We are committed to contribute to the achievement of a demand and technology-driven agriculture and fisheries sector for a food-secure, progressive and sustainable Cordillera by providing our best services for empowering the farming communities.



We adhere to our core values of commitment, resilience, excellence, service orientation, teamwork, integrity and diversity while upholding our customer and legal requirements, and continually improving our quality management system.

We adhere to our core values of commitment, resilience, excellence, service orientation, teamwork, integrity and diversity while upholding our customer and legal requirements, and continually improving our quality management system.



	Page
Mandate	1
Vision	1
Mission	1
Service Pledge	1
Quality Policy	1
 List of Services	
 External Services	
1. Regional Integrated Laboratory Division (RILD) Services	
1.1. Soil Analysis	7-8
1.2. Fertilizer Analysis	9-10
1.3. Water Analysis	11-12
1.4. Feed Chemical Analysis	13-14
1.5. Regional Animal Disease Diagnosis	15-19
1.6. Crop Pest and Diseases Diagnosis	20-21
1.7. Production and Release of Biocontrol Agents and Other Crop Pest Management Products	22-24
1.8. Provision of Resource Persons to Trainings and Onsite Consultations on Pest and Disease Management	25-26
2. Regional Agricultural Engineering Division (RAED) Services	
2.1. Issuance of Permit to Operate: Sale, Assembly, Fabrication And Manufacture of AF Machinery/Equipment (New Applications and Renewal)	27-29
2.2. Issuance of Certificate of Conformity: Sale, Assembly, Fabrication And Manufacture of AF Machinery/Equipment (New Applications and Renewal)	30-31
3. Field Operations Division (FOD) Services	
3.1. Technical Assistance-Program Implementation	32
3.2. Resource Person to Trainings and Farmers Forum	33
4. Research Division (ResD) Services	
4.1. Provision of Animals under Various Production Support Services	34-35
4.2. Provision of Seeds and Planting materials under Various Production Support Services from ROS -Rizal and ROS-Luna	36-37
4.3. Provision of animals, planting materials, vermicasts, vermiworms and Concoction under the Banner Programs	38
4.4. Provision of Technical Support on Station Demo/Orientations	39
5. Regulatory Division (RegD) Services	
5.1. Registration and Accreditation of Transport Carriers	40-41
5.2. Handlers' license for Livestock, Poultry and By-products	42



5.3. Accreditation of Animal Show Veterinarian	43-44
5.4. Endorsement of Animal Show request	45-46
5.5. Authorization to Conduct Scientific Procedures using Animals	47-48
5.6. Registration of Animal Show Organizer	49-50
5.7. Endorsement of Application for Registration of Animal Facilities	51-53
5.8. Endorsement of Applications for Registration of Veterinary Drug and Product establishments	54-56
5.9. Endorsement of Applications for Registration of Animal Feed Establishments	57-58
5.10. Endorsement of Certificate for Land Use Reclassification	59-61
5.11. Endorsement for PhilGAP Certification	62-63
5.12. Endorsement Of Application for Good Animal Husbandry Practices (GAHP) Certification	64-65
6. Agribusiness and Marketing Assistance Division (AMAD) Services	
6.1. Food lane Accreditation	66-67
6.2. Farmer and Fisher folks Enterprise Development Information System (FFEDIS)Registration (Walk-in)	68-70
6.3. Farmer and Fisher folks Enterprise Development Information System Registration (Web-based)	71-73
6.4. Market Matching	74
6.5. KADIWA Financial Grant Assistance	75-78
6.6. Agri-Credit Policy Council (ACPC) Loan Programs	79-80
6.7. Young Farmers Challenge (YFC) Program	81-82
7. Planning, Monitoring and Evaluation Division (PMED) Services	
7.1. Accreditation of Civil Society Organizations (CSO)	83-86
FEEDBACK MCHANISM	87-88
Client Satisfaction Measurement Form	89
DA-RFO CAR Organizational Structure	90
List of Offices	91-93
Key Officials	94



Regional Field Office External Services





1. REGIONAL INTEGRATED LABORATORY DIVISION (ILD) SERVICES

1.1. 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 appropriate type and amount of fertilizer to meet the requirements of the crop.

Office or Division	Integrated Laboratory Division-Regional Soils Laboratory (ILD-RSL)				
Classification	Simple to Highly Technical				
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: a. Name of customer b. Address c. Contact Number d. Email address e. Sample ID f. Sample Condition g. Farm Area h. Crop/s to be planted i. Parameters to be tested	Sample source			
2	Duly filled-out test request form	Sample Receiver			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out test request form	Issue test request form	N/A	5 minutes	RSL Staff-Data Controller/ODC Staff
2	Submit at least 1kg of air-dried soil sample with complete sample information	Receive, evaluate, record, and label soil sample	N/A	5 minutes	RSL Staff-Data Controller
3	Client waits for the results of analysis. <i>(Client is asked to return on a specified date)</i>	Conduct analysis for the ff:	<i>* Fees apply to paying customers as per "Guidelines for Laboratory Fees"</i>	7 - 19 working days and 33 minutes	RSL Analysts (Chemist IV, Chemist III, Chemist II, Lab Tech III, Lab Tech II)
		pH	100.00/sample		

		Moisture content	100.00/sample		
		Organic Matter/carbon	250.00/sample		
		Available phosphorus	250.00/sample		
		Available Potassium	250.00/sample		
		Exchangeable Potassium	250.00/sample		
		Electrical Conductivity	160.00/sample		
		Exchangeable Calcium	250.00/sample		
		Available Copper	160.00/sample		
		Available Zinc	160.00/sample		
		Available Iron	160.00/sample		
		Available Manganese	160.00/sample		
4	Secure order of Payment	Issue an Order	N/A	5 minutes	Accounting Staff
5	Pay corresponding fee (free for farmers)	Issue an Official Receipt	N/A	5 minutes	Cashier
6	Present official receipt of payment prior to the release of test result and acknowledge receipt thereof in the logbook	Allow the customer to sign at the acknowledgment logbook and release the result	N/A	5 minutes	RSL Staff-Data Controller
7	Accomplish Customer Satisfaction Survey Form.	Retrieve the accomplished Customer Satisfaction Survey Form	N/A	2 minutes	RSL Staff-Data Controller
END OF TRANSACTION					



1.2. Fertilizer Analysis

Fertilizers are essential in providing required nutrients to improve yields 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	Integrated Laboratory Division-Regional Soils Laboratory (ILD-RSL)				
Classification	Simple to Highly Technical				
Type of Transaction	G2C/G2B/G2G				
Who may avail:	Farmers/ Students/ Researchers/ Other customers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1.	250 grams to 1 kilogram or 250 milliliters to 1 liter of fertilizer sample with complete label as follows: 1.1. Name of customer 1.2. Address 1.3. Contact Number 1.4. Email Address 1.5. Sample ID 1.6. Sample Condition 1.7. Lot No./Batch No. 1.8. Parameters to be tested			Sample source	
2.	Test Request Form			Sample Receiver	
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill out test request form	Issue test request form	N/A	5 minutes	RSL Staff-Data Controller/ODC Staff
2.	Submit 250 grams to 1 kg or 250 ml to 1 liter of fertilizer sample	Receive, evaluate, record, and label fertilizer sample	N/A	5 minutes	RSL Staff-Data Controller
3.	Client waits for the results of analysis. <i>(Client is asked to come back on a specified date)</i>	Conduct analysis for the ff:	<i>* Fees apply to paying customers as per "Guidelines for Laboratory Fees"</i>	7 - 19 working days and 33 minutes	RSL Analysts (Chemist III, Chemist II, Lab Tech III, Lab Tech II)

		Total Nitrogen	300.00/ sample		
		Total P ₂ O ₅	300.00/ sample		
		Total K ₂ O	250.00/ sample		
		Total Calcium	250.00/ sample		
		Total Copper	160.00/ sample		
		Total Zinc	160.00/ sample		
		Total Iron	160.00/ sample		
		Total Manganese	160.00/ sample		
		pH	100.00/ sample		
		Moisture content	100.00/ sample		
4.	Secure order of payment	Issuance of Issue an Order of Payment	N/A	5 minutes	Accounting Staff
5.	Pay corresponding amount (free for farmers)	Issue an Official Receipt	As stated above	5 minutes	Cashier
6.	Present official receipt of payment prior to the release of test result and acknowledge receipt thereof in the logbook	Allow the customer to sign at the acknowledgment logbook and release the result	N/A	5 minutes	RSL Staff-Data Controller
7.	Accomplish Customer Satisfaction Survey Form	Retrieve the accomplished Customer Satisfaction Survey Form	N/A	2 minutes	RSL Staff-Data Controller
END OF TRANSACTION					



1.3. 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		Integrated Laboratory Division-Regional Soils Laboratory (ILD-RSL)			
Classification		Simple to Highly Technical			
Type of Transaction		G2C/G2B/G2G			
Who may avail:		Farmers/ Students/ Researchers/ Other customers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1.	One (1) Liter of water sample; place the sample in an ice chest to maintain the temperature at 6°C and submit to the laboratory within 24 hours of collection with complete label as follows: 1.1. Name of customer 1.2. Address 1.3. Address 1.4. Contact Number 1.5. Email address 1.6. Sample ID 1.7. Sample Condition 1.8. Parameters to be tested			Sample source	
2.	Test Request Form			Sample Receiver	
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill out test request form	Issue test request form	N/A	5 minutes	RSL Staff-Data Controller/ODC Staff
2.	Submit one (1) liter of water sample placed in ice chest to maintain 6°C temperature.	Receive, evaluate, record, and label fertilizer sample	N/A	5 minutes	RSL Staff-Data Controller
3.	Client waits for the results of analysis. <i>(Client is asked to come back on a specified date)</i>	Conduct analysis for the ff:	* Fees apply to paying customers as per "Guidelines for Laboratory Fees"	7 - 19 working days and 33 minutes	RSL Analysts (Chemist IV, Chemist III, Chemist II, Lab Tech III, Lab Tech II)
		Ammoniacal Nitrogen	160.00/ sample		

