



*Masaganang Agrikultura,
Maunlad na Ekonomiya*

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

**CITIZEN'S CHARTER
2024 (2nd Edition)**

CITIZEN'S CHARTER



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-technology agriculture and fisheries for a food-secure, progressive and sustainable Cordillera by providing our best services for empowering the farming communities.

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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.

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Regional Field Office External Services



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1. REGIONAL INTEGRATED LABORATORIES 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 Laboratories 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 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. (Client is asked to return on a specified date)	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)

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CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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 Order of Payment	N/A	5 minutes	Accounting Staff
5	Pay corresponding fee (free for farmers)	Issue 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					

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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 Laboratories 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. (Client is asked to come back on a specified date)	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 III, Chemist II, Lab Tech III, Lab Tech II)

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	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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	Issue Order of Payment	N/A	5 minutes	Accounting Staff
5.	Pay corresponding amount (free for farmers)	Issue 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				

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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 Laboratories 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:	<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)

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	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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	Issue Order of Payment	N/A	5 minutes	Accounting Staff
5.	Pay corresponding amount (free for farmers)	Issue 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 acknowledge-ment 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				

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1.4. Feed Chemical Analysis

Office or Division		Integrated Laboratories 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	Issue 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)	Issue Official Receipt		5 minutes	Cashier Staff

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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)
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	CUSTOMER STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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

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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				

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1.5. Regional Animal Disease Diagnosis

Examination of pathologic samples from animal sources.

Office or Division		Integrated Laboratories 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 2. Duly filled-out Test Request Form				Sample Source 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	Issue Order of Payment and Record Order of Payment	-		RADDL Staff Accounting Staff

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5	Pay corresponding fee (refer to Guidelines for Laboratory Fees for discounts)	Issue Official Receipt	-	5 minutes	Cashier
6	Present official receipt to laboratory (Client asked to return on the agreed date of release of test report)	Conduct laboratory test:			
PARASITOLOGY					
		A. Fecalalysis			
		a. Direct Smear	20.00/ sample	2WD (for every 20 samples)	RADDL Staff (Laboratory Technician II, Agriculturist I, Veterinarian II)
		b. McMaster Floatation 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)	

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		b. Tissue Parasite ID	170.00/sample	2WD (for 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 Over to 2 mos old	150.00/head	10WD	
		e. Pig Sow/Boar	200.00/head	10WD	
		f. Goat/Sheep	150.00/head	10WD	

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		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			
		a. Bacterial	250.00/ sample	7 WD	RADDL Staff (Medical Technologist, Agriculturist I, Veterinarian II, Veterinarian III)
		b. Fungal	250.00/ sample	14 WD	
		B. Salmonella Isolation			
		a. Feeds	450.00/s ample	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	

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		*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					

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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 Laboratories 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	Issue Order of Payment and Record Order of Payment	-		RCPC Staff Accounting Staff
5	Pay corresponding fee (refer to Guidelines for Laboratory Fees for corresponding discounts)	Issue 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	

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	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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					

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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 Laboratories 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	Issue 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

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	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 fumosorose"</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

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		<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					

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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 Records Section	Receive submitted/ send 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

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	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
6	Undertakes training plan	Acts as RP/Consultant during training or visit	N/A	As requested /scheduled	ILD Staff/Inviting entity
7	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					

CITIZEN'S CHARTER

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.

	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure application forms	Issue application form	-	5 minutes	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

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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.

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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
Certificate of Conformity New Applicant (Two Copies) 1. Duly accomplished Application Form 2. Duly accomplished Authority to use the Certificate of Compliance (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.		Regional Agricultural Engineering Division
Additional for Application Through a Representative 1. Any Government issued Identification Card. 2. Special Power of Attorney or Board Resolution.		
Renewal of Certificate of Compliance (CC) 1. Duly accomplished application form 2. Certified true copy of previous issued CC 3. Duly accomplished authority to use the CC form (for manufacturers/fabricators with dealers Authenticated copy of test result issued Bu UPLB- AMTEC or any accredited Testing center		

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	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 out application forms with complete Documents	Receive application forms and check compliance of 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					

CITIZEN'S CHARTER

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	
• Letter of Request			Provided by client	
• 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 of 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				

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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 of Request 			Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Send Letter of 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				

CITIZEN'S CHARTER

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 of Request/ Form b. Basic proof of identification c. Registration to RSBSA			Emanates from the individual Emanates from the individual		
Group/ Organizations beneficiary: a. Letter of 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 of 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

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	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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					

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

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 of Request/ Form e. Basic proof of identification f. Registration to RSBSA			Emanates from the individual Emanates from the individual		
Group/ Organizations beneficiary: e. Letter of 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 of 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 of 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

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	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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					

CITIZEN'S CHARTER

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					

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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					

CITIZEN'S CHARTER

5. REGULATORY DIVISION (RegD) SERVICES

5.1. Initial License to Operate (LTO) as Animal Facility

Registration of animal facilities in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act) and RA 10611 (Food Safety Act). The compliance shall satisfy legal and technical requirements through actual inspection.

Validity of License to Operate: 1 year

Office or Division	Regulatory Division	
Classification	Complex to Highly Technical	
Type of Transaction	Government to Citizen/Government to Business/Government to Government	
Who may avail:	Any person, association, partnership, corporation, cooperative, government agency with animal facility/ establishment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly filled RF AHWD-04 Application Form (1 pc original)		Regulatory Division Office/ PVO/ CVO/APCO or download at bai.gov.ph
2. Passport size ID picture of applicant/ representative, taken within the last 6 months (1 pc original)		c/o Applicant
3. Business name registration certificate, <i>for government facility</i> : legal basis/ ordinance/ mandate of establishment/ citizen's charter, <i>whichever is applicable</i> (1 pc photocopy)		Department of Trade and Industry (DTI)/Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA)/ Records Unit of the Government Office
4. Environmental Compliance Certificate or Certificate of Non-Coverage, <i>whichever is applicable</i> (1 pc photocopy)		DENR - Environmental Management Bureau (EMB)
5. Location map or floor plan of the animal facility (1 pc photocopy)		c/o Applicant
6. Proof of existence of resident/ consultant Veterinarian, e.g. Notarized Employment Contract/ Memorandum of Agreement/ Appointment Order of the Veterinarian, <i>whichever is applicable</i> (1 pc photocopy)		c/o Applicant
7. Valid PRC ID of Veterinarian (1 pc photocopy)		Professional Regulation Commission

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8. Latest Professional Tax Receipt of Veterinarian, <i>for government facility veterinarians: Appointment Order/ Special Order</i> (1 pc photocopy)			Provincial/ Municipal/ City Treasury Office/ Records Unit of the Government Office	
9. Certificate of attendance on animal welfare seminar of Veterinarian and owner conducted by BAI-recognized organizations incl. LGU/ DA RFO (1 pc photocopy)			c/o Applicant	
10. Inspection Report, <i>signed by 2 inspectors (Regional Animal Welfare Officers (RAWO) and facility owner/ representative, and approved by Regional Animal Welfare Coordinator (RAWC)</i> (1 pc original)			c/o Regulatory Division Office	
Other Facility-Specific Documentary Requirements Valid S2 license of the Veterinarian <u>for Veterinary Facility, Shelter, Pound, Laboratory Animal Facility</u> (1 pc photocopy) Animal Care and Use Program and Institutional Animal Care and Use Committee <u>for Laboratory Animal Facility</u> (1 pc photocopy) DENR-Biodiversity Management Bureau Certificate of Wildlife Registration/ Wildlife Farm Permit <u>for Captive Wildlife Facility</u> (1 pc photocopy)			Philippine Drug Enforcement Agency c/o Applicant DENR - Biodiversity Management Bureau (BMB)	
Requirements if Representative: Special Power of Attorney or Notarized Authorization Letter signed by applicant and representative (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy)			c/o Applicant	
Requirements for Release of LTO/ Certificate: Duly filled Claim Stub (1 pc original)			c/o Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and	None	5 minutes	

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documentary requirements			Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Schedule preferred inspection and evaluation of facility	3.1 Prepare and transmit Notice of Inspection to Office of the DC	None	10 minutes	
4. Assist inspectors during inspection of facility and present relevant document for compliance	4.1 Conduct facility inspection, prepare inspection report and inform client of the results of inspection	None	5 working days (downtime and inspection only)	Henry Gwyn Jonathan O. Salasa Mylene P. Cadalig Jennifer G. Sopolop Jayvee P. Canor Belly Jane C. Baggeo
<p><i>If passed the inspection requirement, proceed to endorsement of application for LTO.</i> <i>If the facility is not compliant to regulations/ provisions, client to address non-conformances and schedule for re-inspection. If still non-compliant after re-inspection, the facility shall re-apply.</i></p>				
5. Receive certified Order of Payment	5.1 Process Order of Payment	None	10 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
6. Pay corresponding fee	6.1 Issue Official Receipt	please refer to Schedule of Fees	5 minutes	Cashier Unit
7. Present Official Receipt of payment	7.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	

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8. Receive Claim Stub with scheduled date of release of LTO	8.1 Fill-out Claim Stub and discuss with client the scheduled date of release of LTO	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
	8.2 Scan and endorse application documents to BAI online through: <i>animalwelfare.appli cation@ gmail.com</i>	None	20 minutes	
BAI procedure on the receipt up to the release of documents, based on the posted 2024 Citizen's Charter, is a total of 7 hours				
--None--	8.3 Receive LTO from BAI	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
8.1. Acknowledge receipt of information	8.4 Inform client on the availability of LTO	None	3 minutes	
9. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	9.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release License to Operate	None	5 minutes	
10. Accomplish Client Satisfaction Evaluation	10.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		please refer to Schedule of Fees	7 days 8 hours 31 minutes Note: Total number of days may vary depending on non-compliances during inspection	
END OF TRANSACTION				

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5.2. Renewal of License to Operate (LTO) as Animal Facility

Registration of animal facilities in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act) and RA 10611 (Food Safety Act). The compliance shall satisfy legal and technical requirements through actual inspection.

