DEPARTMENT OF AGRICULTURE
REGIONAL FIELD OFFICE NO. 5
San Agustin, Pili, Camarines Sur

CITIZEN'S CHARTER

2020 (1st Edition)

I. Mandate:

The **Department of Agriculture** is a government agency responsible for the promotion of agricultural development by providing the policy framework, public investments and support services needed for domestic and export-oriented business enterprise.

In the fulfilment of this mandate, it shall be the primary concern of the department to improve farm income and generate work opportunities for farmers, fishermen, and other rural farmers. It shall encourage people's participation in agricultural development through sectoral representation in agricultural policy making bodies so that the policies, plans, and programs of the department are formulated and executed to satisfy their needs.

It shall also use a bottom-up self-reliant farm system approach that will emphasize social justice, equity, productivity, and sustainability in the use of agricultural resources.

II. Vision:

A food secure Philippines with prosperous farmers and fisherfolk

III. Mission:

To collectively empower farmers and fisherfolk and the private sector to increase agricultural productivity and profitability, taking into account sustainability and resilience.

IV. Service Pledge:

WE, the officials and employees of DA RFO-5 with the help of almighty God, DO HEREBY PLEDGE:

S – erve promptly, efficiently, courteously, justly and with no impartiality from Mondays to Fridays starting at 8:00 am to 5:00 pm. (No noon break policy)

E – nforce strict compliance with service standards, as embodied under RA 9485 (Anti-Red Tape Act of 2007) and the guiding principles of RA 6713 (Code of Conduct and Ethical Standards of Public Officials and Employees).

R – esponsive to the needs of the farmers, fisherfolk, stakeholder as well as the transacting public.

V – alue every citizen's comments, suggestions and needs especially the poor, the underprivileged and those with special needs such as the disabled and the elderly.

I – nitiate immediate action in rendering technical assistance and support to clienteles, incorporating the requirement of RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2008).

C – ommitted to serve the public with integrity and dedication.

E – nsure the public accurate information through 24/7 access on DA's policies, programs, activities through DA RFO 5 website:

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REGULATORY SERVICES
(REGISTRATION AND LICENSING)

1. Endorsement (Initial) and Issuance (Renewal) of Registration Certificate to Animal Facilities

Service Information:

The certificate shall be issued upon proof that the facilities of such establishment for animals are adequate, clean and sanitary and will not be used for, nor cause pain and/or suffering to the animals.

Office or Division:	**REGULATORY DIVISION**
Classification:	**Complex**
Type of Transaction:	G2B/G2G
Who may avail:	Any person, association, partnership, corporation, cooperatives and government agency with animal facility (animal shelter/pound, slaughterhouse, kennel, laboratory animal production)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished and notarized Application Form (RF AHWD-04)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/ahwd-service-forms/category/7-awa-application-and-authorization-forms*
2. Business/ Mayor's Permit for the current year (photocopy)	
3. Business Name Registration Certificate from DTI or SEC Registration with Articles of Incorporation for Corporation; or CDA for cooperatives (photocopy)	
4. Three (3) copies 1x1 ID picture of registered owner/general manager and veterinarian	
5. Veterinarian's PRC License, PTR and S2 License from PDEA if applicable (photocopy)	Farm Veterinarian or Vet. Consultant
6. Notarized Employment Contract/ MOA of the Veterinarian, when applicable (photocopy)	Farm Veterinarian or Vet. Consultant
7. Notarized valid contract of lease of the space/building occupied (photocopy)	
8. Location Plan/Sketch of the Establishment	
9. Certification/s that the owner/veterinarian has attended seminar/s on Animal Welfare	

10. Environmental Clearance Certificate (ECC)	DENR
11. Appropriate permits for wildlife facilities	DENR
12. Payment fee	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form for walk-in clients	Assist the client on the application procedures and requirements	None	2 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division) (Deputization of PLGU in the province thru BAI)
For online clients: Download application form bai.gov.ph – Service Forms – AHWD Service Forms RF AHWD-04 Animal Facilities Registration Form	Assist clients thru calls/emails/messaging	None		
1. Accomplish the form, have it notarized, and submit together with supporting documents. Scan copies of the requirements and supporting documents and submit via e-mail at regulatoryrfo5@gmail.com	Initial review and verification of documents, as to compliance with check list requirements	None	10 minutes	

3. Client informed of lacking requirements	Incomplete application form returned/ emailed back to clients	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
4. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
5. Set schedule for inspection	Conduct on-site/virtual Inspection & Evaluation of the animal facility.	None	3-5 days	RAWOs
6. Get Order of Payment	If complied with inspection and evaluation requirements, issue order of payment	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
7. Pay the registration fee for online clients pay through designated remittance center	Issue Official Receipt (OR)	**pls refer to **Schedule of Fees** for different establishment*	15 minutes	Cashier (Cash Unit, DA-RFO5)
8. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com)	Final review and verification of documents in compliance with the inspection requirements.	None	10 minutes	RAWO; Technical Staff (Regulatory Division)

9.	**For new applications:** The RTD through the Chief, Regulatory Division/RAWO endorses the application to the BAI Director **For renewal:** RAWO endorses the application, RTD recommends its approval and approved by the RED. Preparation of transmittal for endorsement of the application (initial) to the Bureau of Animal Industry (BAI), Quezon City through the Animal Health and Welfare Division	None	1 hour 5 minutes 15 minutes	RAWO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial) Regional Technical Director/ Regional Executive Director (for signature)
	TOTAL		**5 days, 2 hours and 22 minutes**	

**Initial application is valid for 1 year and renewal of same is valid for 3 years*

Note: Approved documents are mailed back to DA-RFO5 not longer than 2 months for release to client

***SCHEDULE OF FEES:**

ESTABLISHMENT	INITIAL (1 year)	RENEWAL (3 years)
Animal Boarding and Recreation Facility	₱ 300.00	₱ 900.00
Animal Show (Television)	₱ 1,000.00	₱ 3,000.00
Animal Show (Movie/Film)	₱ 5,000.00	₱ 15,000.00
Aviary	₱ 500.00	₱ 1,500.00
Canine Facility/Canine Security	₱ 300.00	₱ 900.00
Cattery/Kennel/Laboratory Animal Facilities/Pet Shops	₱ 500.00	₱ 1,500.00
Circus/Carnival/Animal Show	₱ 1,000.00	₱ 3,000.00
Crocodile Farm	₱ 1,000.00	₱ 3,000.00
Grooming Facility	₱ 300.00	₱ 900.00
Hog/Poultry/Cattle/Goat Farm	₱ 1,000.00	₱ 3,000.00
Monkey Farm	₱ 1,000.00	₱ 3,000.00
Ostrich Farm	₱ 300.00	₱ 900.00
Pounds/Shelters	₱ 200.00	₱ 600.00
Racetrack/Equestrian Establishment	₱ 500.00	₱ 1,500.00
Slaughterhouse/Poultry Dressing Plant	₱ 500.00	₱ 1,500.00
Small Animal Show	₱ 500.00	₱ 1,500.00
Stock Farm/Coral/Stockyard/Stud Farm	₱ 500.00	₱ 1,500.00
Veterinary Hospital/Veterinary Clinic	₱ 300.00	₱ 900.00
Wildlife Rescue Center	₱ 300.00	₱ 900.00
Zoo	₱ 1,000.00	₱ 3,000.00
Other related animal facilities	₱ 300.00	₱ 900.00
Animal Show Organizer	₱ 100.00	₱ 300.00

2. Endorsement (Initial) and Issuance (Renewal) of Certificate of Feed Product Registration (CFPR) Renewal

Service Information:

Registration of commercial/non-commercial feeds or feeding stuffs in the form of complete mixture, concentrate, supplement, or ingredient manufactured, imported, advertised, sold or offered for sale or held in possession for sale.