		Dissolved Inorganic Phosphorus	160.00/sample		
		Available Potassium	160.00/sample		
		Available Calcium	160.00/sample		
		Available Magnesium	160.00/sample		
		Available Sodium	160.00/sample		
		Electrical Conductivity	160.00/sample		
		pH	100.00/sample		
4.	Secure order of payment	Issuance of Issue an Order of Payment	N/A	5 minutes	Accounting Staff
5.	Pay corresponding amount (free for farmers)	Issue an Official Receipt	N/A	5 minutes	Cashier
6.	Present official receipt of payment prior to the release of test result and acknowledge receipt thereof in the logbook	Allow the customer to sign at the acknowledgement logbook and release the result	N/A	5 minutes	RSL Staff-Data Controller
7.	Accomplish Customer Satisfaction Survey Form	Retrieve the accomplished Customer Satisfaction Survey Form	N/A	2 minutes	RSL Staff-Data Controller
END OF TRANSACTION					



1.4. Feed Chemical Analysis

Office or Division	Integrated Laboratory Division-Regional Feed Chemical Analysis Laboratory (ILD-RFCAL)				
Classification	Complex				
Type of Transaction	G2C/G2B/G2G				
Who may avail:	Farmers/Stakeholders/Government Offices				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
1. Duly filled-out Test Request Form 2. Label claim of feed and soil products 3. Samples for analysis must be in accordance to the <i>Recommended Weights of Samples for Laboratory Analysis</i> in the “ Guidelines on Sample Collection and Sample Submission to the Component Laboratories of the Integrated Laboratories Division (DACAR Memorandum No. 2022-03-073) ”					
	CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill out Test Request Form	Release Test Request Form	-	5 minutes	RFCAL Staff/ ODC Staff
2.	Submit at least 250 grams or 250 mL of composite feeds (or feed ingredients)	Receive, verify, and record sample	-	5 minutes (for every 5 samples)	RFCAL Staff/ ODC Staff
3.	Secure order of payment	Issuance of Order of Payment	* Fees apply to paying customers as per “Guidelines for Laboratory Fees” specified in DACAR Memo No. 2021-10-292)	5 minutes	RFCAL Staff/ Accounting Staff
4.	Pay corresponding laboratory fees (free for customers specified under DACAR Memorandum No. 2021-10-292)	Issuance of Official Receipt		5 minutes	Cashier Staff
5.	Client waits for the results of analysis. (Customer asked to return on specified date)	Conduct analysis for the following:		<i>Depends on the sample and analysis requested</i>	RFCAL Analyst (Chemist III, Chemist II, Laboratory Technician III)

		Crude Protein	216.00	19 working days and 30 minutes (factored in the needed days for drying of samples)	
		Crude Fat	300.00		
		Crude Fiber	300.00		
		Moisture	120.00		
		Moisture Test using moisture analysis	200.00		
		Ash	200.00		
		Phosphorus	450.00		
		Calcium	240.00		
		Salt	240.00		
		Total Aflatoxins (B1, B2, G1, G2)	1,500.00		
		Ochratoxin A	1,500.00		
		Other mycotoxins (per type)	1,500.00		
6.	Customer to wait the release of Test Report.	Prepare, review, and certify Test Report; and prepare Test Report Transmittal for all samples	-	1-2 working days	Chemist II, Section Chief, Division Chief
7.	Present official receipt of payment prior to the release of Test Report and acknowledge receipt thereof in the attached Test Report Transmittal Form	Release Test Report and file receiving copy	-	5 minutes	RFCAL Staff - Record Controller
8.	Accomplish Customer Satisfaction Survey Form	Retrieve and file the accomplished Customer Satisfaction Survey Form	-	2 minutes	RFCAL - Record Controller
END OF TRANSACTION					



1.5. Regional Animal Disease Diagnosis

Examination of pathologic samples from animal sources.

Office or Division	Integrated Laboratory Division-Regional Animal Disease Diagnostic Laboratory (ILD-RADDL)				
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. Sample/s to be submitted for laboratory examination properly packed and with complete label as follows 1.1 Name of sample owner 1.2 Complete Address				Sample Source	
2. Duly filled-out Test Request Form				RADDL Office	
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out Request Forms as necessary (General Test Request Form/ Rabies Test Request Form, Sample Collection Form, Disease Investigation Form)	Release request forms	-	5 minutes	Sample Receiver
2	Submit properly packed sample/s with complete information	Receive and record sample/s	-	3 minutes	Sample Receiver
3		Evaluate Sample/s for acceptance or rejection	-	5 minutes	Sample Receiver
4	Secure order of Payment	Issuance of Order of Payment Record Order of Payment	-		RADDL Staff Accounting Staff
5	Pay corresponding fee (refer to Guidelines for Laboratory Fees for discounts)	Issuance of Official Receipt	-	5 minutes	Cashier



	CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	Present official receipt to laboratory (Client asked to return on the agreed date of release of test report)	Conduct laboratory test:			
	PARASITOLOGY				
		A. Fecalysis			
		a. Direct Smear	20.00/ sample	2WD (for every 20 samples)	RADDL Staff (Laboratory Technician II, Laboratory Aide II, Medical Technologist II, Agriculturist I, Veterinarian II)
		b. McMaster Flootation Method	30.00/ sample	2WD (for every 20 samples)	
		c. Sedimentation Technique	30.00/ sample	2WD (for every 20 samples)	
		d. Larval Culture	35.00/ sample	20 WD	
		B. Blood Parasite Examination			
		a. Direct Smear	20.00/ sample	2WD (for every 20 samples)	RADDL Staff (Laboratory Technician II, Laboratory Aide II, Medical Technologist II, Agriculturist I, Veterinarian II)
		b. Stained Smear	25.00/ sample	2WD (for every 20 samples)	
		c. Hematocrit Centrifugation Technique (Surra)	50.00/ sample	2WD (for every 20 samples)	
		d. Mice Inoculation Test (Surra)	80.00/ sample	21 WD (for every 20 samples)	
		Other Tests			
		a. Skin Scraping Method Examination	30.00/ sample	2WD (for every 20 samples)	
		b. Tissue	170.00/	2WD (for	

		Parasite ID	sample	every 20 samples)	
		c. Whole Parasite ID	50.00/ sample	2WD (for every 20 samples)	
		d. Honey Bee Parasite/Pest Detection and ID	150.00/ sample	2WD (for every 20 samples)	
		GENERAL VIROLOGY			
		A. Rabies Examination (dFAT)	200.00/ sample	3 WD	RADDL Staff (Laboratory Aide II, Laboratory Technician II, Agriculturist I, Veterinarian II, Veterinarian III, Veterinarian IV)
		B. cPCR (ASF)	2,000/ sample	2WD (for every 18 samples)	RADDL Staff (Medical Technologist, Agriculturist I, Veterinarian II, Veterinarian III)
		C. ELISA (AI)	300.00/ sample	3 WD	
		PATHOLOGY			
		A. Gross Pathology (Necropsy)			
		a. Poultry/Pet Birds Up to 2 mos old	50.00/ head	10WD	RADDL Staff (Laboratory Aide II, Agriculturist I, Veterinarian II)
		b. Poultry/Pet Birds Over to 2 mos old	75.00/ head	10WD	
		c. Pig Up to 2 mos old	100.00/ head	10WD	
		d. Pig	150.00/	10WD	

		Over to 2 mos old	head		
		e. Pig Sow/Boar	200.00/ head	10WD	
		f. Goat/Sheep	150.00/ head	10WD	
		g. Cattle/Carabao/Horse Up to 2 mos old	200.00/ head	10WD	
		h. Cattle/Carabao/Horse Over to 2 mos old	300.00/ head	10WD	
		MICROBIOLOGY			
		A. Isolation and Identification			RADDL Staff (Medical Technologist, Agriculturist I, Veterinarian II, Veterinarian III)
		a. Bacterial	250.00/ sample	7 WD	
		b. Fungal	250.00/ sample	14 WD	
		B. Salmonella Isolation			
		a. Feeds	450.00/sample	7 WD	
		b. Eggs	450.00/ sample	7 WD	
		C. Rapid Plate Test			
		a. Brucella	150.00/ sample	2 WD	
		b. <i>S. pullorum</i>	150.00/ sample	2 WD	
		c. <i>M. synoviae</i>	150.00/ sample	2 WD	
		d. <i>M. gallisepticum</i>	150.00/ sample	2 WD	
		Other Tests			
		a. Antibiotic Sensitivity Test	150.00/ sample	7 WD	
		b. Water Coliform Count	300.00/ sample	5 WD	



		c. Fungal Count	500.00/ sample	5 WD	
		d. Bacterial Count	500.00/ sample	5 WD	
		*Other Tests - For tests requested that are not available at RADDL-CAR, samples are endorsed to other laboratories. Fees to be paid and processing time depends on the laboratory where samples will be endorsed.			
7	Fill out Client Satisfaction Survey Form	Issue Customer Satisfaction Survey Form (CSSF)	-	5 minutes	RADDL/ILD Staff
8	Claim Test Report	Retrieve accomplished CSSF and release Test Report	-	3 minutes	RADDL/ILD Staff
END OF TRANSACTION					



1.6. Pest and Disease Diagnosis

This service involves the diagnosis of the causal pathogen/organism causing damage to plants through isolation, extraction, symptomatology and morphological identification.

Office or Division	Integrated Laboratory Division- Regional Crop Protection Center (ILD-RCPC)				
Classification	Simple to Complex				
Type of Transaction	G2C/G2G				
Who may avail:	Farmers/ Students/ Researchers/ Other clientele				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Filled out Test Request Form			RCPC Office		
2. Properly labeled and packed sample					
3. Samples should be viable for diagnosis (please check guidelines)					
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out Test Request Form	Receive Test Request Form	N/A	5 minutes	Sample Receiver
2	Submit properly packed sample/s with complete information	Receive and record sample/s	-	1 minute	Sample Receiver
3		Evaluate Sample/s for acceptance or rejection	-	5 minutes	Sample Receiver
4	Secure order of Payment	Issuance of Order of Payment Record Order of Payment	-		RCPC Staff Accounting Staff
5	Pay corresponding fee (refer to Guidelines for Laboratory Fees for corresponding discounts)	Issuance of Official Receipt	-	5 minutes	Cashier
		Conduct Laboratory Test:			Entomologist
		A.Morphological identification of Arthropod Pests 1.egg/immature stage 2.adult	150.00/ sample	19 WD 7 WD	
		B. Plant Pest	100.00/	7 WD	

6	<i>Fees apply to paying customers as per "Guidelines for Laboratory Fees"</i>	Symptomatology diagnosis	sample			
		Plant disease diagnosis (Symptomatology and Morphological Identification):				
		A. Isolation and Identification			Plant Pathologist	
		a. Bacteria	350.00/sample	14 WD		
		b. Fungi	350.00/sample	14 WD		
		B. Nematology (Morphological Identification)				
		a. Soil Extraction	350.00/sample	14 WD		
		b. Root Staining	150.00/sample	10 WD		
		C. Virus (Symptomatology)	100.00/sample	7 WD		
7	Fill out Client Satisfaction Survey Form	Issue Customer Satisfaction Survey Form (CSSF)	-	5 minutes		RCPC/ILD Staff
8	Claim Test Report	Retrieve accomplished CSSF and release Test Report	-	3 minutes		RCPC /ILD Staff
END OF TRANSACTION						

1.7. Production and release of biocontrol agents and other crop pest management products

This service involves the mass production and releasing of biological control agents e.g. *Trichoderma harzianum*, *Metarhizium anisopliae*, *Beauveria bassiana*, *Isaria fumosorosea*, Lacewing, Predatory beetle and other crop pest management product e.g. *Mokusaku* and *Coffee Berry Borer Lure* that can be used in the control of pests and diseases.