Validity of License to Operate: 3 years

Office or Division	Regulatory Division	
Classification	Complex to Highly Technical	
Type of Transaction	Government to Citizen/ Government to Business/ Government to Government	
Who may avail:	Any person, association, partnership, corporation, cooperative, government agency with animal facility/ establishment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly filled-out RF AHWD-04 application form (1 pc original)		Regulatory Division Office/ PVO/ CVO/ APCO or download at <i>bai.gov.ph</i>
2. Passport size ID picture of applicant/ representative, taken within the last 6 months (1 pc original)		c/o Applicant
3. Business name registration certificate, <i>for government facility</i> : legal basis/ ordinance/ mandate of establishment/ citizen’s charter, <i>whichever is applicable</i> (1 pc photocopy)		Department of Trade and Industry (DTI) /Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA)/ Records Unit of the Government Office
4. Latest Business Permit/ Mayor’s Permit, <i>for private entities only</i> (1 pc photocopy)		Respective Local Government Unit
5. Environmental Compliance Certificate or Certificate of Non-Coverage, <i>whichever is applicable</i> (1 pc photocopy)		DENR - Environmental Management Bureau (EMB)
6. Location map or floor plan of the animal facility (1 pc photocopy)		c/o Applicant
7.		
7. Proof of existence of resident/ consultant Veterinarian, e.g. Notarized Employment Contract/ Memorandum of Agreement/ Appointment Order of the Veterinarian.		c/o Applicant

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whichever is applicable (1 pc photocopy)				
8. Valid PRC ID of Veterinarian (1 pc photocopy)			Professional Regulation Commission	
9. Latest Professional Tax Receipt of Veterinarian, for government facility veterinarians: Appointment Order/ Special Order (1 pc photocopy)			Provincial/ Municipal/ City Treasury Office/ Records Unit of the Government Office	
10. Certificate of attendance on animal welfare seminar of Veterinarian and owner conducted by BAI-recognized organizations incl. LGU/ DA RFO (1 pc photocopy)			c/o Applicant	
11. Inspection Report, signed by 2 inspectors (Regional Animal Welfare Officers (RAWO) and facility owner/ representative, and approved by Regional Animal Welfare Coordinator (RAWC) (1 pc original)			c/o Regulatory Division Office	
Other Facility-Specific Documentary Requirements				
Valid S2 license of the Veterinarian <u>for Veterinary Facility, Shelter, Pound, Laboratory Animal Facility</u> (1 pc photocopy)			Philippine Drug Enforcement Agency	
Animal Care and Use Program and Institutional Animal Care and Use Committee <u>for Laboratory Animal Facility</u> (1 pc photocopy)			c/o Applicant	
DENR-Biodiversity Management Bureau Certificate of Wildlife Registration/ Wildlife Farm Permit <i>for Captive Wildlife Facility</i> (1 pc photocopy)			DENR - Biodiversity Management Bureau (BMB)	
Requirements if Representative:				
Special Power of Attorney or Notarized Authorization Letter signed by applicant and representative (1 pc photocopy)			c/o Applicant	
Valid Government ID of owner and representative with both their signatures (1 pc photocopy)				
Requirements for Release of LTO/ Certificate:				
Duly filled Claim Stub (1 pc original)			c/o Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out	1.1 Issue application	None	5 minutes	

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application form	form, introduce procedures and documentary requirements			
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Schedule preferred inspection and evaluation of facility	3.1 Prepare and transmit Notice of Inspection to Office of the DC	None	10 minutes	
4. Assist inspectors during inspection of facility and present relevant document for compliance	4.1 Conduct facility inspection, prepare inspection report and inform client of the results of inspection	None	5 working days (downtime and inspection only)	Henry Gwyn Jonathan O. Salasa Mylene P. Cadalig Jennifer G. Sopolop Jayvee P. Canor Belly Jane C. Baggeo
<p style="text-align: center;"><i>If passed the inspection requirement, proceed to preparation of LTO. If the facility is not compliant to regulations/ provisions, client to address non-conformances and schedule for re-inspection. If still non-compliant after re-inspection, the facility shall re-apply.</i></p>				
5. Receive certified Order of Payment	5.1 Process Order of Payment	None	10 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
6. Pay corresponding fee	6.1 Issue Official Receipt	please refer to Schedule of Fees	5 minutes	Cashier Unit
7. Present Official Receipt of payment	7.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	
8. Receive Claim Stub with scheduled date of release of LTO	8.1 Fill-out Claim Stub and discuss with client the scheduled date of release of LTO	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy

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	8.2 Prepare transmittal and LTO for approval of RED	None	30 minutes	
	8.3 Approve License to Operate	None	1 day	<i>Regional Executive Director</i>
	8.4 Receive approved LTO	None	3 minutes	<i>Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy</i>
8.1. Acknowledge receipt of information	8.5 Inform client on the availability of LTO	None	3 minutes	
9. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	9.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release License to Operate	None	5 minutes	
10. Accomplish Client Satisfaction Evaluation	10.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		please refer to fees	8 days 1 hour 41 minutes Note: Total number of days may vary depending on non-compliances during inspection	
END OF TRANSACTION				

NOTE: In line with the Business Permit registration procedures of the LGUS, applicants for the months of **January – March** may submit previous year's copy of Business Permit/ Mayor's Permit and/or the OR for current year application for renewal



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5.3 Initial and Renewal Registration of Animal-Event Veterinarian

Registration of Animal-Event Veterinarians in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act) as detailed in BAI MC No. 17 series of 2022.

Validity of Certificate: 1 year

OFFICE/ DIVISION:	Regulatory Division	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government	
WHO MAY AVAIL:	Licensed Veterinarians	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
Duly filled RF AHWD-83 Application Form (1 pc original)	Regulatory Division Office/ PVO/ CVO/ APCO or download at <i>bai.gov.ph</i>	
1"x1" size ID picture of applicant, taken within the last 6 months (1 pc original)	c/o Applicant	
Latest Professional Tax Receipt (1 pc photocopy)	Provincial/ Municipal/ City Treasury Office	
Valid PRC ID (1 pc photocopy)	Professional Regulation Commission	
Duly accomplished RF AHWD-03 Examination Form (1 pc original)	Regulatory Division Office/ PVO/ CVO/ APCO or download at <i>bai.gov.ph</i>	
Requirements if Representative: Special Power of Attorney or Notarized Authorization Letter signed by applicant and representative (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy)	c/o Applicant	
Requirements for Release of Certificate: Duly filled-out Claim Stub (1 pc original)	c/o Applicant	

CITIZEN'S CHARTER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Receive certified Order of Payment	3.1 Process Order of Payment	None	10 minutes	
4. Pay corresponding fee	4.1 Issue Official Receipt	Php 100/yr	5 minutes	Cashier Unit
5. Present Official Receipt of payment	5.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	
6. Receive Claim Stub with scheduled date of release of Certificate	6.1 Fill out Claim Stub and discuss with client the scheduled date of release of Certificate	None	5 minutes	
	6.2 Scan and endorse application documents to BAI online through: animalwelfare.application@gmail.com	None	20 minutes	
<i>BAI procedure on the receipt up to the release of documents, based on the posted 2024 Citizen's Charter, is a total of 4 hours</i>				
--None--	6.3 Receive Certificate from BAI	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cado
6.1. Acknowledge receipt of information	6.4 Inform client on the availability of Certificate	None	3 minutes	

CITIZEN'S CHARTER

7. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	7.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Certificate	None	5 minutes	
8. Accomplish Client Satisfaction Evaluation	8.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		Php 100/yr	3 days	
END OF TRANSACTION				



CITIZEN'S CHARTER

5.4 Initial and Renewal Registration of Animal-Event Organizer

Issuance of Animal-Event Organizer Certificate in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act) as detailed in BAI MC No. 17 series of 2022.