Office or Division:	**REGULATORY DIVISION**
Classification:	**Simple**
Type of Transaction:	G2B
Who may avail:	Commercial Mixed Feed Manufacturer Trader or Toll Manufacturer Feed Ingredient Manufacturer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Registration of Imported Feed Products	BAI
1. Duly accomplished and notarized Application Form (RF FVDB-04)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/afvdbcd-service-forms*
2. Photocopy of Brand Name Clearance for branded products (RF FVDFB-15)	
3. Certificate of Free Sale (CFS) issued by Competent Authority from country of origin	
4. Certificate of Good Manufacturing Practice (GMP)/HACCP or equivalent certificate related to safety and quality of the product issued from country of origin (if applicable); safety and quality of the product issued from country of origin (if applicable)	
5. Authentication issued by the Philippine Embassy or Consular Office at the Country of Origin for Items 3 and 4, if not issued by competent authority from country of origin	
6. Distribution Agreement between the importer/ indentor and foreign branded products; Appointment Letter will be accepted	
7. Technical description of the product	
8. Process Flow/ Manufacturing Procedure	
9. Certificate of Analysis (COA) from third party laboratory from country of origin or Certificate of Analysis from local laboratory	
10. Facsimile or draft of the proposed tag or label for each type of product	
11. Original copy of CFPR	

12. Sample of not less than 500 grams of each product	
13. Photocopy of prior/current year's approved LTO, RF FVDB-01	
14. Payment of Php.100.00 per product to be registered	
B. Registration of Locally Manufactured Feed Products	BAI
1. Duly accomplished and notarized Application Form # RF FVDB-04	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/afvdbcd-service-forms*
2. Photocopy of Brand Name Clearance; RF FVDB-15 (for branded products)	
3. Technical description of the product	
4. Process Flow/Manufacturing Procedure	
5. Certificate of Analysis (COA) from BAI or third party laboratory	
6. Facsimile or draft of the proposed tag or label for each type of feed product (3 copies) for registration	
7. Sample of not less than 500 grams per product for registration, for analysis at BAI laboratory.	
8. Photocopy of prior/current year's approved LTO, R-FVDB-01	
9. Original copy of CFPR	
10. Three copies of labels or Tags	
11. Payment Fee (Php 100.00 per product to be registered)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	Any Deputized Animal Feed, Veterinary Drugs and Biologics Control Officer (AFVDABCO) of the Regulatory Division
Download application form thru bai.gov.ph AFVDBCD Service Forms RF FVDB-04 Application Form for Feed Product Registration (CFPR)	Assist clients thru calls/emails/messaging	None	2 minutes	
Accomplish the form, have it notarized, and submit with the required documents or Scan copies of the requirements and supporting documents and submit via e-mail to regulatoryrfo5@gmail.com	Review completeness of the requirements and have it duly received by the office	None	5 minutes	AFVDABCO (Regulatory Division)
2. Get Order of Payment	Issue order of payment	None	5 minutes	AFVDABCO; Technical Staff (Regulatory Division)
a. Pay the registration fee	Issue OR	Php100/ product	15 minutes	Cashier (Cash Unit, DA-RFO5)

for online clients pay through designated remittance center				
b. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com	Final review and verification of documents.	None	5 minutes	AFVDABCO; Technical Staff (Regulatory Division)
	For new applications: The RTD through the Chief, Regulatory Division/RAFVDABCO endorses the application to the BAI Director in Quezon City **For renewal:** RAFVDABCO endorses the application, RTD recommends its approval and approved by the RED. Preparation of transmittal for endorsement of the application (initial) to the Bureau of Animal Industry (BAI), Quezon City through the Animal Feeds, Veterinary Drugs and Biologics	None	15 minutes 30 minutes	Chief Regulatory Division (for initial) Regional Technical Director/ Regional Executive Director (for approval)

	Control Division (AFVDBCD)			
	TOTAL	**Php100.00**	**1 hour and 17 minutes**	

Note: Approved documents are mailed back to DA-RFO5 not longer than 2 months for release to client

3. Endorsement of Brand Name Clearance (BNC) Application

Service Information:

Brand name or proprietary/trade name assigned to a feed, feed ingredient, feed supplement, feed additive, base mix, concentrate, specialty feed, special feed nutrient preparation and other feed products prior feed product registration.

Office or Division:	**REGULATORY DIVISION**
Classification:	**Simple**
Type of Transaction:	G2B
Who may avail:	Commercial Mixed Feed Manufacturer Trader or Toll Manufacturer Feed Ingredient Manufacturer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form (RF FVDB-14)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/afvdbcd-service-forms*
2. Payment Fee (Php 10.00 pesos per proposed brand name)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	Any Deputized Animal Feed, Veterinary Drugs and Biologics Control Officer (AFVDABCO) of the Regulatory Division
for online clients: Download application form thru bai.gov.ph AFVDBCD Service Forms RF FVDB-14 Application for Brand Name Clearance (BNC)	Assist clients thru calls/emails/messaging			
2. Submit accomplished form or email at regulatoryrfo5@gmail.com	Receives and review brand name application	None	5 minutes	AFVDABCO; Technical Staff (Regulatory Division)

3. Pay the processing fee for brand name clearance for online clients pay through designated remittance center	Issue OR	Php10.00/ product per proposed brand name	15 minutes	Cashier (Cash Unit, DA-RFO5)
4. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com	Endorses application to BAI Quezon City through Animal Feeds, Veterinary Drugs and Biologics Control Division (AFVDBCD)		10 minutes 30 minutes	Chief Regulatory Division (For initial) Regional Technical Director/ Regional Executive Director (for signature)
	TOTAL	**Php10.00**	**1 hour and 2 minutes**	

Note: Approved documents are mailed back to DA-RFO5 not longer than 2 months for release to client

4. Endorsement (Initial) and Issuance (Renewal) of Animal Feed Establishment Registration Certificate

Service Information:

All establishment, private individuals, corporations or entity(ies) engaging in business relative to animal feed are required to secure a Registration Certificate from the Bureau of Animal Industry (BAI).