Office or Division		Integrated Laboratory Division-Regional Crop Protection Center (ILD-RCPC)			
Classification		Simple to Complex			
Type of Transaction		G2C/G2G			
Who may avail:		Farmers/ Students/ Researchers/ Other clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Request letter					
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit BCA Request letter	Receive submitted BCA Request letter from Field Operations Division/office of the RED Note: BCAs are available 14 days upon receipt of Request letter	N/A	3 minutes	RCPC Staff
2	Secure order of payment	Issuance of Order of Payment		3 minutes	Accounting Staff
3	Proceed to the accounting office for numbering and verification and pay the corresponding fee to collecting officer and issuance of official receipt (OR)	Issue official receipt		5 minutes	Accountant/ Cashier

4	Return after the specified processing time to claim BCAs; present OR	Receive and release BCAs and file receiving copy		10 minutes	RCPC Staff
5	* Fees apply to paying customers as per "Guidelines for Laboratory Fees"	Release of Biological Control Agents:			
		<i>Microbial Antagonists "Trichoderma harzianum"</i>	8/bundle	14 days (pre-production)	RCPC Staff
		<i>Green Muscardine Fungus "Metarhizium anisopliae"</i>	10/pack	14 days (pre-production)	RCPC Staff
		<i>White Muscardine Fungus "Beauveria bassiana"</i>	10/pack	14 days (pre-production)	RCPC Staff
		<i>Yellow Muscardine Fungus "Isaria fumosorosea"</i>	10/pack	14 days (pre-production)	RCPC Staff
		<i>Earwigs (Production is in Ros Luna and Ros Rizal)</i>	0.25/pc	14 days (pre-production)	ROS Luna/ROS Rizal Staff
		<i>Predatory Lady Beetle</i>	3/pc	14 days (pre-production)	RCPC Staff
		<i>Green lacewing</i>	0.50/5 pcs	14 days (pre-production)	RCPC Staff
		Other Crop Pest Management Product:			

		Mokusaku	90/liter	5 days (pre-production)	RCPC Staff
		Formulation and Releasing of Coffee Berry Borer Lure	70/pc	5 days	RCPC Staff
6	Accomplish Acknowledgment Receipt and Customer Satisfaction Survey Form	Receive and file accomplished Acknowledgment Receipt and Customer Satisfaction Survey Form (CSSF)	N/A	5 minutes	RCPC Staff
END OF TRANSACTION					



1.8. Provision of Resource Person to various trainings and on crop pest and diseases and soil condition on-site consultation

Office or Division	Integrated Laboratories Division				
Classification	Simple				
Type of Transaction	G2C/G2G				
Who may avail:	Agricultural Training Institute/ LGUs/Farmers/ Students/ Researchers/ Other clientele				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
2. Request letter					
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Request letter or send letter through email to the Office of the Regional Executive Director (ORED)	Receive submitted/sent request letter	N/A	3 minutes	Records Section
2		Route Request to Office of the Chief (ODC)	N/A	30 minutes	Records Section/ODC
3		<i>ODC route request to the appropriate Section</i>	N/A	30 minutes	ODC/Concerned Section
4		<i>Section Chief assigns task to appropriate staff specialist and contacts requesting office for details of training or consultation</i>	N/A	1 WD	Concerned Section

5	Coordinates with Office concerned on the details of the training or visit	Confirms attendance and details of the training/visit	N/A	30 minutes	ILD Staff/Inviting entity
5	Undertakes training plan	Acts as RP/Consultant during training or visit	N/A	As requested /scheduled	ILD Staff/Inviting entity
6	Accomplish Acknowledgment Receipt and Customer Satisfaction Survey Form during training or visit	Receive and file accomplished Acknowledgment Receipt and Customer Satisfaction Survey Form (CSSF)	N/A	5 minutes	ILD Staff
END OF TRANSACTION					



2. REGIONAL AGRICULTURAL ENGINEERING DIVISION (RAED) SERVICES

2.1. Issuance of Permit to Operate (PTO): Sale, assembly, fabrication and manufacture of agricultural and fishery machinery and equipment

Office or Division	Regional Agricultural Engineering Division (RAED)	
Classification	Complex	
Type of Transaction	G2C/G2B/G2G	
Who may avail:	Any person/business entity engaged in the sale, assembly, fabrication and manufacture of agricultural and fishery machinery and equipment.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p><u>PTO New Applications:</u></p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form (Form No. 401) 2. Photocopy of Business/Mayor's Permit from the city/ municipality where the establishment is located from the current year. 3. Product Listing Form 4. Duplicate copy of the official receipt of Payment of application form. <p>Additional for Solo Proprietorship:</p> <ul style="list-style-type: none"> - Photocopy of the Certificates of Business - Name Registration issued by the Department of Trade and Industry (DTI) <p>Additional for Corporation/Partnership/ Association/ Cooperatives :</p> <ul style="list-style-type: none"> - Photocopy of the Certificate of Registration issued by the Securities and Exchange Commission (SEC) and Article of Incorporation and By-laws and all amendments thereto. <p><u>Renewal of PTO:</u></p> <ol style="list-style-type: none"> 1. Duly accomplish Application Form 2. Photocopy of previous issued PTO. 3. Photocopy of Business/Mayor's Permit from the city/ municipality where the establishment is located for the current year. 4. Duplicate copy of the official receipt of payment of application fee. 5. Updated product listing. 		<p>Regional Agricultural Engineering Division (RAED)</p>

	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure application forms	Issue application form	-	5 minute	Standard Regulations and Enforcement Section (RAED-SRES) Staff
2	Submit filled-up application forms with complete documents	Receive application forms and check compliance to requirements	-	3 minutes	RAED-SRES Staff
3	Comply with documents required	Review and verify documents. Return incomplete application to clients.	-	3 minutes	RAED-SRES Staff
4		Prepare transmittal letter to BAFE for approval of the Regional Executive Director	-	5 minutes	RAED-SRES Staff
5		Scan approved transmittal letter and application documents and send to BAFE thru e-mail		5 minutes	RAED-SRES Staff
6		Conduct site inspection upon receipt of the work order from BAFE	-	1 working day	RAED-SRES Staff
7		Prepare inspection and evaluation report		1 hour	RAED-SRES Staff

8		Submit scanned and Inspection and Evaluation Report to BAFE		5 minutes	RAED-SRES Staff
9	Receive Permit to Operate	Upon receipt of PTO from BAFE, inform and release to client	-	3 minutes	RAED-SRES Staff
	TOTAL:			1 day 1 hour and 29 minutes	
END OF TRANSACTION					

Validity of Permit to Operate: 5 years

Note: Applications will be transmitted to BAFE which will be in-charge with the issuance of work order, payment processes and the approval of permit to operate.



2.2. Issuance of Certificate of Compliance (CC): Issuance of Permit to Operate (PTO): Sale, assembly, fabrication and manufacture of agricultural and fishery machinery and equipment

Office or Division	Regional Agricultural Engineering Division (RAED)
Classification	Complex
Type of Transaction	G2C/G2B/G2G
Who may avail:	Any person/business entity engaged in the sale, assembly, fabrication and manufacturing of agricultural and fishery machinery and equipment.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Certificate of Conformity New Applicant (Two Copies)</p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form 2. Duly accomplished Authority to use the CC form (For manufacturers, fabricators, dealers) 3. Business Permit (Certified True Copy) 4. Certificate of distributorship/dealership (if applicable) 5. Certificate of free sale/Registration or equivalent documentary requirement indicating the country of manufacture (for imported agricultural and fisheries Machinery) 6. Authenticated copy of test report issued by UPLB-AMTEC or accredited testing center. <p>Additional for Application Through a Representative</p> <ol style="list-style-type: none"> 1. Any Government issued Identification Card. 2. Special Power of Attorney or Board Resolution. <p>Renewal of CC</p> <ol style="list-style-type: none"> 1. Duly accomplish application form 2. Certified true copy of previous issued CC 3. Duly accomplished authority to use the CC form (for manufacturers/fabricators with dealers) 4. Authenticated copy of test result issued Bu UPLB-AMTEC or any accredited Testing center 	<p>Regional Agricultural Engineering Division</p>

	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure application forms.	Issue application form.	-	5 minutes	RAED-Standard Regulations and Enforcement Section Staff (RAED-SRES)
2	Submit Filled-up application forms with complete Documents	Receive application forms and check compliance to requirements.	-	3 minutes	RAED-SRES Staff
3	Comply with documents required	Review and verify documents.	-	3 minutes	RAED-SRES Staff.
		Return incomplete application to client			
4		Prepare transmittal letter to BAFE for approval of the Regional Executive Director.	-	5 minutes	RAED-SRES Staff.
5		Scan approved transmittal letter and application documents and send to BAFE thru e-mail	-	5 minutes	RAED-SRES Staff.
END OF TRANSACTION					



3. FIELDS OPERATIONS DIVISION (FOD) SERVICES

3.1. Technical Assistance – Program Implementation

Office or Division	Field Operations Division			
Classification	Simple			
Type of Transaction	G2C Government to Citizens G2C Government to Government			
Who may avail	LGUs, NGOs, farmers, Farmer's Organization			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter Request 			Provided by client	
<ul style="list-style-type: none"> Resolution of the Requesting party 			Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGU/NGO/ Farmers seek technical assistance	Briefing/ consultation/ orientation of the program	-	30 min - 1 hour	Program Coordinator/ Focal Person/ staff concerned
2. Submit letter request/intent to avail of technical assistance	Explain how to avail Include in the long list of beneficiaries	-	30 min	Program Coordinator/ Focal Person/ Technical staff concerned
TOTAL:		NONE	2 hours	
END OF TRANSACTION				



3.2. Resource Person to Trainings and Farmers' Forum

Office or Division	Field Operations Division			
Classification	Simple			
Type of Transaction	<ul style="list-style-type: none"> • G2C Government to Citizens • G2C Government to Government 			
Who may avail	LGUs, NGOs, farmers, Farmer's Organization			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Letter Request 			Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Send Letter Request to office	Endorse to concerned personnel	-	30 min - 1 hour	RED, ORED staff
2 Confirm with technical personnel and finalize details	Coordinate with requesting party	-	30 min	Technical Personnel concerned
TOTAL:		NONE	3 hours	
END OF TRANSACTION				



4. RESEARCH DIVISION (ResD) SERVICES

4.1. Provision of Animals under Various Production Support Services (VPSS) from ROS-Rizal, ROS-Luna and BABRC

This specific service on production support covers the animals produced in the station under the Regular Fund lodged at the Research Division.