Validity of Certificate: 1 year (Initial Registration)

3 years (Renewal Registration)

OFFICE/ DIVISION:	Regulatory Division	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government	
WHO MAY AVAIL:	Any person, association, partnership, corporation, cooperative, government agency who will conduct activities/ events involving live animals	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
Duly filled RF AHWD-124 Application Form (1 pc original)		Regulatory Division Office/ PVO/ CVO/ APCO or download at <i>bai.gov.ph</i>
Passport size ID picture of applicant/ representative, taken within the last 6 months (1 pc original)		c/o Applicant
Business name registration certificate, <i>for government facility</i> : legal basis/ ordinance/ mandate of establishment/ citizen's charter, <i>whichever is applicable</i> (1 pc photocopy)		Department of Trade and Industry (DTI) /Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA)/ Records Unit of the Government Office
Latest Business Permit/ Mayor's Permit, <i>for private entities only</i> (1 pc photocopy)		Respective Local Government Unit
Requirements if Representative: Special Power of Attorney or Notarized Authorization and representative (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy)		c/o Applicant
Requirements for Release of Certificate: Duly filled Claim Stub (1 pc original)		c/o Applicant

CITIZEN'S CHARTER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
--None--	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Receive certified Order of Payment	3.1 Process Order of Payment	None	10 minutes	
4. Pay corresponding fee	4.1 Issue Official Receipt	Php 100/yr	5 minutes	Cashier Unit
5. Present Official Receipt of payment	5.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
6. Receive Claim Stub with scheduled date of release of Certificate	6.1 Fill-out Claim Stub and discuss with client the scheduled date of release of Certificate	None	5 minutes	
	6.2 Scan and endorse application documents to BAI online through: animalwelfare.application@gmail.com	None	20 minutes	
BAI procedure on the receipt up to the release of documents, based on the posted 2024 Citizen’s Charter is a total of 2 hours and 30 minutes				
--None--	6.3 Receive Certificate from BAI	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
6.1. Acknowledge receipt of information	6.4 Inform client on the availability of Certificate	None	3 minutes	

CITIZEN'S CHARTER

7. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	7.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Certificate	None	5 minutes	
8. Accomplish Client Satisfaction Evaluation	8.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		Php 100 for Initial/ Php 300	3 days	
END OF TRANSACTION				

NOTE: In line with the Business Permit registration procedures of the LGUS, applicants for the months of **January – March** may submit previous year's copy of Business Permit/ Mayor's Permit and/or the OR for current year application for renewal



CITIZEN'S CHARTER

5.5 Animal-Event Clearance

Issuance of Animal-Event Clearance in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act) as detailed in BAI MC No. 17 series of 2022.

Validity of Clearance: Number of days as indicated in the request form

OFFICE/ DIVISION:	Regulatory Division			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government			
WHO MAY AVAIL:	Any person, association, partnership, corporation, cooperative, government agency who will conduct activities/ events involving live animals duly registered as BAI Animal-Event Organizer			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Duly filled RF AHWD-01 Request Form (1 pc original)		Regulatory Division Office/ PVO/ CVO/ APCO or download at bai.gov.ph		
Duly filled RF AHWD-02 Agreement Form (2 copies: 1 copy each for (2) BAI Registered Animal-Event Veterinarian)		Regulatory Division Office/ PVO/ CVO/ APCO or download at bai.gov.ph		
Requirements if Representative: Special Power of Attorney or Notarized Authorization Letter signed by applicant and representative (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy)		c/o Applicant		
Requirements for Release of Certificate: Duly filled Claim Stub (1 pc original)		c/o Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy

CITIZEN'S CHARTER

2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Receive certified Order of Payment	3.1 Process Order of Payment	None	10 minutes	
4. Pay corresponding fee	4.1 Issue Official Receipt	Php 100/ day	5 minutes	Cashier Unit
5. Present Official Receipt of payment	5.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
6. Receive Claim Stub with scheduled date of release of Clearance	6.1 Fill out Claim Stub and discuss with client the scheduled date of release of Clearance	None	5 minutes	
	6.2 Scan and endorse application documents to BAI online through: animalwelfare.application @ gmail.com	None	20 minutes	
BAI procedure on the receipt up to the release of documents, based on the posted 2024 Citizen's Charter, is a total of 2 hours and 40 minutes				
--None--	6.3 Receive Clearance from BAI	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
6.1. Acknowledge receipt of	6.4 Inform client on the availability of	None	3 minutes	
7. Present Claim Stub and	7.1 Allow client to sign acknowledgment of	None	5 minutes	
8. Accomplish Client Satisfaction Evaluation	8.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		Php 100/	3 days	
END OF TRANSACTION				



CITIZEN'S CHARTER

5.6 Animal-Research Clearance

Issuance of Animal-Research Clearance as per Administrative Order No. 40 (Rules and Regulations on the Conduct of Scientific Procedures using Animals) in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act).

Validity of Clearance: Number of days as indicated in the application form. If the study exceeds 2 years, applicant must re-apply

OFFICE/ DIVISION:	Regulatory Division			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government			
WHO MAY AVAIL:	Any person, association, partnership, corporation, cooperative, or government agency intending to use live animals for research purposes			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Duly filled RF AHWD-05 Application Form approved by the Institutional Animal Care and Use Committee (IACUC) of a BAI registered facility where the research is conducted/ monitored (1 pc original)		Regulatory Division Office/ PVO/ CVO/ APCO or download at bai.gov.ph		
Requirements if Representative: Special Power of Attorney or Notarized Authorization Letter signed by applicant and representative (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy)		c/o Applicant		
Requirements for Release of Certificate: Duly filled Claim Stub (1 pc original)		c/o Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy

CITIZEN'S CHARTER

2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Receive certified Order of Payment	3.1 Process Order of Payment	None	10 minutes	
4. Pay corresponding fee	4.1 Issue Official Receipt	Php 100/ study	5 minutes	Cashier Unit
5. Present Official Receipt of payment	5.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	
6. Receive Claim Stub with scheduled date of release of Clearance	6.1 Fill out Claim Stub and discuss with client the scheduled date of release of Clearance	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
	6.2 Scan and endorse application documents to BAI online through: <i>animalwelfare.application@gmail.com</i>	None	20 minutes	
BAI procedure on the receipt up to the release of documents, based on the posted 2024 Citizen's Charter, is a total of 2 hours and 45 minutes				
--None--	6.3 Receive Clearance from BAI	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
6.1 Acknowledge receipt of information	6.4 Inform client on the availability of Clearance	None	3 minutes	
7. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	7.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Clearance	None	5 minutes	



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8. Accomplish Client Satisfaction Evaluation	8.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		Php 100/ study	3 days	
END OF TRANSACTION				



CITIZEN'S CHARTER

5.7 Initial Registration of Livestock, Poultry and By-Products Handlers

Registration of livestock, poultry, and by-products handlers in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act) as detailed in Administrative Order No. 08 series of 2004.

Validity of Certificate: 1 year

OFFICE/ DIVISION:	Regulatory Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government
WHO MAY AVAIL:	Any person/s or business entity/ies engaged in inter-provincial/ inter-regional handling/transporting/ distribution of livestock and poultry, its products and by-products
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Duly filled RF AHWD-30 Application Form for individual or RF AHWD-31 Application Form for company (1 pc original)	Regulatory Division Office/ PVO/ CVO/ APCO or download at bai.gov.ph
1"x1" size ID picture of applicant/ representative, taken within the last 6 months (1 pc original)	c/o Applicant
Business name registration certificate, <i>for government facility</i> : legal basis/ ordinance/ mandate of establishment/ citizen's charter, <i>whichever is applicable</i> (1 pc photocopy)	Department of Trade and Industry (DTI) /Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA)/ Records Unit of the Government Office
Latest Business Permit/ Mayor's Permit, <i>for private entities only</i> (1 pc photocopy)	Respective Local Government Unit
Certificate of attendance on animal welfare seminar conducted by BAI-recognized organizations including LGU/ DA RFO (1 pc photocopy)	c/o Applicant
Requirements if Representative: Special Power of Attorney or Notarized Authorization Letter signed by applicant and representative (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy)	c/o Applicant

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Requirements for Release of Certificate: Duly filled Claim Stub (1 pc original)		c/o Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	<i>Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy</i>
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Receive certified Order of Payment	3.1 Process Order of Payment	None	10 minutes	
4. Pay corresponding fee	4.1 Issue Official Receipt	Php 300/ year	5 minutes	<i>Cashier Unit</i>
5. Present Official Receipt of payment	5.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	
6. Receive Claim Stub with scheduled date of release of documents (Temporary Certificate and Certificate from BAI)	6.1 Fill out Claim Stub and discuss with client the scheduled date of release of Certificate	None	5 minutes	<i>Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy</i>
	6.2 Scan and endorse application documents to BAI online through: <i>ahwd.transport.handlers@gmail.com</i>	None	20 minutes	



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--None--	6.3 Prepare transmittal and Temporary Certificate for approval of RED	None	3 minutes	
	6.4 Approve Temporary Certificate	None	1 day	Regional Executive Director
	6.5 Receive approved Temporary Certificate	None	3 minutes	
6.1. Acknowledge receipt of information	6.6 Inform client on the availability of Temporary Certificate	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
7. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	7.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Temporary Certificate	None	5 minutes	
BAI procedure on the receipt up to the release of documents, based on the posted 2024 Citizen's Charter, is a total of 4 hours and 2 minutes				
--None--	8.1 Receive approved Certificate from BAI	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
8. Acknowledge receipt of information	8.2 Inform client on the availability of Certificate from BAI	None	3 minutes	
9. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	9.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Certificate from BAI	None	5 minutes	
10. Accomplish Client Satisfaction Evaluation	10.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		Php 300/ year	3 days	
END OF TRANSACTION				

NOTE: In line with the Business Permit registration procedures of the LGUS, applicants for the months of **January – March** may submit previous year's copy of Business Permit/ Mayor's Permit and/or the OR for current year application for renewal



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5.8 Renewal Registration of Livestock, Poultry and By-Products Handlers

Registration of livestock, poultry, and by-products handlers in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act) as detailed in Administrative Order No. 08 series of 2004.