Office or Division:	**REGULATORY DIVISION**
Classification:	**Simple**
Type of Transaction:	G2B
Who may avail:	Commercial Mixed Feed Manufacturer Trader(s) Feed Ingredients Manufacturer/Supplier, Non-Commercial Mixed Feed Manufacturer, Importer/ Indentor Retailer and Distributor/Dealer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. COMMERCIAL MIXED-FEED/FEED INGREDIENT MANUFACTURER	
1. Duly accomplished and notarized Application Form (RF FVDB-04)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/afvdbcd-service-forms*
2. Three (3) copies 1x1 ID picture	

3. For business organization: *(select only what is applicable)* a. **For Sole Proprietorship**: Photocopy of Registration from the Department of Trade and Industry (DTI) b. **For Corporations**: Photocopy of Registration and Articles of Incorporation and By-Laws from the Securities and Exchange Commission (SEC) c. **For Cooperatives**: Photocopy of Registration from the Cooperative Development Authority (CDA)	
4. One application for each Nature of Business: a. Commercial Mixed Feed Manufacturer b. Toll Feed Manufacturer c. Commercial Feed Trader d. Feed Ingredient Manufacturer e. Non-Commercial Mixed Feed Manufacturer f. Feed Importer g. Feed Exporter h. Feed Indentor i. Feed Supplier j. Feed Dealer k. Feed Distributor l. Feed Repacker m. Feed Retailer	
5. Photocopy of Environmental Compliance Certificate (ECC) from the Environmental Management Bureau (EMB) or Permit to Operate (PTO from the Laguna Lake Development Authority (LLDA). For plants outside Metro Manila, a corresponding valid PTO issued by the Department of Environment and Natural Resources (DENR) Provincial Office (PENRO)	
6. Photocopy of Business/Mayor's Permit for the current year	
7. Copy of plant lay-out, and latest pictures of the feed plant with the owner or one taken outside the feed mill	
8. For Toll Feed Manufacturer or Commercial Feed Trader: Copy of Memorandum of Agreement between the concerned parties	
9. Joint Affidavit of Undertaking of Owner with Licensed Agriculturist (Animal Nutritionist) or	

Veterinarian, and Chemist (RF FVDB-30) and photocopy of valid PRC ID	
10. For Manufacturers contracting the services of an independent Quality Control Laboratory: photocopy of valid BAI-Laboratory Recognition Certificate and Memorandum of Agreement (MOA) between the concerned parties	
11. Site inspection of office, plant and warehouse and validation of submitted documents	
12. Sketch or location map of the establishment or facility	
13. Payment Fee (based on rated capacity per 8-Hour Shift per day in Metric Ton) a. Less than 25.0 MT – Php 450.00 b. 25.1 to 50.0 MT – Php 540.00 c. 50.1 to 100.0 MT – Php 630.00 d. More than 100.0 MT– Php 720.00	
B. NON-COMMERCIAL MIXED-FEED MANUFACTURER	
1. Duly accomplished and notarized Application Form (RF FVDB-01)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/afvdbcd-service-forms*
2. Three (3) copies 1x1 ID picture	
3. For business organization: *(select only what is applicable)* a. **For Sole Proprietorship**: Photocopy of Registration from the Department of Trade and Industry (DTI) b. **For Corporations**: Photocopy of Registration and Articles of Incorporation and By-Laws from the Securities and Exchange Commission (SEC) c. **For Cooperatives**: Photocopy of Registration from the Cooperative Development Authority (CDA)	
4. Photocopy of Business/Mayor's Permit for the current year	
5. Photocopy of valid PTO or ECC from the DENR	
6. Affidavit of animal population	
7. Joint Affidavit of Undertaking of Owner with Licensed Agriculturist (Animal Nutritionist) or Veterinarian, and Chemist (RF FVDB-30) and photocopy of valid PRC ID	

8. Site inspection report of office, plant and warehouse and validation of submitted documents	
9. Payment Fee – Php 180.00	
C. FEED IMPORTER/EXPORTER/INDENTOR	
1. Duly accomplished and notarized Application Form (RF FVDB-01)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/afvdbcd-service-forms*
2. Three (3) copies 1x1 ID picture	
3. For business organization: *(select only what is applicable)* a. **For Sole Proprietorship**: Photocopy of Registration from the Department of Trade and Industry (DTI) b. **For Corporations**: Photocopy of Registration and Articles of Incorporation and By-Laws from the Securities and Exchange Commission (SEC) a. **For Cooperatives**: Photocopy of Registration from the Cooperative Development Authority (CDA)	
4. Sketch or location map of the establishment or facility	
5. Photocopy of Business/Mayor's Permit for the current year	
6. Site inspection report of office, plant and warehouse and validation of submitted documents	
7. Payment Fee – Php 480.00	
D. FEED SUPPLIER/REPACKER	
1. Duly accomplished and notarized Application Form (RF FVDB-01)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/afvdbcd-service-forms*
2. Three (3) copies 1x1 ID picture	
3. Site inspection report of office, plant and warehouse and validation of submitted documents	
4. **For Repackers**: authorization from the manufacturer, trader or importer to repack their products, tags or labels of the product to be repacked	

5. Photocopy of Business/Mayor's Permit for the current year	
6. Payment Fee Supplier – Php 240.00 Repacker – Php 120.00	
E. DISTRIBUTOR/RETAILER	
1. Duly accomplished and notarized Application Form (RF FVDB-01)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/afvdbcd-service-forms*
2. Three (3) copies 1x1 ID picture	
3. Photocopy of Business/Mayor's Permit for the current year	
4. Payment Fee a. Feed Dealer - Php 240.00 b. Feed Distributor - Php 120.00 c. Feed Retailer - Php 60.00	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form for	Issue application forms. Assist the client on the application procedures and requirements	None	2 minutes	AFVDABCO; Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AFVDBCD Service Forms RF FVDB-01 Application for LTO Animal Feed Establishment	Assist clients thru calls/emails/messaging	None	2 minutes	

2. Accomplish the form, have it notarized, and submit together with supporting documents Scan copies of the requirements and supporting documents and submit via e-mail at regulatoryrfo5@gmail.com	Initial review and verification of documents, as to compliance with check list requirements	None	10 minutes	AFVDABCO; Technical Staff (Regulatory Division)
3. Client informed of lacking requirements	Incomplete application form returned/ emailed back to clients	None	15 minutes	AFVDABCO; Technical Staff (Regulatory Division)
4. Submission of application form with complete documentary requirements Scanned documents sent through email at regulatoryrfo5@gmail.com	Review completeness of the requirements and have it duly received by the office	None	5 minutes	AFVDABCO; Technical Staff (Regulatory Division)
5. Set schedule for inspection	Conduct on-site/virtual Inspection & Evaluation of the establishment	None	1-2 days	AFVDABCO; Technical Staff (Regulatory Division)
6. Get Order of Payment	If complied with inspection and evaluation requirements, issue Get Order of Payment	None	5 minutes	AFVDABCO; Technical Staff (Regulatory Division)