Office/ Division	ResD: Research Outreach Station-Rizal (ROS-Rizal), Research Outreach Station-Luna (ROS-Luna) and Baguio Animal Breeding Research Center (BABRC)				
Classification	Simple				
Type of Transaction	G2C; G2G				
Who may avail?	People's Organizations, Civil Society Organizations (CSO)/ Cooperatives/ Non-Government Organizations, Local Government Units (LGU), Individual Beneficiaries				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Individual beneficiary: a. Letter Request/ Form b. Basic proof of identification c. Registration to RSBSA			Emanates from the individual Emanates from the individual		
Group/ Organizations beneficiary: a. Letter Request b. Endorsement from Municipal/ City Agriculturists or Provincial Veterinarian/ Agriculturist c. Project Proposal d. CSO Accreditation by the DA-RFO-CAR			Emanates from the group or LGU		
LGU beneficiary: a. Letter Request b. Project Proposal			Emanates from the LGU		
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter request addressed to the Regional Executive Director, with complete requirements	Receive and endorse requests to the Office of the Regional Executive Director (ORED)	None	5 minutes	Records Unit Staff
		Endorse requests to the Research Division	None	1 day	ORED Staff
		Endorse requests to ROS-Luna, ROS-Rizal and/or BABRC	None		Concerned Division Staff



		Validate the request based on the requirements (visit field if needed)	None	2 weeks	Concerned Station/ Center Staff
		Schedule with the beneficiary the pick-up date of approved stocks for distribution	None		Concerned Station/ Center Staff
2	Pick up approved stocks for distribution on the scheduled date	Prepare the stocks for pick up and documents needed (AR, CSM Form, and Gate Pass)	None	1 day	Concerned Station/ Center Staff
3	Properly fill out the Acknowledgement Receipt (AR), Client Satisfaction Measurement (CSM) Form	Check if forms are properly filled out	None		Concerned Station/ Center Staff
	TOTAL		None	2 weeks 1 day	
END OF TRANSACTION					



4.2. Provision of Seeds and Planting Materials under Various Production Support Services (VPSS) from ROS-Rizal and/or ROS-Rizal

This specific service on production support covers the seeds and planting materials produced in the station under the Regular Fund lodged at the Research Division.

Office/ Division	Research Division (ResD): Research Outreach Station-Rizal (ROS-Rizal) and Research Outreach Station-Luna (ROS-Luna)				
Classification	Simple				
Type of Transaction	G2C; G2G				
Who may avail?	People's Organizations, Civil Society Organizations (CSO)/ Cooperatives/ Non-Government Organizations, Local Government Units (LGU), Individual Beneficiaries				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Individual beneficiary: d. Letter Request/ Form e. Basic proof of identification f. Registration to RSBSA			Emanates from the individual Emanates from the individual		
Group/ Organizations beneficiary: e. Letter Request f. Endorsement from Municipal/ City Agriculturists or Provincial Veterinarian/ Agriculturist g. Project Proposal h. CSO Accreditation by the DA-RFO-CAR			Emanates from the group PLGU/MLGU Proponent Group/ LGU		
LGU beneficiary: c. Letter Request d. Project Proposal			Emanates from the LGU Emanates from the LGU		
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter request addressed to the Regional Executive Director, with complete requirements	Receive and endorse requests to the Office of the RED	None	5 minutes	Records Unit Staff
		Endorse requests to the Division	None	2 weeks	ORED Staff
		Review and endorse requests to the concerned station/ center	None		Concerned Division Staff
		Validate the request based on the requirements (visit field if needed)	None		Concerned Station Staff
		Schedule with the beneficiary the pick-up date of approved stocks for distribution	None		Concerned Station Staff



2	Pick up approved stocks for distribution on the scheduled date	Prepare the stocks for pick up and documents needed (AR, CSM Form, and Gate Pass)	None	1 day	Concerned Station Staff
3	Properly fill out the Acknowledgement Receipt (AR), Client Satisfaction Measurement (CSM) Form	Check if forms are properly filled out	None		Concerned Station Staff
	TOTAL		None	2 weeks 1 day	
END OF TRANSACTION					



4.3. Provision of Animals, Planting Materials, Vermiworms, Vermicasts and Concoctions under the Different Banner Programs (Livestock, High Value Crops, Corn, Rice, Organic Agriculture)

This specific service on production support covers the plant and animal stocks, vermiworms, vermicasts and concoctions produced in the station funded under the different banner programs. The preliminary activities such as coordination with the requesting client, validation and among others is done by the Banner Programs. Notice to Release is sent by the Banner Program to the Research Outreach Station to inform the information on who is the beneficiary, the number of stocks approved for release, and date of pick up.

Office/ Division	Research Division (ResD): Research Outreach Station-Rizal (ROS-Rizal), Research Outreach Station-Luna (ROS-Luna) and/or Baguio Animal Breeding Research Center (BABRC)				
Classification	Simple				
Type of Transaction	G2C; G2G				
Who may avail?	People's Organizations, Civil Society Organizations (CSO)/ Cooperatives/ Non-Government Organizations, Local Government Units (LGU), Individual Beneficiaries				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Individual/ Group/ Organizations/ LGU beneficiary: a. Notice to Release			DA-RFO-CAR – Concerned Banner Program		
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pick up approved stocks for distribution on the scheduled date. Copy of the Notice to Release is presented to the Guard on duty.	Prepare the stocks for pick up and documents needed (AR, CSM Form, and Gate Pass)	None	1 day	Concerned Station/ Center Staff
2	Properly fill out the Acknowledgement Receipt (AR), Client Satisfaction Measurement (CSM) Form	Check if forms are properly filled out	None		Concerned Station/ Center Staff
TOTAL			None	1 day	
END OF TRANSACTION					



4.4. Provision of Technical Support on Station Demo/ Orientations

Office/ Division	Research Division (ResD): Research Outreach Station-Rizal (ROS-Rizal), Research Outreach Station-Luna (ROS-Luna) and/or Baguio Animal Breeding Research Center (BABRC)				
Classification	Simple				
Type of Transaction	G2C				
Who may avail	/People's Organizations, Civil Society Organizations (CSO Cooperatives/ Non-Government Organizations, Local Government Units (LGU), Learning Institutions				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request Letter			Emanates from the group		
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a request letter addressed to the Regional Executive Director	Receive and endorse requests to the Office of the Regional Executive Director (ORED)	None	minutes 5	Records Unit Staff
		Receive and endorse requests to the concerned Division and Station/ Center	None	to 3 days 1	;ORED Staff Division Staff
		Contact the requesting client on /the approval disapproval; if approved, confirm the time and date of the visit	None		Station/ Center Staff
2	Appear on the scheduled time and date of the visit	Orient and tour the clients	None	day 1	Station/ Center Staff
3	Fill out properly the Client Satisfaction Measurement (CSM) Form	Check if forms are properly filled out	None		Station/ Center Staff
	TOTAL		None	1 day	
END OF TRANSACTION					



5. REGULATORY DIVISION (RegD) SERVICES

5.1. Endorsement of Application for Registration and Accreditation of Transport Carriers

This service registers and accredits all livestock transport vehicles and vessels to ensure the maintenance of 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:	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. Two (2) pcs Latest 1"x1" ID picture			Provided by Client		
3. Mayor's Permit/ DTI Registration/ SEC Registration/ CDA Registration			LGU DTI SEC or CDA		
4. TIN of individual operator/ representative			Provided by Client from BIR		
5. Photocopy of OR/CR and Photo of the Carrier (front and side)			Provided by Client		
6. For RENEWAL: photocopy of the previous Certificate of Registration			Provided by Client		
	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 (PLU) 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	Permits and Licensing Unit Staff



4	(Client informed of lacking documents)	Incomplete application returned back to client	-		Permits and Licensing Unit Staff
5	Submit notarized application form with complete requirements	Receive complete documentary requirements	-	11 minutes	Permits and Licensing Unit Staff
6		Final review and verification of documents	-		
7	Get Order of Payment	Issue Order of Payment	-	3 minutes	Accounting Section
8	Pay Fee	Issue Official Receipt	500.00	3 minutes	Cashier
9	Present Official Receipt	Prepare Certificate of Registration for recommending approval of RegD Division Chief and approval of RED	-	10 minutes	Permits and Licensing Unit Staff 11
10		Scan approved Certificate of Registration documents and send to BAI through email	-	3 minutes	
11	Receive certificate	Issue Certificate of Registration to client,	-	3 minutes	
TOTAL			500.00	33 minutes	
END OF TRANSACTION					



5.2. 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 aimed at 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	-	30 minutes	
	TOTAL		None	38 minutes	
END OF TRANSACTION					



5.3. 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	
END OF TRANSACTION					



5.4. Endorsement of Animal 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 Animal 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	Permits and Licensing Unit Staff
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	Permits and Licensing Unit Staff



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	
END OF TRANSACTION					



5.5. Endorsement of Application for Authorization to Conduct Scientific 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	
END OF TRANSACTION					