Validity of Certificate: 1 year

OFFICE/ DIVISION:	Regulatory Division	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government	
WHO MAY AVAIL:	Any person/s or business entity/ies engaged in inter-provincial/ inter-regional handling/transporting/ distribution of livestock and poultry, its products and by-products	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
Duly filled RF AHWD-30 Application Form for individual or RF AHWD-31 Application Form for company (1 pc original)	Regulatory Division Office/ PVO/ CVO/ APCO or download at bai.gov.ph	
1"x1" size ID picture of applicant/ representative, taken within the last 6 months (1 pc original)	c/o Applicant	
Business name registration certificate, <i>for government facility</i> : legal basis/ ordinance/ mandate of establishment/ citizen's charter, <i>whichever is applicable</i> (1 pc photocopy)	Department of Trade and Industry (DTI) /Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA)/ Records Unit of the Government Office	
Latest Business Permit/ Mayor's Permit, <i>for private entities only</i> (1 pc photocopy)	Respective Local Government Unit	
Certificate of attendance on animal welfare seminar conducted by BAI-recognized organizations including LGU/ DA RFO (1 pc photocopy)	c/o Applicant	
Previous Certificate from BAI (1 pc photocopy)	c/o Applicant	

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Requirements if Representative: Special Power of Attorney or Notarized Authorization Letter signed by applicant and representative (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy)		c/o Applicant		
Requirements for Release of Certificate: Duly filled Claim Stub (1 pc original)		c/o Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegale G. Cadoy
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Receive certified Order of Payment	3.1 Process Order of Payment	None	10 minutes	
4. Pay corresponding fee	4.1 Issue Official Receipt	Pls. refer to schedule of fees	5 minutes	Cashier Unit
5. Present Official Receipt of payment	5.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	

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6. Receive Claim Stub with scheduled date of release of Certificate	6.1 Fill out Claim Stub and discuss with client the scheduled date of release of Certificate	None	5 minutes	<i>Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy</i>
--None--	6.2 Prepare transmittal and Certificate for approval of RED	None	3 minutes	
	6.3 Approve Certificate	None	1 day	<i>Regional Executive Director</i>
	6.4 Receive approved Certificate	None	3 minutes	<i>Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy</i>
6.1. Acknowledge receipt of information	6.5 Inform client on the availability of Certificate	None	3 minutes	
7. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	7.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Certificate	None	5 minutes	
8. Accomplish Client Satisfaction Evaluation	8.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		Pls. refer to schedule of fees	3 days	
END OF TRANSACTION				

NOTE: In line with the Business Permit registration procedures of the LGUS, applicants for the months of **January – March** may submit previous year's copy of Business Permit/ Mayor's Permit and/or the OR for current year application for renewal



CITIZEN'S CHARTER

5.9 Initial Registration of Livestock, Poultry and By-Products Transport Carriers

Registration of livestock, poultry and by-products transport carriers in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act) as detailed in Administrative Order No. 08 series of 2004.

Validity of Certificate: 1 year

OFFICE/ DIVISION:	Regulatory Division	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government	
WHO MAY AVAIL:	Any person/s or business entity/ies engaged in inter-provincial/ inter-regional handling/transporting/ distribution of livestock and poultry, its products and by-products	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
Duly filled RF AHWD-32 application form for livestock and its by-products or RF AHWD-33 application form for poultry and its by-products (1 pc original)	Regulatory Division Office/ PVO/ CVO/ APCO or download at bai.gov.ph	
1"x1" size ID picture of applicant/ representative, taken within the last 6 months (1 pc original)	c/o Applicant	
Business name registration certificate, <i>for government facility</i> : legal basis/ ordinance/ mandate of establishment/ citizen's charter, <i>whichever is applicable</i> (1 pc photocopy)	Department of Trade and Industry (DTI) /Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA)/ Records Unit of the Government Office	
Latest Business Permit/ Mayor's Permit, <i>for private entities only</i> (1 pc photocopy)	Respective Local Government Unit	
Certificate of attendance on animal welfare seminar conducted by BAI-recognized organizations including LGU/ DA RFO (1 pc photocopy)	c/o Applicant	
Photos of the vehicle/ carrier: front, side and back showing a clear view of the plate number and number of wheels/ cylinders (1 pc photocopy)	c/o Applicant	
Valid Certificate of Registration (CR) of the vehicle (1 pc photocopy)	Land Transportation Office (LTO)	

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Latest Official Receipt (OR) of registration of the Vehicle (1 pc photocopy)		Land Transportation Office (LTO)		
Additional requirements when vehicle is: Purchased: <ol style="list-style-type: none"> Notarized Deed of Sale from the previous owner/s (1 pc photocopy) If owner is deceased: <ol style="list-style-type: none"> PSA Death Certificate (1 pc photocopy) Special Power of Attorney (1 pc photocopy) If applicant is not the owner: <ol style="list-style-type: none"> Notarized Authorization Letter to Use the Vehicle signed by owner or SPA (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy) 		c/o Applicant Philippine Statistics Authority c/o Applicant c/o Applicant c/o Applicant		
Requirements if Representative: Special Power of Attorney or Notarized Authorization Letter signed by applicant and representative (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy)		c/o Applicant		
Requirements for Release of Certificate: Duly filled Claim Stub (1 pc original)		c/o Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
--None--	2.2 Review application documents as to completeness and validity	None	10 minutes	

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3. Schedule preferred inspection and evaluation of facility	3.1 Prepare and transmit Notice of Inspection to Office of the DC	None	10 minutes	
4. Assist inspectors during inspection of vehicle and present relevant document for compliance	4.1 Conduct vehicle inspection, prepare inspection report and inform client of the results of inspection	None	2 days	Henry Gwyn Jonathan O. Salasa Mylene P. Cadalig Jennifer G. Sopsop Jayvee P. Canor Belly Jane C. Baggeo
<p><i>If passed the inspection requirements, proceed to endorsement of application.</i></p> <p><i>If the vehicle is not compliant to regulations/ provisions, address non-conformances and schedule for re-inspection. If still non-compliant after re-inspection, the client should re-apply.</i></p>				
5. Receive certified Order of Payment	5.1 Process Order of Payment	None	10 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
6. Pay corresponding fee	6.1 Issue Official Receipt	please refer to Schedule of Fees	5 minutes	Cashier Unit
7. Present Official Receipt of payment	7.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	
8. Receive Claim Stub with scheduled date of release of documents (Temporary Certificate and Certificate from BAI)	8.1 Fill out Claim Stub and discuss with client the scheduled date of release of Certificate	None	5 minutes	
--None--	8.2 Scan and endorse application documents to BAI online through: ahwd.transport.handlers@gmail.com	None	20 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
	8.3 Prepare transmittal and Temporary Certificate for approval of RED	None	30 minutes	
	8.4 Approve Temporary Certificate	None	1 day	Regional Executive Director



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	8.5 Receive approved Temporary Certificate	None	3 minutes	<i>Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy</i>
8.1. Acknowledge receipt of information	8.6 Inform client on the availability of Temporary Certificate	None	3 minutes	
9. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	9.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Temporary Certificate	None	5 minutes	
<i>BAI procedure on the receipt up to the release of documents, based on the posted 2024 Citizen's Charter, is a total of 2 hours and 42 minutes</i>				
	10.1 Receive approved Certificate from BAI	None	5 minutes	<i>Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy</i>
10. Acknowledge receipt of information	10.2 Inform client on the availability of Certificate from BAI	None	3 minutes	
11. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	11.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Certificate from BAI	None	5 minutes	
12. Accomplish Client Satisfaction Evaluation	12.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		Pls. refer to schedule of fees	3 days	
END OF TRANSACTION				

NOTE: In line with the Business Permit registration procedures of the LGUS, applicants for the months of **January – March** may submit previous year's copy of Business Permit/ Mayor's Permit and/or the OR for current year application for renewal

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5.10 Renewal Registration of Livestock, Poultry and By-Products Transport Carriers

Registration of livestock, poultry and by-products transport carriers in compliance with RA 8485 as amended by RA 10631 (The Animal Welfare Act) as detailed in Administrative Order No. 08 series of 2004.