7. Pay the registration fee	Issue Official Receipt (OR)		15 minutes	Cashier (Cash Unit, DA-RFO5)
a. Less than 25 MT		Php 450.00		
b. 25.1 - 50.0 MT	for online clients pay through designated remittance center	Php 540.00		
c. 50.1 - 100 MT		Php 630.00		
d. More than 100 MT		Php 720.00		
e. Non-Commercial Mixed Feed Manu facturer		Php 180.00		
f. Importer/Indentor		Php 480.00		
g. Distributor		Php 120.00		
h. Repacker		Php 120.00		
i. Retailer		Php 60.00		
8. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com)	Final review and verification of documents in compliance with the inspection requirements.	None	10 minutes	AFVDABCO; Technical Staff (Regulatory Division)
9.	**For new applications:** The RTD through the Chief, Regulatory Division/RAFVDABCO endorses the application to the BAI Director in Quezon City **For renewal:** RAFVDABCO endorses the application, RTD	None	1 hour 5 minutes 15 minutes	AFVDABCO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial) Regional Technical Director/ Regional Executive Director

	recommends its approval and approved by the RED. Preparation of transmittal for endorsement of the application (initial) to the Bureau of Animal Industry (BAI), Quezon City through the Animal Feeds, Veterinary Drugs and Biologics Control Division (AFVDBCD)			(for signature)
	TOTAL		**2 days and 2 hours 20 minutes**	

Note: Approved documents are mailed back to DA-RFO5 not longer than 2 months for release to client

Initial and renewal of application is valid for 1 year only and such registration automatically expires on the 31st of the year. Pre-registration for the succeeding year is allowed from Oct. 21 of the current year up to January 21st of the succeeding year without penalty/surcharge.

Surcharge shall be levied on every expired LTO.

5. Endorsement (Initial) and Issuance (Renewal) of License to Operate Veterinary Drugs and Product (VDAP) Establishments

Service Information:

An entity applying for a License to Operate (LTO) as a veterinary drug and product manufacturer, trader, distributor or outlet shall be required to demonstrate its capacity to perform adequately as such in a manner that satisfactorily assumes the safety, efficacy and quality of its veterinary drugs and product. It should be required to conform with the following relevant standards and requirements specific for each category.

Office or Division:	**REGULATORY DIVISION**
Classification:	**Simple**
Type of Transaction:	G2B
Who may avail:	Organizations, associations, corporation, cooperatives and individuals desiring to engage in the abovementioned activity/business

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
1. Duly accomplished and notarized Application Form (RF FVDB-02)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/afvdbcd-service-forms*
For business organization: *(select only what is applicable)* a. **For Sole Proprietorship**: Photocopy of Registration from the Department of Trade and Industry (DTI) b. **For Corporations**: Photocopy of Registration and Articles of Incorporation and By-Laws from the Securities and Exchange Commission (SEC) c. **For Cooperatives**: Photocopy of Registration from the Cooperative Development Authority (CDA)	
2. Contract of Lease of the space (if the applicant does not own it) or Proof of ownership of the building occupied (if owned)	

3. Reference Books: a. Philippine National Veterinary Formulary b. Philippine Veterinary Drug Index c. RA 3720, otherwise known as the Foods, Drugs and Devices and Cosmetics as amended and relevant Implementing Rules and Regulations (IRR) d. RA 6675, The Generic Act of 1998 and relevant IRR e. RA 5921, Pharmacy Law, as amended and relevant IRR f. RA 3101, An act authorizing the Director of Animal Industry to promote regulation for the preparation, sale, traffic in and shipment, and importation of viruses, serum, toxins, or analogue products used for the treatment of domestic animals and g. RA 1071, An act to regulate the sale of veterinary biologics and medicinal preparation and relevant IRR. h. RA 1556, Livestock and Poultry Feeds Act and relevant IRR	
4. Sketch or location map of the establishment or facility	
5. List of products to be manufactured/ distributed/ sold in generic and brand name.	
6. Conduct of Inspection (Copy of Inspection and Evaluation Report to be attached by the Inspector)	
7. Photocopy of the Business/Mayor's Permit for the Current Year	
8. Notarized Joint Affidavit of Undertaking between the duly-licensed Veterinarian and Owner or General Manager, with Photocopy of valid PRC License and PTR of Veterinarian	
9. Certificate of Attendance from orientation seminar on licensing of veterinary biologics and medicinal preparation and relevant IRR	

Additional Requirements:

A. VDAP Manufacturer (VDAPM):

1. Photocopy of Environmental Compliance Certificate (ECC) from the Environmental Management Bureau (EMB) or Permit to Operate (PTO) and from the Laguna Lake Development Authority (LLDA). For plants outside Metro Manila, a corresponding valid PTO issued by the Department of Environment Natural Resources (DENR)Provincial Office (PENRO);

2. Certificate of Good Manufacturing Practice (GMP)/HACCP or equivalent certificate related to safety and quality of the product issued from country of origin if applicable,

3. For manufacturers contracting services of an independent Quality Control Laboratory, photocopy of BAI-Laboratory Recognition Certificate and Memorandum of Agreement (MOA) between the concerned parties with photocopy of PRC ID and PTR of Chemist

A. VDAP Trader (VDAPT):

1. Photocopy of Environmental Compliance Certificate (ECC) from the Environmental Management Bureau (EMB) or Permit to Operate (PTO) and from the Laguna Lake Development Authority (LLDA). For plants outside Metro Manila, a corresponding valid PTO issued by the Department of Environment Natural Resources (DENR)Provincial Office (PENRO);

2. For traders contracting services of an independent Quality Control Laboratory, photocopy of BAI-Laboratory Recognition Certificate and Memorandum of Agreement (MOA) between the concerned parties with photocopy of PRC ID and PTR of Chemist

B. Distributor (VDAPD):

1. ***Importer:***

1.1. Certificate of Good Manufacturing Practice (GMP)/HACCP or equivalent certificate related to safety and quality of the product issued from country of origin if applicable,

1.2. List of foreign manufacturers, supplier or distributors.

2. ***Exporter***:

2.1. A valid contract with FDA/BAI licensed manufacturer in addition to other requirements set by other competent authorities.