5.6. 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	G2/ G2B /G2G				
Who may avail					
CHECKLIST OF REQUIREMENT				WHERE TO SECURE	
1. Filled-up and notarized application forms with documentary stamp					
2. Two (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	30 minutes	
END OF TRANSACTION					



5.7. 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 and Other related facilities				
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	-	1 minute	Permits and Licensing Unit (PLU) Staff
2	Submit filled- up application form with supporting documents	Receive application forms and check compliance to requirements	-	2 minutes	PLU Staff



3		Review and verify documents	-	8 minutes	
4	Comply with documents required	Return incomplete application to clients	-		
5	Get order of payment	Issue Order of payment	-	3 minutes	Accounting Section
6	Pay Fee	Issue Official Receipt	-	3 minutes	Cashiering Unit
7	Present Official Receipt	Prepare and issue request for inspection to QCI Section	-	3 minutes	QCI Section (Regulatory Division Office)
8	Pay Fee	Issue Official Receipt based on the following:		3 minutes	Cashier
		Animal pounds and shelters	200.00		
		Animal boarding and Recreation Facility, Veterinary Hospital/ Veterinary Clinic, Wildlife Rescue Center, Canine Facility/ Canine Security, Grooming Facility, Other related animal facilities	300.00		
		Aviary, Cattery, Kennel, Laboratory/ Animal Facility, Pet Shop, Racetrack, Equestrian establishment, Slaughterhouse/ Poultry Dressing Plant, Stock Farm, Corral/ Stockyard/ Stud Farm	500.00		
		Hog/ Poultry/ Cattle/ Goat Farms, Zoo	1,000.00		



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	PLU Staff
10	If COMPLIANT, Ask client to return on designated day for license If NON-COMPLIANT, comply with corrective measures and schedule re-inspection;	Receive inspection report from IEU: - if COMPLIANT, for review and recommend 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 endorse 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 – 2,000.00	34 minutes , excluding BAI's period of processing	
END OF TRANSACTION					



5.8. 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	-		

2	Submit filled-up application form with supporting documents	Receive application forms and check compliance to requirements	-	3 minutes	Permits and Licensing Unit Staff
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	
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	

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	Permits and Licensing Unit Staff
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	



5.9. 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	



5.10. 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 based on:		3 minutes	Cashier
		If area applied for is 15 hectares and below * Filing Fee * Inspection Fee	1,750.00 5,000.00		
		If area applied for is above 15 has. to 30 hectares * Filing Fee * Inspection Fee	2,000.00 7,500.00		
		If area applied for is above 30 has. * Filing Fee * Inspection Fee	3,000.00 10,500.00		

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:			6,750.00 to 13,500	4 days 2 hours 28 minutes	
END OF TRANSACTION					



5.11. 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' and/or Organizational profile (for Organizations/Associations)					
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 COMPLIANT, ask to come back on designated day for the certificate if NON COMPLIANT, comply with corrective measures and schedule compliance assessment	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	
END OF TRANSACTION					



5.12. 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, Groups of 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 COMPLIANT, ask to come back on designated day for the certificate if NON-COMPLIANT, comply with corrective measures and schedule compliance assessment	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
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	
END OF TRANSACTION					



6. AGRIBUSINESS and MARKETING ASSISTANCE DIVISION (AMAD) SERVICES

The Agribusiness and Marketing Assistance Division (AMAD) plays a pivotal role in facilitating connections between farmers' organizations at both regional and provincial levels with urban and population centers and markets. Its frontline services include the following:

6.1. Foodlane Accreditation Application

Office or Division	Agribusiness and Marketing Assistance Division-AISS	
Classification	Simple	
Type of Transaction	G2C-Government to Client	
Who may avail?	Vegetable Truckers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished application Form 2. Latest 2 pcs 1"x1" ID picture 3. Business Permit/SEC Registration/CDA Registration 4. Mayor's Permit 5. Board Resolution authorizing representative to transact business in relation to Food Lane Project (for coops, corporations, associations), as it may apply 6. Authenticated copy of Official Receipt of Registration (original copy will have to be presented) 7. Food lane Reference Form 8. Sworn Statement Form 9. Certificate of Attendance to the Food Lane Seminar to be issued by DA 10. Inspection Report of transport vehicles conducted by AMAD and with PNP 		<ol style="list-style-type: none"> 1. AMAD Office 2. Provided by client 3. Provided by client 4. Provided by client 5. Provided by client 6. Provided by client 7. AMAD Office 8. Provided by client 9. AMAD Office 10. AMAD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Seminar in Food Lane Accreditation	1. Conduct a seminar on Food Lane Accreditation	n/a	1 hour	AISS Staff
2. Submit required application documents to AMAD Food Lane Project Focal	2. AMAD to check the completeness of the requirements	n/a	15 minutes	AISS Staff
3. Client to prepare their respective vehicles for inspection	3. AMAD to schedule date of inspection of trucks	n/a	5 minutes	AISS Staff



	4. AMAD to conduct on-site inspection of trucks	n/a	30 minutes	AISS Staff
	5. AMAD prepares Accreditation certificate And decals for signature of the AMAS Director/ RED	n/a	5 minutes	AISS Staff
	6. Once signed, AMAD informs applicant that their Food Lane Accreditation Certificate is ready for issuance	n/a	5 minutes	AISS Staff
Total			2 hours	
END OF TRANSACTION				



6.2. Farmer and Fisherfolk Enterprise Development Information System (FFEDIS) Registration (Walk-In)

Office or Division	Agribusiness and Marketing Assistance Division-AISS	
Classification	Simple	
Type of Transaction	G2C-Government to Client	
Who may avail?	Farmer and Fisherfolk (sole proprietor, cooperative, Association and corporation)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Complete filled-up Enrollment Form		1. AMAD Office
2. Valid Mayor's Permit		2. Provided by client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the FFEDIS Form A: Agri-Fisheries Enterprise Enrollment Form	1. Examines if all fields of the Enrollment Form are properly filled-out and if attachments are complete. If complete, he/ she accomplishes the Routing Slip.	n/a	3 mins	AISS Staff
2. Present the original copy/ certified true copy/ scanned copy or digital image of the supporting documents, i.e., Mayor's Business Permit and SEC/ CDA Certificate of Business Registration or DTI Certificate of Business Name Registration, whichever is applicable.	2. Stamps the photocopies of the supporting documents "Authenticated" if the original copy, scanned copy or digital image of the original copy of the business permit and certificate of registration is presented by the Registrant.	n/a	5 mins	AISS Staff
3. Submits photocopy of the said documents together with the accomplished enrollment form.	3. Signs the Enrollment Stub if documents are complete.	n/a	5 mins	AISS Staff

	4. Reproduces copies of the accomplished Enrollment form for file, and for the Registrant.	n/a	10 mins	AISS Staff
	5. Encodes the data from the Enrollment Form to the FFEDIS.	n/a	5 mins	AISS Staff
	6. Validates the SEC/CDA/DTI Certificate of Registration using the DA-ICTS list of organizations registered with SEC, CDA and DTI, and checks if the enterprise is not included in the list of companies with "Cease and Desist Order" in the SEC official website.	n/a	10 mins	AISS Staff
	7. If upon verification there are issues on the legality, authenticity and integrity of the enterprise, the DA reserves the right to deny the registration and the Registration Officer issues to the Registrant the Notice of Disapproval signed by the RED/AMAS Director citing the reason for the denial of the application.	n/a	10 mins	AISS Staff

	8. If there are no negative findings, the Registration Officer prints and endorses the FFEDIS Certificate of Registration to the RED/ AMAS Director for approval and signature, and accomplishes the Routing Slip.	n/a	10 mins	AISS Staff
	9. The RED approves, signs and seals the Certificate of FFEDIS Registration for the Registrants in the regions and the AMAS Director for NCR Registrants.			
4. Claims the FFEDIS Certificate of Registration upon presentation of a valid ID, and signs in the Routing Slip as proof that the certificate has been received. Authorized representative may claim the FFEDIS Certificate of Registration upon presentation of an Authorization Letter and a valid ID.	10. Informs the Registrant via e-mail and SMS message that the Certificate of Registration is available and ready for pick-up.	n/a	5 mins	AISS Staff
TOTAL			1 hour 5 minutes	
END OF TRANSACTION				



6.3. Farmer and Fisherfolk Enterprise Development Information System (FFEDIS) Registration (Web-Based Registration)

Office or Division	Agribusiness and Marketing Assistance Division-AISS			
Classification	Simple			
Type of Transaction	G2C-Government to Client			
Who may avail?	Farmer and Fisher folk (sole proprietor, cooperative, Association and corporation)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete scanned copy filled-up Enrollment Form			1. AMAD Office	
2. Scanned copy of Valid Mayor's Permit			2. Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out Form A: Agri-Fisheries Enterprise Enrollment Form using the web-based FFEDIS and submits online in PDF format the scanned copy of the Mayor's Business Permit, and the SEC/CDA Certificate of Business Registration or DTI Certificate of Business Name Registration, whichever is applicable	1. Downloads and/or prints the accomplished Enrollment Form as proof of application.	n/a	3 mins	AISS Staff
	Processes the registration of the web-based applicants and examines if all fields of the Enrollment Form are properly filled-out and if attachments are complete. If complete, he/ she accomplishes the Routing Slip.	n/a	5 mins	AISS Staff
	2. Prints the accomplished Enrollment form and attach it to the Routing Slip.	n/a	5 mins	AISS Staff

	3. Validates the SEC/ CDA/ DTI Certificate of Registration using the DA-ICTS list of organizations registered with SEC, CDA and DTI, and checks if the enterprise is not included in the list of companies with "Cease and Desist Order" in the SEC official website.	n/a	10 mins	AISS Staff
	4. If upon verification there are issues on the legality, authenticity and integrity of the enterprise, the DA reserves the right to deny the registration and the Registration Officer issues to the Registrant the Notice of Disapproval signed by the RED/AMAS Director citing the reason for the denial of the application.	n/a	10 mins	AISS Staff
	5. If there are no negative findings, the Registration Officer prints and endorses the FFEDIS Certificate of Registration to the RED/ AMAS Director for approval and signature, and accomplishes the Routing Slip.	n/a	10 mins	AISS Staff
	6. The RED approves, signs and seals the Certificate of FFEDIS Registration for the Registrants in the regions and the AMAS Director for NCR Registrants.	n/a	5 mins	AISS Staff