Validity of Certificate: 1 year

OFFICE/ DIVISION:	Regulatory Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government
WHO MAY AVAIL:	Owner of vehicle/ carrier, whether public, private or government, engaged in inter-provincial/inter-regional handling/transporting/distribution of livestock and poultry, its products and by-products
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Duly filled out RF AHWD-32 application form for livestock and its by-products or RF AHWD-33 application form for poultry and its by-products (1 pc original)	Regulatory Division Office/ PVO/ CVO/ APCO or download at bai.gov.ph
1"x1" size ID picture of applicant/ representative, taken within the last 6 months (1 pc original)	c/o Applicant
Business name registration certificate, <i>for government facility</i> : legal basis/ ordinance/ mandate of establishment/ citizen's charter, <i>whichever is applicable</i> (1 pc photocopy)	Department of Trade and Industry (DTI) /Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA)/ Records Unit of the Government Office
Latest Business Permit/ Mayor's Permit, <i>for private entities only</i> (1 pc photocopy)	Respective Local Government Unit
Certificate of attendance on animal welfare seminar conducted by BAI-recognized organizations including LGU/ DA RFO (1 pc photocopy)	c/o Applicant
Photos of the vehicle/ carrier: front, side and back showing a clear view of the plate number and number of wheels/ cylinders (1 pc photocopy)	c/o Applicant
Previous Certificate from BAI (1 pc photocopy)	c/o Applicant

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Valid Certificate of Registration (CR) of the vehicle (1 pc photocopy)		Land Transportation Office (LTO)		
Latest Official Receipt (OR) of registration of the Vehicle (1 pc photocopy)		Land Transportation Office (LTO)		
Additional requirements when vehicle is: Purchased: 1. Notarized Deed of Sale from the previous owner/s (1 pc photocopy) If owner is deceased: 3. PSA Death Certificate (1 pc photocopy) 4. Special Power of Attorney (1 pc photocopy) If applicant is not the owner: 2. Notarized Authorization Letter to Use the Vehicle signed by owner or SPA (1 pc photocopy) 2. Valid Government ID of owner and representative with both their signatures (1 pc photocopy)		c/o Applicant Philippine Statistics Authority c/o Applicant c/o Applicant c/o Applicant		
Requirements if Representative: Special Power of Attorney or Notarized Authorization Letter signed by applicant and representative (1 pc photocopy) Valid Government ID of owner and representative with both their signatures (1 pc photocopy)		c/o Applicant		
Requirements for Release of Certificate: Duly filled out Claim Stub (1 pc original)		c/o Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	

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--None--	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Schedule preferred inspection and evaluation of facility	3.1 Prepare and transmit Notice of Inspection to Office of the DC	None	10 minutes	
4. Assist inspectors during inspection of vehicle and present relevant document for compliance	4.1 Conduct vehicle inspection, prepare inspection report and inform client of the results of inspection	None	2 days	Henry Gwyn Jonathan O. Salasa Mylene P. Cadalg Jennifer G. Sopolop Jayvee P. Canor Belly Jane C. Baggeo
<p style="text-align: center;"><i>If passed the inspection requirements, proceed to endorsement of application.</i></p> <p style="text-align: center;"><i>If the vehicle is not compliant to regulations/ provisions, address non-conformances and schedule for re-inspection. If still non-compliant after re-inspection, the client should re-apply.</i></p>				
5. Receive certified Order of Payment	5.1 Process Order of Payment	None	10 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegle G. Cadoy
6. Pay corresponding fee	6.1 Issue Official Receipt	please refer to Schedule of Fees	5 minutes	Cashier Unit
7. Present Official Receipt of payment	7.1 Photocopy OR as attachment to application and return original to client	None	3 minutes	
8. Receive Claim Stub with scheduled date of release Certificate	8.1 Fill out Claim Stub and discuss with client the scheduled date of release of Certificate	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegle G. Cadoy
--None--	8.2 Prepare transmittal and Certificate for approval of RED	None	30 minutes	
	8.3 Approve Certificate	None	1 day	Regional Executive Director
8.1. Acknowledge receipt of information	8.4 Receive approved Certificate	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegle G. Cadoy

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8.1. Acknowledge receipt of information	8.5 Inform client on the availability of Certificate	None	3 minutes	
9. Present Claim Stub and acknowledge receipt thereof in the Tracking Form	9.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Certificate	None	5 minutes	
10. Accomplish Client Satisfaction Evaluation	10.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		Pls. refer to schedule of fees	3 days	
END OF TRANSACTION				

NOTE: In line with the Business Permit registration procedures of the LGUS, applicants for the months of **January – March** may submit previous year's copy of Business Permit/ Mayor's Permit and/or the OR for current year application for renewal

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5.11 Schedule of Application Fees for LTO as Animal Facility

#	Animal Facilities	Initial (One year), in Php	Renewal (Three years), in Php
Livestock (Facilities utilized for food production and draught purposes)			
1	Poultry (Broiler, Layer, Breeder, Hatchery, Duck and Quail); Swine/ Cattle/ Small Ruminants; Crocodile Farm	1,000.00	3,000.00
2	Slaughterhouse/ Poultry Dressing Plant; Stockyard/ Coral/ Stockfarm/ Stud Farm	500.00	1,500.00
3	Rabbit/ Buffalo/ Ostrich/ Apiary/ Other Livestock and Poultry Facility	300.00	900.00
Non-Livestock (Facilities for recreational, education, scientific, safety, security, public health and other purposes)			
4	Zoo and Aquarium/ Primate Facility	1,000.00	3,000.00
5	Kennel/ Cattery/ Pet Shop/ Pet Bird-Aviary; Race track/ Equestrian	500.00	1,500.00
6	Grooming/ Boarding and Recreation/ Small Pet Animal Facility/ Other Companion Pet Facility; Surgical and Non-surgical/ Veterinary Hospital/ Mobile Veterinary Clinic/ Other Veterinary Facility; Gamefowl/ Pigeon Racing/ Other Sports Leisure and Gaming Facility; Other Animal Control Facility; Laboratory Animal/ Other Laboratory Animal Facility; Working Dog Facility/ Service Dog Provider for PWD/ Other Working Service Animal Facility; Wildlife Rescue Center/ Wildlife Conservation Breeding Center/ Wildlife Hobbyist/ Other Captive Wildlife Facility; Public Market (Live Animal)/ Live Animal Market/ Livestock Auction Market/ Other Live Animal Selling Trading Facility; Live Animal Transport (Land Transport Vehicle, Water Transport Carrier/ Air Transport Carrier)	300.00	900.00
7	Pound/ Shelter	200.00	600.00

NOTE: An Annual Surcharge of 50% of the amount due shall be levied on every expired registration certificate



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5.13 Initial and Renewal Certification of Philippine Good Agricultural Practices for Crops (PhilGAP)

Registration of crop farms pursuant to Section 16.E of Republic Act No. 10611 otherwise known as the Food Safety Act of 2013 and the ASEAN Good Agricultural Practices as detailed in Administrative Circular No. 01 series of 2018.

Validity of Certificate: 2 years

OFFICE/ DIVISION:	Regulatory Division	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government	
WHO MAY AVAIL:	Individuals, groups, academic and/ or research institutions, government agencies managing crop farms, producing fresh fruits and vegetables	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
Duly accomplished BPI-QMS-PPSSD-F1 application form (1 pc original or photocopy)	Regulatory Division Office/ OPAG/ OMAG/City Agriculture Office/ APCO or download at buplant.da.gov.ph	
Duly filled BPI-QMS-PPSSD-F1A Production and Harvesting Records (1 pc original or photocopy)	Regulatory Division Office/ OPAG/ OMAG/City Agriculture Office/ APCO or download at buplant.da.gov.ph	
Duly filled BPI-QMS-PPSSD-F1B List of Farm Inputs (1 pc original or photocopy)	Regulatory Division Office/ OPAG/ OMAG/City Agriculture Office/ APCO or download at buplant.da.gov.ph	
Farm/ Farmer/ Organizational Profile (1 pc original or photocopy)	c/o Applicant	
Farm location map (1 pc original or photocopy)	c/o Applicant	
Farm lay-out (1 pc original or photocopy)	c/o Applicant	
Field Operation Procedures (1 pc original or photocopy)	c/o Applicant	
Certificate of attendance on Good Agricultural Practices (GAP) training conducted by RFO, ATI, BPI, LGU, SUC or ATI-accredited service providers (1 pc photocopy)	c/o Applicant	

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Certificate of registration and other related permits, e.g. Business Permit/ SEC/ DTI/ CDA/ DOLE/ RSBSA, whichever is applicable (1 pc photocopy)		Local Government Unit (LGU)/ Department of Trade and Industry (DTI) /Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA)/ Records Unit of the Government Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegle G. Cadoy
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
--None--	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Schedule preferred inspection and evaluation of facility	3.1 Prepare and transmit Notice of Inspection to Office of the DC	None	10 minutes	
4. Assist PhilGAP RGT during pre-assessment and present relevant documents for compliance	4.1 Conduct farm pre-assessment and inform client of the results of assessment	None	9 days	PhilGAP RGT
--None--	4.2 Prepare Pre-Assessment Report and submit to Office of the DC	None	1 day	PhilGAP RGT
--None--	4.3 Prepare transmittal for approval of RED	None	10 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegle G. Cadoy
--None--	4.3 Approve transmittal	None	1 day	Regional Executive Director

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--None--	4.4 Scan and endorse transmittal and application documents to the BPI-PPSSD PhilGAP Program Secretariat through mail and online at: <i>ppssd.buplant.da.gov.ph</i>	None	20 minutes	<i>Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy</i>
<i>BPI-PPSSD PhilGAP Program Secretariat procedure on the receipt of the documents, inspection of the farm up to the release of Certificate, based on the posted 2024 Citizen's Charter, is a total of 19 days and 4 hours</i>				
--None--	5.1 Receive approved Certificate from BPI	None	3 minutes	<i>Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegele G. Cadoy</i>
5. Acknowledge receipt of information	5.2 Inform client on the availability of Certificate	None	3 minutes	
6. Acknowledge receipt thereof in the Tracking Form	6.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Certificate from BPI	None	5 minutes	
7. Accomplish Client Satisfaction Evaluation	7.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		None	30 days 6 hours 18 minutes	
END OF TRANSACTION				

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5.14 Initial and Renewal Certification for Good Animal Husbandry Practices (GAHP)

Registration of animal facilities pursuant to Republic Act No. 10611 otherwise known as the Food Safety Act of 2013 as detailed in Department Circular No. 07 series of 2017 and Memorandum Circular No. 42 series of 2022.