3. ***Distributor/ Wholesaler:***

3.1. A valid contract of agreement with BAI licensed VDAP Manufacturer/ VDAP Importer

C. Outlets (VDAPO):

1. Complete list of products to be sold with corresponding product registration numbers and expiry dates

D. Changes in Circumstances

1. Official letter, requesting change of address/owner/business name, veterinarian/pharmacist/chemist. Etc.
2. Application form RF VDB-02 reflecting change/s
3. Surrender original copy of LTO
4. Mayor's Permit in case of change of address or business name or ownership;
5. SEC or DTI in case of change of address or business name or ownership;
6. Deed of Sale/Transfer of Rights in case of change of ownership;
7. Notarized Joint Affidavit of Undertaking between the duly-licensed Veterinarian and Owner or General Manager, photocopy of valid PRC License of Veterinarian;
8. Payment Fee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	AFVDABCO; Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AFVDBCD Service Forms RF FVDB-02 Application for Licensing of Veterinary Drug and Product VDAP Establishments	Assist clients thru calls/emails/messaging			

2. Accomplish the form, have it notarized, and submit together with supporting documents/ Scan copies of the requirements and supporting documents and submit via e-mail at regulatoryrfo5@gmail.com	Initial review and verification of documents, as to compliance with check list requirements	None	15 minutes	AFVDABCO; Technical Staff (Regulatory Division)
3. Client informed of lacking requirements	Incomplete application form returned/emailed back to client	None	10 minutes	AFVDABCO; Technical Staff (Regulatory Division)
4. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	15 minutes	AFVDABCO; Technical Staff (Regulatory Division)
5. Set schedule for inspection	Conduct onsite/virtual Inspection & Evaluation of the establishment	None	1-2 days	AFVDABCO; Technical Staff (Regulatory Division)
6. Get Order of Payment	If complied with inspection and evaluation requirements, issue Order of Payment	None	5 minutes	AFVDABCO; Technical Staff (Regulatory Division)
7. Pay the registration fee	Issue Official Receipt (OR)		15 minutes	Cashier

for online clients pay through designated remittance center				(Cash Unit, DA-RFO5)
Initial/New Registration				
a. VDAPM		Php 6,000.00		
b. VDAPT		Php 3,600.00		
c. VDAPD		Php 2,400.00		
d. VDAPO		Php 240.00		
Renewal of Registration				
e. VDAPM		Php 12,000.00		
f. VDAPT		Php 7,200.00		
g. VDAPD		Php 4,800.00		
h. VDAPO		Php 480.00		
8. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com)	Final review and verification of documents in compliance with the inspection requirements.	None	15 minutes	AFVDABCO; Technical Staff (Regulatory Division)
9.	**For new applications:** The RTD through the Chief, Regulatory Division/RAFVDABCO endorses the application to the BAI Director in Quezon City **For renewal:** RAFVDABCO endorses the application, RTD recommends its approval and	None	1 hour 5 minutes 15 minutes	AFVDABCO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial) Regional Technical Director/ Regional Executive Director (for signature)

	approved by the RED. Preparation of transmittal for endorsement of the application (initial/renewal) to the Bureau of Animal Industry (BAI), Quezon City through the Animal Health and Welfare Division			
	TOTAL		**2 days and 2 hours 52 minutes**	

Note: Approved documents are mailed back to DA-RFO5 not longer than 2 months for release to client

Initial and renewal of application is valid for 1 year and 2 years respectively. At least one month prior to the expiration of the LTO, veterinary drug and product establishment shall apply to renew their license.

Surcharge: 50% of the amount due shall be levied on every expired VDAP - LTO.

6. Endorsement of Application for Livestock, Poultry and By-Products Handlers (LPH) License (Initial/ Renewal)

Service Information:

All Livestock and Poultry Handlers and Carriers (LPHCs) engaged in buying, selling, inter-provincial and municipal movement and transport carrier accreditation of Livestock, Poultry & by-products are required to secure a Registration Certificate from the Bureau of Animal Industry (BAI).

Office or Division:	**REGULATORY DIVISION**
Classification:	**Simple**
Type of Transaction:	G2B
Who may avail:	Livestock/poultry/by-products handlers/carriers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized Application Form (for sole/individual applicants: RF AHWD-30 and for Corporation, Company, Cooperative, Association and Club: RF AHWD-31)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/ahwd-service-forms*
2. Latest I.D. Picture 1x1 (2 copies)	
3. Photocopy of Business/Mayor's permit	
4. Photocopy of Tax Identification Number TIN	
5. Livestock/poultry/by-products handler's license fee P300.00	
6. Attendance to orientation seminar	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)

For online clients: Download application form thru bai.gov.ph AHWD Service Forms RF AHWD-30 LP By-Products Handlers License Individual Application Form RF AHWD-31 LP By-Products Handlers License_Co. Application Form	Assist clients thru calls/emails/messaging			
2. Accomplish the form, have it notarized, and submit together with supporting documents/ Scan copies of the requirements and supporting documents and submit via e-mail at regulatoryrfo5@gmail.com	Receive the application form and review completeness of required documents.	None	15 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
3. Pay the registration fee for online clients pay through designated remittance center	Issue Official Receipt (OR)	Php 300.00	15 minutes	Cashier (Cash Unit, DA-RFO5) (for online clients :

				Deposit payment via official DA5 Account #_____)
4. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com	Final review and verification of documents in compliance with the inspection requirements.	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
5. Request for Temporary license *(if needed already)*	Issue certification good as temporary license (valid for 2 months only)	None	20 minutes	RAWO; Technical Staff (Regulatory Division)
	Preparation of transmittal for endorsement of the application (initial/renewal) to the Bureau of Animal Industry (BAI), Quezon City through the Animal Health and Welfare Division	None	1 hour 5 minutes 15 minutes	AFVDABCO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial) Regional Technical Director/ Regional Executive Director (for signature)
	TOTAL	Php 300.00	2 hours 17 minutes	

Note: Approved documents are mailed back to DA-RFO5 not longer than 2 months for release to client

7. Endorsement of Registration for Accreditation of Livestock Transport Carrier (LTC) Initial /Renewal

Service Information:

All Livestock Transport Carriers are required to secure a Registration Certificate for Accreditation of livestock transport vehicles and vessels in the Philippines with the end view of maintaining disease free areas and achieving safe, clean and orderly handling of commodities through various stages of marketing and/or distributing channels.

Office or Division:	**REGULATORY DIVISION**
Classification:	**Simple**
Type of Transaction:	G2B
Who may avail:	Livestock/poultry/by-products handlers/carriers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized Application Form (for Transport Inspection Livestock: RF AHWD-32; and for Transport Inspection Poultry: RF AHWD-33)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/ahwd-service-forms*
2. Latest I.D. Picture 1x1 (2 copies)	
3. Photocopy of Business/Mayor's permit	
4. Photocopy of Tax Identification Number (TIN)	
5. Pictures of Land/Water/Air transport carrier (side view & front view (showing the plate number)	
6. Official Receipt of the Certificate of Registration of vehicle (OR-CR)	
7. Deed of sale (if applicant is not the owner of the vehicle or ownership has not yet been transferred	
8. In case of partnership or corporation, the following documents are required:	
a. Photocopy of articles of corporation	
b. Photocopy of by-laws	
c. Photocopy of SEC or CDA registration	