<p>2. Claims the FFEDIS Certificate of Registration upon presentation of a valid ID, and signs in the Routing Slip as proof that the certificate has been received. Authorized representative may claim the FFEDIS Certificate of Registration upon presentation of an Authorization Letter and a valid ID.</p>	<p>7. The Registration Officer informs the Registrant via e-mail and SMS message that the Certificate of Registration is available and ready for pick-up.</p>	<p>n/a</p>	<p>5 mins</p>	<p>AISS Staff</p>
Total				
END OF TRANSACTION				

6.4. Market Matching

Office or Division	Agribusiness and Marketing Assistance Division-MDS			
Classification	Simple			
Type of Transaction	G2C-Government to Client			
Who may avail?	Buyers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form B 2. Business Permits 3. FDA, BIR Documents 4. Past Transactions		1. AMAD Office 2. Produce by Client 3. Produce by Client 4. Produce by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Form B	1. Evaluates/Assess the Buyer's needs/requirements	n/a	5 mins	MDS Staff
	2. Validates the Company Information	n/a	5 mins	MDS Staff
	3. Conduct company/ plant visit	n/a	20 mins	MDS Staff
	4. Look for possible suppliers in the Farmer FCA in the database	n/a	10 mins	MDS Staff
	5. Conduct farm visit to the supplier	n/a	20 mins	MDS Staff
	6. Arrange meeting of Buyer/s with the suppliers	n/a	5 mins	MDS Staff
1. Buyer/s to attend the actual meeting/negotiation	7. Assist in the actual meeting/negotiations with Buyer/s and Suppliers	n/a	30 mins	MDS Staff
	8. Monitor the agreement/delivery transaction	n/a	10 mins	MDS Staff
TOTAL				
END OF TRANSACTION				



6.5. Kadiwa Financial Grant Assistance Program

Office or Division	Agribusiness and Marketing Assistance Division-MDS	
Classification	Simple	
Type of Transaction	G2C-Government to Client	
Who may avail?	Farmers Cooperatives/Associations (FCAs); Local Government Units (LGUs); State Universities and Colleges (SUCs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For FCAs:		For FCAs:
1. Letter of intent		1. Provided by the Client
2. Complete project proposal approved/signed by officers		2. Proposal Template provided by AMAD
3. Certificate of Registration from the Securities and Exchange Commission (SEC), Department of Labor and Employment (DOLE), Housing and Land Use Regulatory Board (HLURB), and Cooperative Development Authority (CDA) with corresponding Certificate of Good Standing SEC/DOLE/HLURB) or Certificate of Compliance (CDA);		3. Provided by the Client
4. Authenticated copy of the latest Articles of Incorporation (SEC) or Articles of Cooperation (CDA) and copy of By-laws, showing the original incorporators/organizers and the Secretary's certificate for incumbent officers, together with the Certificate of Filing (SEC) or Certificate of Approval (CDA);		4. Provided by the Client
5. Notarized Board Resolution requesting for KADIWA Financial Grant Assistance;		5. Provided by the Client
6. Work and Financial Plan (WFP), and Sources and Details of Proponents Equity;		6. Provided by the Client
7. Financial reports audited by independent Certified Public Accountant/s for the past three (3) years preceding the date of proposal application. For FCA/CBO that has been in operation for less than three (3) years, financial reports for the years in operation and proof of previous implementation of similar projects;		7. Provided by the Client
8. Disclosure Statement by the FCA/CBO of other related business if any, and extent of ownership therein;		8. Provided by the Client
9. List of Beneficiaries;		9. Provided by the Client
10. Endorsement Letter from the LGU;		10. Provided by the Client
11. a Copy of the passbook or bank account details where the fund will be transferred; and		11. Provided by the Client

12. a Sworn Affidavit of the Secretary of FCA/CBO that none of its incorporators, organizers, directors, or officers is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of the agency authorized to process and/or approve the proposal, proposed MOA, and the release of funds.

12. Provided by the Client

For LGUs

1. Letter of intent
2. Complete project proposal approved/signed by officers
3. Work and Financial Plan;
4. Sangguniang Bayan/ Panlungsod Resolution authorizing the Local Chief Executive to enter into a Memorandum of Agreement (MOA) approving the proposed project and allocation of counterpart;
5. Copy of passbook or bank account details where the fund will be transferred;
6. List of Beneficiaries;
7. Documentary proof of a designated project implementation team, if as proponent;
8. MOA or MOU with partner FCAs or certificate of accreditation

1. Provided by the Client
2. Proposal Template provided by AMAD
3. Provided by the Client
4. Provided by the Client
5. Provided by the Client
6. Provided by the Client
7. Provided by the Client
8. Provided by the Client

For SUCs

1. Letter of intent
2. Complete project proposal approved/signed by officers
3. Work and Financial Plan;
4. Board of Regents Resolution authorizing the President to enter into a Memorandum of Agreement (MOA] and approving the proposed project and allocation of counterpart;
5. Copy of passbook or bank account details where the fund will be transferred;
6. List of Beneficiaries;
7. Documentary proof of a designated project implementation team

1. Provided by the Client
2. Proposal Template provided by AMAD
3. Provided by the Client
4. Provided by the Client.
5. Provided by the Client
6. Provided by the Client
7. Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit their application through a letter of intent and project proposal with complete documentary requirements.	1.1. Receives and Process complete documentary requirements. Site validation and pre-enterprise assessment shall be conducted simultaneously during technical evaluation. Evaluators may request comments and recommendations from concerned DA operating units, such as the Bureau of Agricultural and Fisheries Engineering (BAFE)/RAED of the RFOs where the application is located for infrastructure, in relation to the proposals for funding under the KAD1WA financial grant. An evaluation report shall be submitted to the reviewing team assigned by the AMAS Director and the RFO REDs.	n/a	10 Working Days	MDS Staffs
	1.2. The reviewing team/ technical working group shall review the evaluation report and recommend to the approving authority for the approval of the proposals.	n/a	3 Working Days	DA-RFO-CAR Regional Technical Director, AMAD Chief and other TWG members from other Divisions.
	1.3. Approval of the endorsed project proposal and validated evaluation reports.	n/a	3 Working Days	DA-RFO-CAR Regional Executive Director; AMAD Division's Chief, TWG
2. MOA Review and disbursement	2. DA shall execute a memorandum of agreement (MOA) between the DA-RED and the Proponent's chief/ president/ chairperson. Complete documents and	n/a	5 Working Days	DA-RFO-CAR Regional Executive Director; AMAD Division's; Budget Section and Accounting



	attachments will be submitted to the finance department.			Sections
	AMAD staff facilitates Obligation and Requisition Slip and fund transfer	n/a	2 Working Days	Budget Section and Accounting Sections
	In case, there are additional requirements needed the AMAD staff will inform the proponent immediately to comply.	n/a	3 Working Days	Accounting Section
3. Receive the transferred fund.	3. Approved grant shall be released in accordance with the approved work and financial plan of the Project. Fund Transfer shall follow the DA Memorandum Order No. 03, s. 2016 as amended by DA General Memorandum Order No. 01 s. 2018.	n/a	2 Working Days	Accounting Section and Cashiering
4. Project execution and implementation of approved project proposal upon the release of grant.	4. Monitor the proponent's fund utilization reports, the progress of the project implementation, the procurement of goods and support facilities, and the construction of infrastructure.	n/a	Project enforcement within 30 Days	AMAD Staffs and LGU Staffs
5. Project Monitoring	AMAD staff review and keep submitted documentary requirements (Liquidation Report quarterly progress report, Cash Flow, Project income Statement, Number of Beneficiaries, Enterprise Activities, and other information related to the Program's impact on the proponents.	n/a	1 working per beneficiary (subject to location and distance of the implementation site)	FCAs, LGUs, SUCs, AMAD Staffs
Total				
END OF TRANSACTION				



6.6. Credit Facilitation on the Agri-Credit Policy Council (ACPC) Loan Programs

Office or Division	Agribusiness and Marketing Assistance Division-APS			
Classification	Simple			
Type of Transaction	G2C-Government to Client			
Who may avail?	SFF/MSES/Organizations/Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For ANYO SFF:</p> <ol style="list-style-type: none"> 1. Farm Plan and Budget 2. Proof of Registration/enrollment in the RSBSA 3. One 1x1 photo 4. One valid government ID <p>For ANYO MSE/Association/Organization:</p> <ol style="list-style-type: none"> 1. Project proposal 2. Letter of intent 3. Board Resolution (if applicable) 4. Copy of Registration Documents 5. Copy of Organization's latest Audited Financial Statements with proof of filing with the BIR (Existing MSEs) or Projected Income Statement (Start-up) 6. Proof of FFEDIS Registration <p>For KAYA:</p> <ol style="list-style-type: none"> 1. Business Plan 2. Proof of RSBSA /FFEDIS Registration/Enrollment 3. One 1x1 photo 4. One valid government ID 5. Proof of Agri-fishery Training 		<p>Provided by Client</p> <p>Provided by Client</p> <p>Provided by Client</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires applicable credit windows of DA-ACPC program	1. Orient/ Inform the client on the processes/ steps of availing the loan program	n/a	30 minutes	APS Staff
	2. Endorse the client to ACPC provincial focal for additional information and assessment	n/a	5 minutes	APS Staff
	3. Submit the Certificate of	n/a	5 minutes	APS Staff



	Endorsement to the office of the Regional Executive Director for approval			
	4. Submit the approved Certificate of Endorsement to the ACPC for the release of loans	n/a	10 minutes	APS Staff
2. Inquires applicable credit windows of DA-ACPC program	5. Orient/ Inform the client on the processes/steps of availing the loan program	n/a	30 minutes	APS Staff
Total		None	1 hour 20 minutes	
END OF TRANSACTION				