Validity of Certificate: 1 year (Initial Registration)
2 years (Renewal Registration)

OFFICE/ DIVISION:	Regulatory Division	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government	
WHO MAY AVAIL:	Any person, association, partnership, corporation, cooperative, government agency with animal facility/ establishment	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
Duly accomplished RF AHWD-34 GAHP application form (1 pc original)	Regulatory Division Office/ PVO/ CVO/ APCO or download at bai.gov.ph	
Farm/ Organization Profile (1 pc photocopy)	c/o Applicant	
Brief historical development of the farm (1 pc photocopy)	c/o Applicant	
Production flow chart (1 pc photocopy)	c/o Applicant	
Farm Operational Manual (1 pc photocopy)	c/o Applicant	
Farm location map/ vicinity map (1 pc photocopy)	c/o Applicant	
Farm records: at least 2 years of records for farms operating more than 2 years and at least 6 months for newly established farms (1 pc photocopy)	c/o Applicant	
Latest Business Permit/ Mayor's Permit, <i>for private entities only</i> (1 pc photocopy)	Respective Local Government Unit	
Business name registration certificate, <i>for government facility</i> : legal basis/ ordinance/ mandate of establishment/ citizen's charter, <i>whichever is applicable</i> (1 pc photocopy)	Department of Trade and Industry (DTI)/ Securities and Exchange Commission (SEC)/ Cooperative Development Authority (CDA)/ Records Unit of the Government Office	

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Environmental Compliance Certificate or Certificate of Non-Coverage, <i>whichever is applicable</i> (1 pc photocopy)		DENR - Environmental Management Bureau (EMB)		
LTO Animal Facility, formerly Animal Welfare Registration Certificate (1 pc photocopy)		c/o Applicant		
LTO Feed Establishment Registration of feed source, if outsourced or List of sources of feed ingredients used in manufacturing, if feed manufacturer (1 pc photocopy)		c/o Applicant		
Livestock, Poultry and By-Products Handlers' Registration and LTO Livestock, Poultry and By-Products Transport Carrier, <i>if applicable</i>		c/o Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out application form	1.1 Issue application form, introduce procedures and documentary requirements	None	5 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegale G. Cadoy
2. Submit filled out application form with requirements	2.1 Receive application documents and fill out Tracking Form	None	10 minutes	
--None--	2.2 Review application documents as to completeness and validity	None	10 minutes	
3. Schedule preferred pre- assessment of farm	3.1 Prepare and transmit Notice of Pre-Assessment and application documents to Office of the DC	None	10 minutes	
4. Assist during pre-assessment and present relevant documents for compliance	4.1 Conduct farm pre-assessment and inform client of the results of assessment	None	9 days	GAHP Inspectors
--None--	4.2 Prepare Pre-Assessment Report and submit to Office of the DC	None	1 day	

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--None--	4.3 Prepare transmittal for approval of RED	None	10 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegle G. Cadoy
--None--	4.3 Approve transmittal	None	1 day	Regional Executive Director
--None--	4.4 Scan and endorse transmittal and application documents to the BAI AHWD GAHP Secretariat online through: <i>baigahp2@gmail.com</i>	None	20 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegle G. Cadoy
<i>BAI procedure on the receipt of the documents, inspection of the farm up to the release of Certificate, based on the posted 2024 Citizen's Charter, is a total of 7 days</i>				
--None--	5.1 Receive approved Certificate from BPI	None	3 minutes	Eunice W. Beta-a/ Michael W. Bugtong/ Magdalena B. Capis/ Abegle G. Cadoy
5. Acknowledge receipt of information	5.2 Inform client on the availability of Certificate	None	3 minutes	
6. Acknowledge receipt thereof in the Tracking Form	6.1 Allow client to sign acknowledgment of receipt in the Tracking Form and release Certificate from BPI	None	5 minutes	
7. Accomplish Client Satisfaction Evaluation	7.1 Retrieve accomplished Client Satisfaction Evaluation	None	2 minutes	
TOTAL		None	18 days 1 hours 18 minutes	
END OF TRANSACTION				

NOTE: In line with the Business Permit registration procedures of the LGUS, applicants for the months of **January – March** may submit previous year's copy of Business Permit/ Mayor's Permit and/or the OR for current year application for renewal

CITIZEN'S CHARTER

6. AGRIBUSINESS and MARKETING ASSISTANCE DIVISION (AMAD) SERVICES

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?	Transport Service Providers in engaged in Transport/ hauling of Agri-related products.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished application form (Form A) 2. Foodlane Reference Form (Form B) 3. Sworn Statement of Commitment (Form C) 4. Latest 2 pcs 1"x1" ID picture 5. 2 photos of the truck (front and side view) 6. SEC Registration/CDA Registration, if applicable 7. Mayor's Permit 8. Board Resolution authorizing representative to transact business in relation to Food Lane Project (for coops, corporations, associations), if applicable 9. Authenticated copy of Official Receipt of Registration (original copy will have to be presented) 10. Authenticated copy of Official Receipt of Registration (original copy will have to be presented) 11. Certificate of Attendance to the Food Lane Seminar to be issued by DA 12. Inspection report of transport vehicles conducted by AMAD and with PNP 13. Police Clearance of Operator or Driver 		AMAD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend orientation	Conduct orientation	N/A	1 hour	AMAD-AISS Staff, PNP and LGU
2. Submit duly filled application form		N/A	2 minutes	Client

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	Check and verify the completeness of the submitted requirements	N/A	5 minutes	AISS Staff
	Prepare Certificate of Accreditation to be signed by the Regional Executive Director (RED) if requirements are complete	N/A	2 minutes	AMAD- AISS Staff
	Notify the applicants to submit the lacking requirements	N/A	2 minutes	AMAD- AISS Staff
3. Conduct on site ocular inspection of trucks	If inspection passed, proceed to Step 4	N/A	30 minutes	Inspection Team (AMAD-AISS Staff, PNP)
	Comply with findings if the inspection is non-compliant	N/A		Client
4. Issue the approved Foodlane certificate and decal		N/A	2 minutes	AMAD-AISS Staff
TOTAL HOURS			1 hr 45 minutes	
END OF TRANSACTION				

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6.2 Farmer and Fisherfolk Enterprise Development Information System (FFEDIS) Registration

Office or Division	Agribusiness and Marketing Assistance Division-AISS	
Classification	Simple	
Type of Transaction	G2C-Government to Client	
Who may avail?	1. Individual or group of Farmer/Fisherfolk Enterprise 2. Classified as MSME	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished application form 2. Mayor's Permit 3. Certificate of Registration to any of the following: DOLE, DTI, SEC, or CDA		1. AMAD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled application form and requirements	Check and verify completeness of the submitted requirements	N/A	2 mins	AMAD-AISS Staff
	Prepare Certificate of Registration to be signed by the Regional Executive Director (RED), if requirements are complete	N/A	2 mins	AMAD-AISS Staff
	Notify the applicants to submit the lacking requirements	N/A	2 mins	AMAD-AISS Staff
	If approved, notify the applicants	N/A	1 min	AMAD-AISS Staff
TOTAL HOURS				

END OF TRANSACTION

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6.3 KADIWA Financial Grant Assistance

Office or Division	Agribusiness and Marketing Assistance Division-MDS		
Classification	Simple		
Type of Transaction	G2C-Government to Client		
Who may avail?	Farmers Cooperatives and Associations (FCAs); Local Government Units (LGUs); State Universities and Colleges (SUCs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For FCAs: 1. Letter of intent 2. Project proposal approved/signed by officers 3. Work and Financial Plan (WFP), and Sources and Details of Proponent’s Equity *Additional Supporting Documents For Construction of Infrastructure: Detailed Engineering Design (DED) and Program of Works (POW) For Procurement of Produce: List of prospective farmers or number and location of farmers where the produce will be procured For Acquisition of Equipment, Machinery or Delivery Vehicle: Pre-canvass of quoted prices, description, specification and pictures of the proposed project -Policy on the utilization of vehicle 4. Notarized Board Resolution requesting for KADIWA Financial Grant Assistance 5. Notarized Board Resolution authorizing the President/ LCE to enter into MOA with DA for KADIWA Financial Grant Assistance 6. Endorsement Letter from the LGU 7. Certificate of No funding from other government agency 8. DA Civil Society Organization Registration 9. Farmers and Fisherfolks Enterprise Development Information System (FFEDIS) Registration 10. Certificate of registration (Securities and Exchange Commission (SEC), Department of Labor and Employment (DOLE) Housing and Land Use Regulatory Board (HLURB), and Cooperative Development Authority (CDA) 11. Certificate of Good Standing (SEC/DOLE/HLURB) or Certificate of Compliance (CDA)		For FCAs: 1. Provided by the Client 2. AMAD 3. Provided by the Client 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. PMED 9. AMAD 10. Provided by the Client 11. Provided by the Client 12. AMAD	