9. Payment Fee Truck, PUJ, Van Php500.00 Water Transport Carriers Php500.00 Air Transport Carriers Php500.00 Tricycle / Trailer Php300.00				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AHWD Service Forms RF AHWD-32 Transport Inspection Livestock Application Form RF AHWD-33 Transport Inspection Poultry Application form	Assist clients thru calls/emails/messaging			
2. Accomplish the form, have it notarized, and submit together with supporting documents/ Scan copies of the requirements and	Receive the application form and review completeness of required documents.	None	15 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)

supporting documents and submit via e-mail at regulatoryrfo5@gmail.com				
2. Pay the registration fee For online clients: pay through designated remittance center	Issue Official Receipt (OR)		15 minutes	Cashier (Cash Unit, DA-RFO5)
a. Truck, PUJ, Van		Php500.00		
b. Water Transport Carriers		Php500.00		
c. Air Transport Carriers		Php500.00		
d. Tricycle / Trailer		Php300.00		
3. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com	Final review and verification of documents in compliance with the inspection requirements.	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
4. Request for Temporary license *(if needed already)*	Issue certification good as temporary license (valid for 2 months only)	None	20 minutes	RAWO; Technical Staff (Regulatory Division)
	Preparation of transmittal for endorsement of the application (initial/renewal) to the Bureau of Animal Industry (BAI), Quezon City through the Animal Health and Welfare Division	None	1 hour 5 minutes	AFVDABCO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial)

			15 minutes	Regional Technical Director/ Regional Executive Director (for signature)
	TOTAL		**2 hours 17 minutes**	

Note: Approved documents are mailed back to DA-RFO5 not longer than 2 months for release to client

8. Endorsement for Show Permit

Service Information:

The exhibition of dogs/cats (other animals) showing their conformation, special skills, tricks and performance in competition and entertainment shows before the public or any interested parties.

Office or Division:	**REGULATORY DIVISION**
Classification:	**Simple**
Type of Transaction:	G2B/G2G
Who may avail:	Any person, association, partnership, corporation, cooperative, or government agency intending to hold animal shows

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished and notarized Application Form (RF AHWD-04)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/ahwd-service-forms/category/7-awa-application-and-authorization-forms*
2. Latest ID picture 1x1 (3 copies) of applicant (Owner/Manager/Vet.)	

3. Certification from Mayor's Office to conduct event	
4. Accomplished Show request form (RF AHWD-01)	
5. Show Agreement Form (RF AHWD-02) signed by two (2) Accredited Show Veterinarians	
6. Photocopy of PTR & PRC of Accredited Show Veterinarians (updated)	
7. Photocopy of Vet. Consultant PRC ID & PTR (Updated)	
8. Copy of Program of Activities	
9. Payment Fee (Php 100 per day)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AHWD Service Forms RF AHWD-01 Animal Show Request Form	Assist clients thru calls/emails/messaging	None		
2. Accomplish the form, have it notarized, and submit together with supporting documents Scan copies of the requirements and supporting documents	Initial review and verification of documents, as to compliance with check list requirements	None	10 minutes	Regulatory Division (Technical Staff)

and submit via e-mail at regulatoryrfo5@gmail.com				
3. Client informed of lacking requirements	Incomplete application form returned/emailed back to client	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
4. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
5. Get Order of Payment	If complied with inspection and evaluation requirements, issue order of payment	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
6. Pay the registration fee For online clients: pay through designated remittance center	Issue Official Receipt (OR)	Php100.00/ day	15 minutes	Cashier (Cash Unit, DA-RFO5)
7. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com	Final review and verification of documents in compliance with the inspection requirements.	None	10 minutes	RAWO; Technical Staff (Regulatory Division)

	Preparation of transmittal for endorsement of the application (initial/renewal) to the Bureau of Animal Industry (BAI), Quezon City through the Animal Health and Welfare Division	None	1 hour 5 minutes 15 minutes	RAWO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial) Regional Technical Director/ Regional Executive Director (for signature)
	TOTAL		**2 hours and 22 minutes**	

Note: Approved documents are mailed back to DA-RFO5 not longer than 2 months for release to client. Show permits are valid until and during the event (animal show) only.

9. Endorsement of Accreditation of Animal Show Organizer

Service Information:

Any person, association, partnership, corporation, cooperative, or government agency intending to hold animal shows

Office or Division:	**REGULATORY DIVISION**
Classification:	**Simple**
Type of Transaction:	G2C Government to Citizen
Who may avail:	Any person, association, partnership, corporation, cooperative, or government agency intending to hold animal shows

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized Application Form (RF AHWD-04)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/ahwd-service-*

	forms/category/7-awa-application-and-authorization-forms
2. Business/ Mayor's Permit for the current year (photocopy)	
3. Business Name Registration Certificate from DTI or SEC Registration with Articles of Incorporation for Corporation; or CDA for cooperatives (photocopy)	
4. Three (3) copies 1x1 ID picture of registered owner/general manager and veterinarian	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AHWD Service Forms RF AHWD-04 Animal Facilities Registration Form	Assist clients thru calls/emails/messaging	None		
2. Accomplish the form, have it notarized, and submit together with supporting documents Scan copies of the requirements and supporting documents and	Initial review and verification of documents, as to compliance with check list requirements	None	10 minutes	Regulatory Division (Technical Staff)

submit via e-mail at regulatoryrfo5@gmail.com				
3. Client informed of lacking requirements	Incomplete application form returned back to client	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
4. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
5. Get Order of Payment	If complied with inspection and evaluation requirements, issue order of payment	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
6. Pay the registration fee For online clients: pay through designated remittance center	Issue Official Receipt (OR)	Php100.00	15 minutes	Cashier (Cash Unit, DA-RFO5)
7. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com	Final review and verification of documents in compliance with the inspection requirements.	None	10 minutes	RAWO; Technical Staff (Regulatory Division)

	Preparation of transmittal for endorsement of the application (initial/renewal) to the Bureau of Animal Industry (BAI), Quezon City through the Animal Health and Welfare Division	None	1 hour 5 minutes 15 minutes	RAWO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial) Regional Technical Director/ Regional Executive Director (for signature)
	TOTAL		**2 hours and 22 minutes**	

Note: Approved documents are mailed back to DA-RFO5 not longer than 2 months for release to client. Show Organizer accreditation is valid for 1 year only.

10. Endorsement of Accreditation of Animal Show Veterinarian

Service Information:

Dogs/Cats (animals) being brought to dog shows must be ascertained as to health, welfare and comfort in conformity with the physical and health requirement of the Bureau of Animal Industry (BAI). Thus, only an accredited Veterinarian can conduct dog/animals shows.