6.7. Young Farmers Challenge (YFC) Program Application

Office or Division	Agribusiness and Marketing Assistance Division-APS	
Classification	Simple	
Type of Transaction	G2C-Government to Client	
Who may avail?	Youths	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Application letter addressed to Regional Executive Directors (for regions) and AMAS Director (for NCR). 2. Duly accomplished Application Form; 3. Business Model Canvas (BMC) and Activity and Financial Plan template prescribed by the program; 4. Clear scanned copy of at least one (1) valid ID (indicating the date of birth); 5. Proof of residency of any of the following: (Barangay Certification, valid ID) indicating home address; 6. Endorsement Letter; 7. Latest 2x2 ID Photo with white background; 8. For group-managed enterprise, the members shall submit a declaration of intent amongst themselves that they commit to registering as a partnership or corporation within one (1) year from receipt of the grant; and 9. Needed additional documents per category of enterprise, as follows: <ol style="list-style-type: none"> 9.a. Production Category <ul style="list-style-type: none"> • Duly accomplished "Form 1 - Authority to use land or property" • Additional attachment - proof that he/she has an available farm lot or space for the production activity such as a scanned copy of the land title in the name of the applicant or his/her parent/guardian, lease or rental agreement from the lot/property owner, certification from lot/property owner allowing the youth to use such lot/property for the enterprise 9.b. Processing Category <ul style="list-style-type: none"> • Duly accomplished "Form 2 - Suppliers Information" 9.c. Digital Agriculture Category <ul style="list-style-type: none"> • Blue Print, Autocad, among others 	<ol style="list-style-type: none"> 1. Produce by Client 2. AMAD Office 3. AMAD Office 4. Produce by Client 5. Produce by Client 6. Provincial/ Municipal/ City Agriculture/ Veterinary Offices; 7. Produce by Client 8. Produce by Client 9.a. AMAD Office 9.a. Produce by Client 9.b. AMAD Office 9.c. AMAD Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out, complete, and submit the application requirement.	1. DA-RFO-CAR, Records Unit to receive and rout the documents.	n/a	3 mins.	Records Unit Staff
	2. YFC RPMT shall conduct initial validation, checking based on the eligibility criteria and compliance with application requirements	n/a	2 hours	YFC Staff
	3. Once assessed the RPMT will inform the applicant of the result through a certification signed by the AMAD-APS head, certificate of eligibility will be issued to eligible applicants while certificate of non-eligibility to those who were not eligible.	n/a	30 mins.	YFC Staff
END OF TRANSACTION				



7. PLANNING MONITORING AND EVALUATION DIVISION (PMED) SERVICES

7.1. ACCREDITATION OF CIVIL SOCIETY ORGANIZATION (CSO)

Legal Basis

Administrative Circular No. 03 series of 2022, otherwise known as the “Revised Guidelines for the Accreditation of Civil Society Organizations (CSOs) to be engaged by the Department of Agriculture as partner in the implementation of Agri- Fishery Projects.”

Office or Division	Planning, Monitoring and Evaluation Division	
Classification	Highly Technical	
Type of Transaction	G2C (Government to Client) / G2B (Government to Business)	
Who may avail?	Cooperatives, Farmers’ Association/Organization, Fisherfolk Organization, People’s Organization, Non-Government Organizations and other Civil Society Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished data sheet with Organizational Set-up;		DA-CSO Office/ PMED
2. <i>Certificate of Good Standing</i> from Local Chief Executives or Head of a local religious organizations or Certification/ endorsement from the AFC where the program/ project will be implemented;		Local Chief Executives or Religious Organization Certification/ endorsement from the AFC
3. Valid Mayor’s Permit		Mayor’s Office
4. BIR Registration		Bureau of Internal Revenue Office
5. Certificate of Registration or Certificate of Filing from SEC, CDA or DOLE-BRW or NCIP;		SEC, CDA or DOLE-BRW or NCIP
6. Certificate of Good Standing or Good Performance issued by any government agency where the CSO applicant had implemented projects or programs. If the CSO applicant did not receive any government fund and support, a Certification from the Chairperson that they did not receive any intervention, projects or programs from any government agency shall be issued;		Any National Government Agencies
7. Notarized Omnibus Sworn Statement		With Pro-forma from DA Office
a. Certification that the CSO has authorized the application for accreditation and has authorized the person actually filing the application to represent the CSO in the application; all supporting documents are		

<p>authentic, true and correct; the CSO is not in default or delay in liquidating public funds received from any government agency; neither the CSO nor any of its member (s) has been blacklisted by any government agency; none of the members of the CSO has been convicted in any case, or is currently a defendant/accused/respondent in any pending case, related to the use of public funds; none of its incorporators, organizers, directors or official is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of the implementing agency; the CSO is aware of, understand and agrees to abide by the guidelines for accreditation of CSO; and</p> <p>b. Declaration of other businesses of the CSO and its key personnel.</p>	
<p>8. Copy of Biodata with recent photo of current President/ Chairman and latest amended Articles of Incorporation/ Cooperation and by-laws, showing the original incorporators/organizers and the notarized Secretary's Certificate for incumbent officers</p>	<p>With Pro-forma from DA Office</p>
<p>9. Financial and Other Related Documents</p> <p>a. CSOs that have been in operation for the past three (3) years are required to submit two (2) comparative years of Financial Statement audited by an independent auditor or at least signed by a Certified Public Accountant.</p> <p>b. CSOs which has been in operation for less than three (3) years shall submit a report of accomplishment or any equivalent proof that it had previously implemented similar projects certified by the President and the Secretary in addition to the audited financial report for the year that they have been in operation;</p> <p>c. Non-Profit Organizations/Foundations shall submit Report on Grants or Assistance Received and Liquidated for the last 3 years and a Statement with positive Net Cash Flow.</p> <p>d. Start-ups are not required to submit financial reports but shall submit a Board Resolution clearly stating their commitment to serve the purpose of being accredited with specific business or action plan.</p>	<p>Applicant</p>
<p><i>Note: All documents must be authenticated as certified photocopy by the issuing agencies/institutions</i></p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit CSO application documents	1. Receive application from interested CSO applicants; 2. Review the completeness of submitted documents based on requirements.	None	15 minutes	CSO Accreditation Regional Technical Secretariat (RTS)
	3. Screen qualification documents and assess the technical and financial capability of CSO.	None	20 minutes	CSO Accreditation RTS
	4. Provide feedback to CSO applicant on the compliance of lacking and deficient documents. For walk-in/personal submission For mail/ email submission: Feedback through text/ messenger/ e-mail		Immediately after discussion 15 minutes	CSO Accreditation RTS
	5. Post Notice to the Public at DA website & bulletin board at office premises (Municipal Hall and/or Barangay Hall) near the location of the applicant's principal address to invite the public to submit any derogatory report of the CSO applicant. The post shall remain at least 7 days.		1 day posting *Posed for 7 days	CSO Accreditation RTS assisted by the concerned APCO

Step 2: Prepare and provide necessary document during site/field validation	6. Send letter to applicant for field validation and document evaluation schedule.		1 day	CSO Accreditation RTS
	7. Conduct document evaluation and Field Verification and Validation of the CSO business operations within 7 days upon receipt of application with complete supporting documents		3 days including travel time	CSO Accreditation RTS
	8. Prepare document assessment and validation report for presentation to the CSO Accreditation Regional Technical Committee (RTC).		1 day	CSO Accreditation RTS
	9. CSO Accreditation RTC deliberates on the merits for CSO Accreditation		1 day	CSO Accreditation RTC
	10. Certificate of Accreditation for qualified applicant is issued		1 day	
Total Number of days: from Day of receipt of application = 22 working days including 7 days of posting				
END OF TRANSACTION				



FEEDBACK MECHANISM



FEEDBACK MECHANISM

For Complaints and Suggestions

What can you say about our service/s?

If you wish to complement us on our service/s, suggest how we could improve our service/s, or if you are not satisfied with our service/s or decision/s made by our office, we encourage you to let us know by:

- Accomplishing our Feedback Form and drop it in the suggestions and complaints box at the “malasakit desks” located at the lobbies of our buildings or office; or
- Email us at da.

Note:

Be sure to provide us your complete mailing address and/or contact number so we could be able to promptly reply to your issue/s and properly acknowledge your concern/s.

- ☞ Rest assured however that unsigned Customer Feedback Forms and/or anonymous letters and messages will still be addressed.
- ☞ Rest assured also that all information and data provided including your identity and personal information shall be treated with utmost confidentiality.

If your messages are transmitted through email, please provide details including date, time, type of transaction/s and the name of persons/s and/or unit you interaction with in our office.



HELP US SERVE YOU BETTER!

This **Client Satisfaction Measurement (CSM)** tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen’s Charter (CC) questions. The Citizen’s Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office’s CC.
- 2. I know what a CC is but I did NOT see this office’s CC.
- 3. I learned of the CC only when I saw this office’s CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer ‘N/A’ on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see 4. Not visible at all
- 2. Somewhat easy to see 5. N/A
- 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much 3. Did not help
- 2. Somewhat helped 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction’s requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or “walang palakasan”, during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

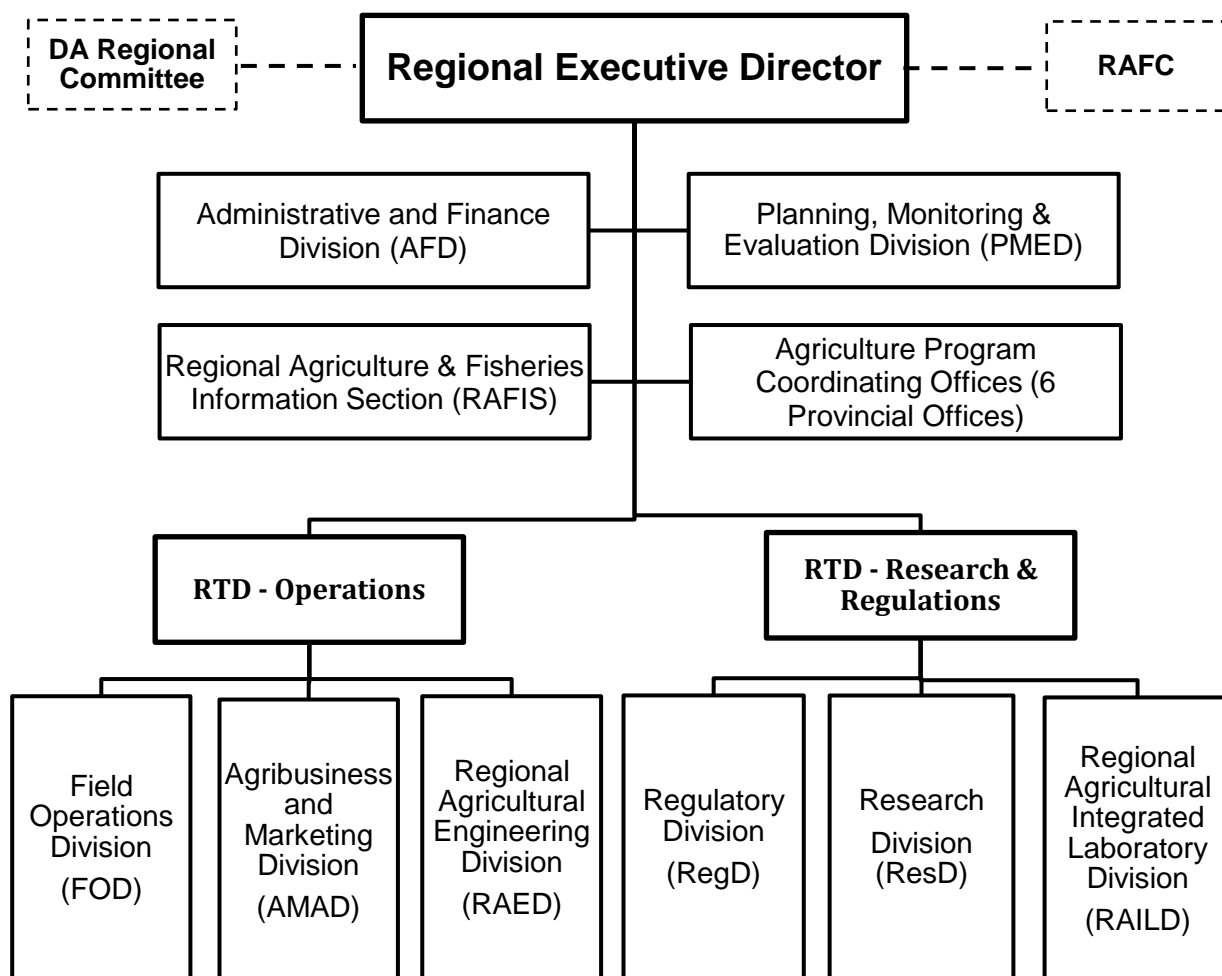
Suggestions on how we can further improve our services (optional): _____