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<p>12. Secretary's certificate for incumbent officers, together with the Certificate of Filing (SEC)</p> <p>13. Disclosure Statement other related business by the FCA/CBO of if any, and extent of ownership therein</p> <p>14. Sworn Affidavit of the Secretary of FCA/CBO that none of the incorporators, organizers, directors or officers is an agent of or related by consanguinity of 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.</p> <p>15. Copy of passbook or bank account details where the fund will be transferred</p> <p>16. Official Receipt (OR)</p> <p>17. List of Beneficiaries w/ RSBSA</p> <p>18. Authenticated Latest Articles of Incorporation (SEC) or Articles of Cooperation (CDA) and copy of By-laws showing the original incorporators/ organizers</p> <p>19. 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</p> <p>For LGUs:</p> <p>1. Letter of intent</p> <p>2. Project proposal approved/signed by officers</p> <p>3. Work and Financial Plan</p> <p>*Additional Supporting Documents</p> <p>For Construction of Infrastructure: Detailed Engineering Design (DED) and Program of Works (POW)</p> <p>For Procurement of Produce: List of prospective farmers or number and location of farmers where the produce will be procured</p> <p>For Acquisition of Equipment, Machinery or Delivery Vehicle: Pre-canvass of quoted prices, description, specification and pictures of the proposed project</p> <p>-Policy on the utilization of vehicle</p> <p>4. Notarized Resolution requesting for KADIWA Financial Grant Assistance</p> <p>5. Sangguniang Bayan/Panlungsod Resolution authorizing the Local Chief Executive to enter into a Memorandum of</p>	<p>13. AMAD</p> <p>14. AMAD</p> <p>15. Provided by the Client</p> <p>1. Provided by the Client</p>
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<p>Agreement (MOA) approving the proposed project and allocation of counterpart</p> <p>6. Copy of passbook or bank account details where the fund will be transferred</p> <p>7. List of Beneficiaries w/ RSBSA</p> <p>8. Documentary proof of a designated project implementation team, if as proponent</p> <p>9. MOA or MOU with partner FCAs or certificate of accreditation</p> <p>For SUCs:</p> <p>1. Letter of intent</p> <p>2. Project proposal approved/signed by officers</p> <p>3. Work and Financial Plan</p> <p>*Additional Supporting Documents</p> <p>For Construction of Infrastructure: Detailed Engineering Design (DED) and Program of Works (POW)</p> <p>For Procurement of Produce: List of prospective farmers or number and location of farmers where the produce will be procured</p> <p>For Acquisition of Equipment, Machinery or Delivery Vehicle: Pre-canvass of quoted prices, description, specification and pictures of the proposed project</p> <p>-Policy on the utilization of vehicle</p> <p>4. Notarized Resolution requesting for KADIWA Financial Grant Assistance</p> <p>5. Board of Regents Resolution authorizing the President to enter into a Memorandum of Agreement (MOA) and approving the proposed project and allocation of counterpart</p> <p>6. Copy of passbook or bank account details where the fund will be transferred</p> <p>7. List of Beneficiaries w/ RSBSA</p>	<p>1. Provided by the Client</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and project proposal with complete documentary	Review and assess submitted documents Conduct site validation after technical evaluation of the	N/A	7 working days	APS Staff

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requirements	submitted documents			
	Submit evaluation report after the desk evaluation			
	Review the evaluation report and recommend for approval	N/A	3 working days per proposal	DA-RFO-CAR Regional Technical Director with the AMAD Chief and additional members from other divisions
	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
2. MOA Signing	Execute a memorandum of agreement (MOA) between the parties involve	N/A	3 working days	DA-RFO-CAR Regional Executive Director; AMAD Division's Chief
	Obligation of fund	N/A	3 working days	AMAD and Budget
	Disbursement of fund	N/A	30 working days	AMAD, Accounting and Cashiering staff
3. Receive the fund	Fund Transfer under the DA Memorandum Order No. 03, s. 2016 as amended by DA General Memorandum Order No. 01 s. 2018	N/A	4 working days	AMAD Staff
4. Implement the approved project proposal	Monitor the proponent's fund utilization reports, progress of the project implementation, procurement of goods and support facilities, and the construction of infrastructure	N/A	Start of Project implementation must be within 30 Days upon release of grant	Proponent, AMAD Staff and LGU Staff
6. Submit Liquidation Report	Receive the liquidation report	N/A	2 Minutes	AMAD Staff

END OF TRANSACTION

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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?	Buyer (Sole Proprietor, FCA, Corporation)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. MDS- Buyer Form 2. Business Permits 3. FDA and other BIR Documents 4. Record of Past Transactions			AMAD Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out MDS-Buyer Form	Evaluate/Assess the Buyer's needs/requirements	N/A	30 minutes	MDS Staff
	Validate the Company Information with the requirements such as business permit, BIR documents, FDA documents if applicable, record of past transactions	N/A	30 minutes	MDS Staff and Buyers
	Look for potential suppliers/producers in the Producers Directory or the farmers database	N/A	30 minutes	MDS Staff
	Arrange meeting of Buyer with possible supplier/s	N/A	20 minutes	MDS Staff
	Conduct preliminary meeting with suppliers/producers	N/A	2 hours	MDS Staff, suppliers/producers
2. Attend actual meeting/negotiation	Assist in the actual meeting/negotiations between the buyer/s and suppliers/producers. A hybrid meeting may be conducted for both the suppliers/producers and buyer/s		2 hours	MDS Staff, suppliers/producers

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepare MOA or MOU	Assist in the preparation of the MOA or MOU	N/A	2 hours	MDS Staff, suppliers/ producers, and buyers
	3.2. Gather status report/accomplishment report (to monitor the implementation of the MOA or MOU)	N/A	30 minutes	MDS Staff
	May arrange the conduct of company/plant visit with the suppliers	N/A	10 minutes	
4. Signing of MOA/MOU	Execute MOA signing	N/A	10 minutes	MDS Staff, suppliers/ producers, and buyers
END OF TRANSACTION				

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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	

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7. Notarized Omnibus Sworn Statement	
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	With Pro-forma from DA Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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>	
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	With Pro-forma from DA Office

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<p>9. Financial and Other Related Documents</p> <ol style="list-style-type: none"> 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. 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; 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. 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. 	Applicant
<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	<ol style="list-style-type: none"> Receive application from interested CSO applicants; Review the completeness of submitted documents based on requirements. 	None	15 minutes	CSO Accreditation Regional Technical Secretariat (RTS)
	<ol style="list-style-type: none"> Screen qualification documents and assess the technical and financial capability of CSO. 	None	20 minutes	CSO Accreditation RTS

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	<p>4. Provide feedback to CSO applicant on the compliance of lacking and deficient documents.</p> <p>For walk-in/personal submission</p> <p>For mail/ email submission: Feedback through text/ messenger/ e-mail</p>		<p>Immediately after discussion</p> <p>15 minutes</p>	<p>CSO Accreditation RTS</p>
	<p>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.</p> <p>The post shall remain at least 7 days.</p>		<p>1 day posting</p> <p>*Posed for 7 days</p>	<p>CSO Accreditation RTS assisted by the concerned APCO</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

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	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				



CITIZEN'S CHARTER

FEEDBACK MECHANISM

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FEEDBACK MECHANISM

For Complaints and Suggestions

What can you say about our service/s?

If you would like to compliment us on our services, suggest ways to improve them, or if you are not satisfied with our services, we encourage you to share your feedback by:

- Completing our Feedback Form and dropping it in the suggestions and complaints box at the "Malasakit Desks" located in the lobbies of our buildings or office; or
- Email us at pmed@car.da.gov.ph

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 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 interacted with.