Office or Division:	**REGULATORY DIVISION**
Classification:	**Simple**
Type of Transaction:	G2C Government to Citizen
Who may avail:	Licensed Veterinarian

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished and notarized Application Form (RF AHWD-83)	Regulatory Office or download at *http://www.bai.gov.ph/index.php/service-forms-downloads/ahwd-service-*

	forms/category/7-awa-application-and-authorization-forms
2. Photo copy of current PRC ID and PTR	
3. Three (3) copies 1x1 ID picture	
4. Certification that applicant has attended a BAI sponsored seminar on Animal Welfare Act (AWA)	
5. Duly-filled up Agreement Form (RF AHWD-02)	
6. Show Veterinarian examination result (RF AHWD-03)	
7. Payment Fee (Php 100.00 per Show Vet. applicant)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AHWD Service Form RF AHWD-83 Application for Accreditation of Show Veterinarian	Assist clients thru calls/emails/messaging			
2. Accomplish the form, have it notarized, and submit together with supporting documents	Initial review and verification of documents, as to compliance with check list requirements	None	10 minutes	Regulatory Division (Technical Staff)
3. Client informed of lacking requirements	Incomplete application form	None	15 minutes	RAWO; Technical Staff (Regulatory Division)

	returned back to client			
4. Take Show Veterinarian Examination	Submit examination file together with the requirements	None	1 hour	RAWO
5. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
6. Get Order of Payment	If complied with inspection and evaluation requirements, issue order of payment	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
7. Pay the registration fee For online clients: pay through designated remittance center	Issue Official Receipt (OR)	Php100.00	15 minutes	Cashier (Cash Unit, DA-RFO5)
8. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at regulatoryrfo5@gmail.com	Final review and verification of documents	None	10 minutes	RAWO; Technical Staff (Regulatory Division)

	Preparation of transmittal for endorsement of the application (initial/renewal) to the Bureau of Animal Industry (BAI), Quezon City through the Animal Health and Welfare Division	None	1 hour 5 minutes 15 minutes	RAWO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial) Regional Technical Director/ Regional Executive Director (for signature)
	TOTAL	**Php100.00**	**3 hours and 22 minutes**	

11. Endorsement of Application for Plant Nursery Accreditation

Service Information:

Accreditation of Plant Nursery Operators DA Memorandum Circular No. 6 Series of 1994. In line with the implementation of Republic Act No. 7308 and in support to the Medium-Term Agricultural Development Program of the Government for commercial crops.

Office or Division:	**REGULATORY DIVISION**
Classification:	**Complex**
Type of Transaction:	G2C Government to Citizen
Who may avail:	People's Organizations, NGOs and Nursery Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Regulatory Division
2. Application form for Plant Nursery Accreditation	
3. Barangay Clearance	

4. Business Permit where the nursery is to be accredited	
5. Certificate of Registration from the Department of Trade and Industry	
6. Authenticated Tax Clearance	
7. List of sources of propagative materials/scion use in asexual propagation indicating the quantities, locations and name of owner	
8. Minimum area of 1,000 sq.m. with stock inventory of plants valued at P100,000 during evaluation period.	
9. Must establish at least 1/4 hectare **foundation**/scion grove of NSIC approved and registered varieties of fruit crops.	
10. Must observe recommended nursery management practices	
11. Placard/signboard indicating the name of establishment; name of operator/manager/owner; accreditation number and list of product line	
12. Must have the following facilities: a. water source b. storage for chemicals, fertilizer, and other nursery supplies c. propagating equipment or supplies d. nursery shed e. record of stock/inventory including the source and quantity of scions obtained from government/private foundation / scion grove f. mini office (optional	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form/ ask the requirements for accreditation	Provide forms checklist for accreditation	None	15 minutes	Regulatory Division (Technical Staff)
2. Submit filled up application and complete requirements	Check the submitted documents	None	30 minutes 5 minutes	Regulatory Division (Technical Staff)
	Pre-Assessment of Nursery site and validation of areas	None	3-5 days	Designated auditors/ Inspectors

	Preparation of transmittal for endorsement of the application (initial/renewal) to Bureau of Plant Industry (BPI)	None	1 day	**Chief, Regulatory Division (for initial)** **RTD for Res & Regulations/ Regional Executive Director (for signature)**
	TOTAL		**6 days and 45 minutes**	

12. ENDORSEMENT OF FARMS FOR GOOD AGRICULTURAL PRACTICES (GAP) CERTIFICATION

Service Information:

The Good Agricultural Practice Certification program is being promoted and facilitated by the Regulatory Division to ensure food safety and assure quality of agricultural products while keeping high regard for environmental protection and that of worker's health, safety and welfare.

Office or Division:	**REGULATORY DIVISION**
Classification:	**Complex**
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	✓ Individual farmers ✓ Partnership/joint venture ✓ Cooperatives ✓ Corporations ✓ Associations/organizations ✓ Demonstration farms

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Form- GAP-FO1; GAP-FO1A; GAP-F01B	Regulatory Division/ Downloadable
Supporting Documents for Individual	
a. Farm or organizational profile	

b. Farm map	
c. Farm Layout	
d. Field operation procedures	
e. Annex A -Production and Harvesting Records (GAP – F01A)	Downloadable
f. Annex B - List of fertilizers, pesticides and other agricultural chemicals used (GAP – F01B)	Downloadable
g. Certificate of Nutrient Soil Analysis/Water Analysis	Soil/water sample should be collected by Regional GAP Team, then submit to Laboratory
h. Certificate of training on GAP conducted by ATI, BPI, LGU, DA RFO, SUCs or by ATI accredited service providers	Attendance to any of the list
i. Certificate of Registration and other related permits, e.g. SEC, DTI, CDA, DOLE (if applicable	
Additional Documents if Group Application	
a. For Corporation, Quality Management System or Internal Control System (ICS)	
b. Procedure for accreditation of farmers/growers(if applicable)	
c. Manual of Procedure for outgrowership scheme (if applicable) which will show that the company/PMOs/cooperative have 100% control of all registered or accredited growers (e.g. internal policies on accreditation of farmer/grower, sanctions, etc.)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request application form and checklist of requirements	Issue application form and checklist of requirements	None	10 minutes	Regulatory Division/ Regional GAP Team
2. Submit complete documents	Receive and check completeness requirements	None	20 minutes	Regulatory Division/Regional GAP Team

	Conducts pre-assessment of farm validation	None	2-3 days	Regulatory Division/Regional GAP Team
3. Comply requirements provided in the pre-assessment evaluation	Re-validate compliance during pre-assessment	None	2-3 days	Regulatory Division/Regional GAP Team
4. If compliant to the standards	Preparation of transmittal for endorsement of the application (initial/renewal) to Bureau of Plant Industry (BPI)	None	10 minutes 20 minutes	Regulatory Division Chief (for initial) RTD for Research & Regulation (for initial) Regional Executive Director (for signature)
	TOTAL		**6 days and 30 minutes**	

13. ENDORSEMENT FOR GOOD ANIMAL HUSBANDRY PRACTICES (GAHP) CERTIFICATION

Service Information:

To ensure that the farming practices of the establishment provide confidence in consumer's expectations that the final products are safe and fit to human consumption, while ensuring health, safety and comfort to both the farm workers and the animals without any degradation to the environment.