Email address (optional): _____

THANK YOU!



DA-RFO CAR ORGANIZATIONAL STRUCTURE





LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
OFFICES OF THE REGIONAL DIRECTORS		
Office of the Regional Executive Director (ORED)	2F DA RFO-CAR Main Building, BPI Compound, Guisad, Baguio City	(074) 445-4973 (074) 443-4621 ored@car.da.gov.ph
Office of the Regional Technical Director (ORTD) for Research & Regulatory	2F New DA RFO-CAR Building, BPI Compound, Guisad, Baguio City	(074) 443-9092 ortd_rr@car.da.gov.ph
Office of the Regional Technical Director (ORTD) for Operation	2F DA RFO-CAR Main Building, BPI Compound, Guisad, Baguio City	074) 443-4405 ortd_operations@car.da.gov.ph
Administrative and Finance Division (AFD)		
Administrative and Finance Division (AFD)	BPI Compound, Guisad, Baguio City	(074) 444-7991 (074) 637-1249 afd@car.da.gov.ph
Office of the Bids and Awards Committee (BAC) Secretariat	2F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 442-4399 afd@car.da.gov.ph
Procurement Unit	2F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 424-4859 afd@car.da.gov.ph
Cashiering Unit	2F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 443-4622 afd@car.da.gov.ph darfucarcashiering@yahoo.com
Records Unit	2F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 445-9094 afd@car.da.gov.ph dacarfo_records@yahoo.com
Supply and Property Unit	1F DA-RFO CAR New Building, BPI Compound, Guisad, Baguio City	(074) 443-4622 afd@car.da.gov.ph
Budget Section	2F DA-RFO CAR New Building, BPI Compound, Guisad, Baguio City	(074) 445-2532 afd@car.da.gov.ph budget_car13@yahoo.com
Accounting Section	2F DA-RFO CAR New Building, BPI Compound, Guisad, Baguio City	(074) 445-3003 afd@car.da.gov.ph darfocaraccountingsection@yahoo.com
Personnel Section	1F RCPC Building, BPI Compound, Guisad, Baguio City	dacarfo.personnel@gmail.com
Regional Agricultural and Fisheries Information Section (RAFIS)	1F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 422-5795 rafis@car.da.gov.ph rafid.dacar@gmail.com



OFFICE	ADDRESS	CONTACT INFORMATION
Planning, Monitoring and Evaluation Division (PMED)		
Planning, Monitoring and Evaluation Division (PMED)	3F DA-RFO CAR Main Building, BPI Compound, Guisad, Baguio City	(074) 445-8822 pmed@car.da.gov.ph
RSBSA Administration	3F DA-RFO CAR Main Building, BPI Compound, Guisad, Baguio City	
CSO Accreditation	3F DA-RFO CAR Main Building, BPI Compound, Guisad, Baguio City	
Regional Agriculture and Fishery Council (RAFC) Coordination Unit	2F Organic Agriculture Building, BPI Compound, Guisad, Baguio City	
Field Operations Division (FOD)		
Field Operations Division (FOD)	BPI Compound, Guisad, Baguio City	(074) 300-4447 or (074) 619-0099 operations@car.da.gov.ph
Agribusiness and Marketing Assistance Division (AMAD)		
Agribusiness and Marketing Assistance Division (AMAD)	BPI Compound, Guisad, Baguio City	(074) 665-5672 amad@car.da.gov.ph
Regional Agricultural Engineering Division (RAED)		
Regional Agricultural Engineering Division (RAED)	BPI Compound, Guisad, Baguio City	(074) 445-3771 or (074) 300-4545 raed@car.da.gov.ph
Agricultural Program Coordination Offices (APCOS)		
APCO – Abra	Bangued, Abra	0935 332 5375 pco.abra@gmail.com
APCO – Apayao	ROS_Luna, Tumog, Luna, Apayao	
APCO - Baguio	ILD Office, BABRC Compound, Baguio City	(074) 444-9872
APCO - Benguet	OPAG-Benguet, Wangal, La Trinidad, Benguet	apcobenguet@gmail.com
APCO - Ifugao	Lagawe, Ifugao	0905 967 6304 apcoifugao@gmail.com
APCO - Kalinga	Bulanao, Tabuk, Kalinga	0910 387 2597 apcokalinga@gmail.com
APCO – Mt. Province	Bontoc, Mt. Province	pcomountain@yahoo.com



Regulatory Division (RegD)		
Regulatory Division (RegD)	BPI Compound, Guisad, Baguio City	(074) 665-2998 or (074) 444-9872 regd@car.da.gov.ph
Research Division (ResD)		
Research Division (ResD)	BABRC Compound, Sto. Tomas, Dontogan, Baguio City	(074) 444-8986 or (074) 444-5144 resd@car.da.gov.ph
Baguio Animal Breeding and Research Center (BABRC)	BABRC Compound, Sto, Tomas, Dontogan, Baguio City	(0740) 442-7194 dacarbabrc@gmail.com
Research Outreach Station – Rizal (ROS-Rizal)	Liwan West, Rizal, Kalinga	0910 387 2597
Research Outreach Station – Luna (ROS-Luna)	Tumog, Luna, Apayao	0945 546 7809 Ros.luna2018@gmail.com
Regional Agricultural Integrated Laboratory Division (RAILD)		
Regional Agricultural Integrated Laboratory Division (RAILD)	BPI Compound, Guisad, , Baguio City	(074) 444-9872 ild@car.da.gov.ph
Regional Animal Disease Diagnostic Laboratory (RADDL)	BABRC Compound, Sto, Tomas, Dontogan, Baguio City	(074) 444-9871
Regional Soils Laboratory (RSL)	Ambuklao Road, Baguio City	(074) 422-7127
Regional Feeds Chemical Analysis Laboratory (RFCAL)	BABRC Compound, Sto, Tomas, Dontogan, Baguio City	(074) 444-9874
Regional Crops Protection Center (RCPC)	BABRC Compound, Sto, Tomas, Dontogan, Baguio City	0999 991 9150



KEY OFFICIALS

NAME	POSITION	CONTACT INFORMATION
Atty. Jennilyn M. Dawayan, CESO IV	Regional Executive Director	(074) 445-4973 (074) 443-4621 ored@car.da.gov.ph
Dr. Danilo P. Daguio, CESO IV	Regional Technical Director for Operations	(074) 443-9092 ortd_rr@car.da.gov.ph
Dr. Arlene M. Sagayo	Regional technical Director for Research and Regulatory	074) 443-4405 ortd_operations@car.da.gov.ph
Mr. Frederick B. Balanza	OIC-Administrative and Finance Division	(074) 444-7991 or (074) 637-1249 afd@car.da.gov.ph
Dr. Susan D. Balanza	Chief, Planning, Monitoring and Evaluation Division	(074) 445-8822 pmed@car.da.gov.ph
Ms. Beverly T. Pekas	Chief, Field Operations Division	(074) 300-4447 or (074) 619-0099 operations@car.da.gov.ph
Ms. Jocelyn W. Beray	OIC – Agribusiness and Market Assistance Division	(074) 665-5672 amad@car.da.gov.ph
Engr. Filemon A. Salvador	Chief, Regional Agricultural Engineering Division	(074) 445-3771 or (074) 300-4545 raed@car.da.gov.ph
Ms. Marlyn C. Tejero	Chief, Regulatory Division	(074) 444-9872 regd@car.da.gov.ph
Mr. Nicasio M. Baucas	Chief, Research Division	(074) 444-8986 or (074) 444-5144 resd@car.da.gov.ph
Dr. Ofelia P. Ducayag	OIC – Integrated Laboratories Division and APCO* for Baguio	(074) 444-9872 ild@car.da.gov.ph
Dr. Aida Y. Pagtan	Chief, Regional Agriculture Information Section	(074) 422-5795 Aida.pagtan@car.da.gov.ph
Dr. Rosemarie Tesoro	APCO for Abra	0935 332 5375 pco.abra@gmail.com
Dr. Raponcel Saguiot	APCO for Apayao	
Mr. Lito D. Mocati	APCO for Benguet	apcobenguet@gmail.com
Mr. Charlemagne Monayao	APCO for Ifugao	0905 967 6304 apcoifugao@gmail.com
Mr. Balag-ey JR A. Claver	APCO for Kalinga	0910 387 2597 apcokalinga@gmail.com
Mr. Pedro Pinos-an	APCO for Mt. Province	pcomountain@yahoo.com
*APCO – Agricultural Program Coordinating Officer		



//fbb 06/30/2024