Republic of the Philippines
REGIONAL FIELD OFFICE-CORDILLERA ADMINISTRATIVE REGION
 BPI Compound, Guisad,
 2600 Baguio City

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.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	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): _____

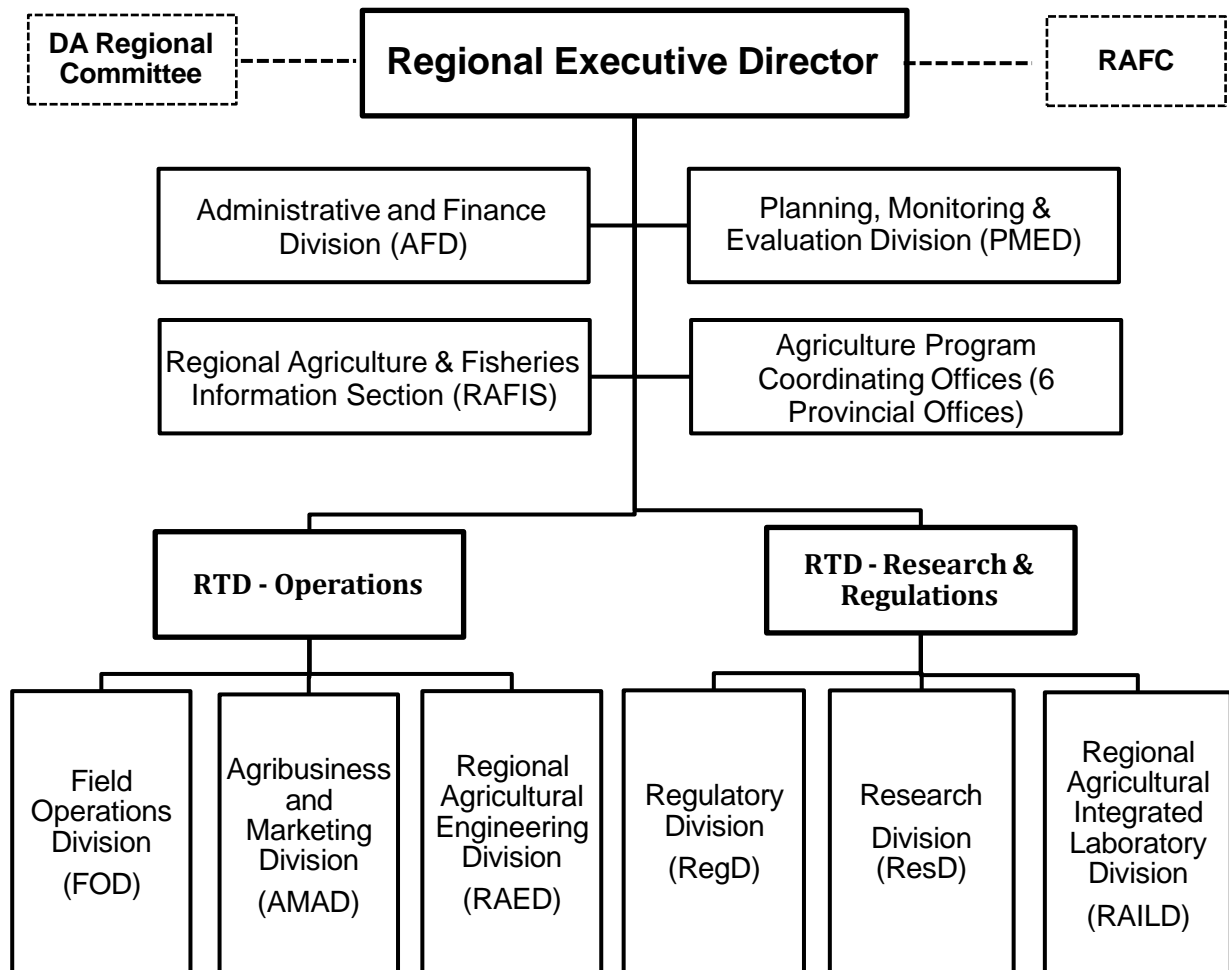
Email address (optional): _____

THANK YOU!

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DA-RFO CAR ORGANIZATIONAL STRUCTURE



CITIZEN'S CHARTER



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
OFFICES OF THE REGIONAL DIRECTORS		
Office of the Regional Executive Director (ORED)	1F 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 & Regulations	1F 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 Operations	1F 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)	1F DA-RFO CAR New Building, 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	1F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 442-4399 afd@car.da.gov.ph
Procurement Unit	1F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 424-4859 afd@car.da.gov.ph
Cashiering Unit	1F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 443-4622 afd@car.da.gov.ph darfucarcashiering@yahoo.com
Records Unit	1F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 445-9094 afd@car.da.gov.ph dacarfo_records@yahoo.com
Supply and Property Unit	Basement New Building, BPI Compound, Guisad, Baguio City	(074) 443-4622 afd@car.da.gov.ph
Budget Section	1F New Building, BPI Compound, Guisad, Baguio City	(074) 445-2532 afd@car.da.gov.ph budget_car13@yahoo.com
Accounting Section	1F New Building, BPI Compound, Guisad, Baguio City	(074) 445-3003 afd@car.da.gov.ph darfocaraccountingsection@yahoo.com
Personnel Section	Basement RCPC Building, BPI Compound, Guisad, Baguio City	dacarfo.personnel@gmail.com
Regional Agricultural and Fisheries Information Section (RAFIS)	Basement RCPC Building, BPI Compound, Guisad, Baguio City	(074) 422-5795 rafis@car.da.gov.ph rafid.dacar@gmail.com

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OFFICE	ADDRESS	CONTACT INFORMATION
Planning, Monitoring and Evaluation Division (PMED)		
Planning, Monitoring and Evaluation Division (PMED)	2F Main Building, BPI Compound, Guisad, Baguio City	(074) 445-8822 pmed@car.da.gov.ph
RSBSA Administration	2F Main Building, BPI Compound, Guisad, Baguio City	(074) 445-8822 rfocarrsbsa2023@gmail.com
CSO Accreditation	2F Main Building, BPI Compound, Guisad, Baguio City	(074) 445-8822 pmed@car.da.gov.ph
Regional Agriculture and Fishery Council (RAFC) Coordination Unit	2F Organic Agriculture Building, BPI Compound, Guisad, Baguio City	445-0125 (TF) rafc@car.da.gov.ph
Field Operations Division (FOD)		
Field Operations Division (FOD)	2F RCPC Building, 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)	4F RCPC Building, BPI Compound, Guisad, Baguio City	(074) 665-5672 amad@car.da.gov.ph
Regional Agricultural Engineering Division (RAED)		
Regional Agricultural Engineering Division (RAED)	1F RAED Building 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-Apayao, Tumog, Luna, Apayao	09455467809 apayaopco@gmail.com
APCO - Baguio	Director's Cottage, BPI Compound, Guisad, Baguio City	
APCO - Benguet	Director's Cottage, BPI Compound, Guisad, Baguio City	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

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Regulatory Division (RegD)		
Regulatory Division (RegD)	Basement Main Building, 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	(074) 442-7194 babrc@car.da.gov.ph
Research Outreach Station – Rizal (ROS-Rizal)	Liwan West, Rizal, Kalinga	0910 387 2597 car.rosrizal@gmail.com
Research Outreach Station – Luna (ROS-Luna)	Tumog, Luna, Apayao	0945 546 7809 Ros.luna2018@gmail.com
Regional Integrated Laboratories Division (RILD)		
Regional Integrated Laboratories Division (RILD)	ILD Building, 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 raddl@car.da.gov.ph
Regional Soils Laboratory (RSL)	Ambuklao Road, Baguio City	(074) 422-7127 rsl@car.da.gov.ph
Regional Feeds Chemical Analysis Laboratory (RFCAL)	BABRC Compound, Sto. Tomas, Dontogan, Baguio City	(074) 444-9874 rfcal@car.da.gov.ph
Regional Crops Protection Center (RCPC)	BABRC Compound, Sto. Tomas, Dontogan, Baguio City	0999 991 9150 bombyxmori.car@gmail.com

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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
Danilo P. Daguio, Ph.D., CESO IV	Regional Technical Director for Operations	(074) 443-9092 ortd_rr@car.da.gov.ph
Arlene M. Sagayo, DVM	Regional Technical Director for Research and Regulations	(074) 443-4405 ortd_operations@car.da.gov.ph
Aida Y. Pagtan, Ph.D.	OIC-Chief, Administrative and Finance Division	(074) 444-7991 or (074) 637-1249 afd@car.da.gov.ph
Susan D. Balanza, Ph.D.	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-Chief, 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
Ofelia P. Ducayag, DVM	Chief, Integrated Laboratories Division and APCO* for Baguio	0908-559-8628 (074) 444-9872 ild@car.da.gov.ph ofelia.dacuyag@car.da.gov.ph
Aida Y. Pagtan, Ph.D.	Chief, Regional Agriculture and Information Section	(074) 422-5795 rafis@car.da.gov.ph
Rosemarie Tesoro, Ph.D.	APCO for Abra	0935 332 5375 pco.abra@gmail.com rosemarie.tesoro@car.da.gov.ph
Raponcel Saguilot, DVM	APCO for Apayao	0945 546 7809 apayaoapco@gmail.com
Mr. Lito D. Mocati	APCO for Benguet	0995 165 1550 apcobenguet@gmail.com lito.mocati@car.da.gov.ph
Mr. Charlemagne Monayao	APCO for Ifugao	0905 967 6304 apcoifugao@gmail.com Charlemagne.monayao@car.da.gov.ph
Mr. Balag-ey JR A. Claver	APCO for Kalinga	0910 387 2597 apcokalinga@gmail.com
Mr. Pedro Pinos-an	APCO for Mtn. Province	0975 130 9084 pcomountain@yahoo.com pedro.pinas-an@car.da.gov.ph
*APCO – Agricultural Program Coordinating Officer		

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