Office or Division:	**REGULATORY DIVISION**
Classification:	**HIGHLY TECHNICAL**
Type of Transaction:	**G2B Government to Business Entity** **G2G Government to Government**

Who may avail:	✓ Piggery farm owners both backyard & commercial ✓ Poultry raisers both backyard & commercial ✓ Goat raisers ✓ Cattle raisers ✓ Carabao raisers ✓ Beekeeping

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. <u>Table Requirements</u>	
1. Farm Organization profile	**DA RFO5-Regulatory Office**
2. Brief historical Development of the farm	
3. Production Flow Chart	
4. Farm Operational Manual	
5. Vicinity Map	
6. Municipal/City Licenses and or Permit (including zoning clearance)	
7. Certificate of Registration (DTI/SEC/CDA/DOLE)	
8. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) from DENR	
9. Animal Welfare Registration (BAI)	
10. Feeds/Feed mill Registration (BAI)	
11. Handler's License (BAI)	
12. Land Transport Carrier Registration (BAI)	
13. Discharge Permit (LLDA/DENR)	
B. <u>Requirements during farm inspection</u>	
1. Certificate of Trainings	
2. Copy of medical certificate	
3. Accident insurance policies or SSS and Phil health membership	
4. Water Potability test result (recent)	

4. Copy of soil analysis (if applicable)	
5. Breeding program (if applicable)	
6. Individual breeding record (if applicable)	
7. Certificate of Ownership of Large Cattle (if applicable)	
8. Certificate of Transfer of Large Cattle (if applicable)	
9. Copy of pertinent importation documents (if applicable)	
10. Record of all movement of animals in and out of the farm	
11. Feeding management program	
12. List of chemicals, feed additives and supplements used	
13. Medicated feed withdrawal monitoring record	
14. Copy of feed ingredient purchase record	
15. Feeding schedule	
16. Feed procurement records	
17. Monitoring records of feed ration	
18. Animal health program (vaccination and deworming program)	
19. Copy of PRC ID of the veterinarian/agriculturist	Veterinarian Assisting/Consultant
20. Animal health monitoring record	
21. Veterinary assessment report	
22. Vaccine inventory and utilization records	
23. Drug administration record	
24. Drug procurement records	
25. Animal health and shipping permits	
26. Written protocol of bio-security measures	
27. Monitoring record of bio-security measures	
28. Animal quarantine protocol	
29. Waste disposal protocol	

30. Vermin/pest control program	
31. Noise monitoring reports	
32. Air quality monitoring report	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request application form	Issue application form	None	10 minutes	Regulatory Division
2. Submission of duly accomplished Application Form	Instruct on how to accomplish the form	None		
3. Upon completion of the required / documents	Evaluates submitted documentary requirements	None	20 minutes	Regulatory Division
	Validates the farm and provide technical assistance until it is ready for National Assessment	None	2-3 months	Regional GAHP Team
	Preparation of transmittal for endorsement of the application (initial/renewal) to Bureau of Animal Industry (BAI)	None	**10 minutes**	Regulatory Division Chief (for initial) RTD for Research & Regulation (for initial) Regional Executive Director (for signature)
	TOTAL		**3 months and 40 minutes**	

14. RELEASE OF APPROVED Registration Certificate/Accreditation/Permit/ Licenses to Operate

Permits and Licensing Section which is composed of enforcement and implementation of R.A. 1556 (Feed Control Law), R.A. 3720 (Veterinary Drugs & Biological Laws), DA Administrative Order No. 3 (Livestock & Poultry Handlers/Transport Carriers Regulations), R.A. 8485 (Animal Welfare Act), and RA 10611 (Food Safety Act). This Division also facilitates the process and issuance of licenses, permits, registration, accreditation and certification of farms, plant, animal and transport facilities, and feed establishments in conformity to published guidelines and standards of the government. These include Animal Welfare Registration, License to Operate of Animal Feeds, VDAP establishments and Livestock and Poultry Handlers, Plant Nursery Accreditation, Plant Materials and Seed Production Certification, AWA Registration and GAP, GAHP and Organic Farm Certification.

Service Information:

Upon receipt of the Regulatory Division of the different licenses/ certification/ permits from the National Regulatory agencies (BAI and BPI). The division will expedites/administers registration of new and renewal of permits/license to operate/certifications, the Regulatory Division of DA RFO is mandated facilitate these services during working days the whole year round to cater to the needs of licensees.

Office or Division:	**REGULATORY DIVISION**
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity G2C Government to Citizen G2G Government to Government
Who may avail:	1. Animal Feed Establishment 2. Certificate of Feed Product Registration (CFPR) 3. New Brand Name Clearance 4. Veterinary Drugs and Products Establishments 5. Animal Facilities 6. Livestock/Poultry/by-Products handlers and Accreditation of livestock Transport Carrier 7. Show Permit 8. Plant Nursery Accreditation 9. Good Agricultural Practices (GAP) Certification 10. Good Animal Husbandry Practices (GAHP) Certification

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Customer Action Sheet (CAS Form 2)		Officer of the Day		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Official Receipt	Record Official Receipt Number		2 minutes	APDU Head
2. Wait while the certificate is being retrieve	Retrieve Documents/Certification/License		15 minutes	Technical Staff
3. Received Certification	<u>Issue/Release Certificate</u> 1. Animal Feed Establishment 2. Certificate of Feed Product Registration (CFPR) 3. New Brand Name Clearance 4. Veterinary Drugs and Products Establishments 5. Animal Facilities 6. Livestock/Poultry/ by-Products handlers and Accreditation of livestock Transport Carrier 7. Show Permit 8. Accreditation of Show Organizer 9. Accreditation of Show Veterinarian		15 minutes	Regulatory Division (Technical Staff)

	10. Plant Nursery Accreditation 11. Good Agricultural Practices (GAP) Certification 12. Good Animal Husbandry Practices (GAHP) Certification 13. Provision of Trainings a. Orientation Seminar/Awareness on Animal Welfare b. Orientation Seminar/Awareness on Animal Feeds c. c. Orientation Seminar/Awareness on Veterinary Drugs and Products d. Orientation Seminar/Awareness on livestock/Poultry/by-Products handlers and Accreditation of livestock Transport Carrier e. Orientation Seminar of Good Agricultural Practices (GAP)			Regulatory Division (Technical Staff)

	f. Orientation Seminar of Good Agricultural Husbandry Practices (GAHP)			
	TOTAL		**1 hour**	

15. Provision of Orientation Seminars/Advocacy Seminars

Service Information:

Advocacy seminar for stakeholders.

Office or Division:	**REGULATORY DIVISION**
Classification:	SIMPLE
Type of Transaction:	G2B Government to Business Entity G2C Government to Citizen G2G Government to Government
Who may avail:	1. Animal Facilities 2. Certificate of Feed Product Registration (CFPR) 3. New Brand Name Clearance 4. Animal Feed Establishment 5. Veterinary Drugs and Products Establishments 6. Livestock/Poultry/by-Products Handlers 7. Show Permit 8. Accreditation of livestock Transport Carriers 9. Plant Nursery Accreditation 10. Good Agricultural Practices (GAP) Certification 11. Good Animal Husbandry Practices (GAHP) Certification

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Attendance to Training/seminar		Regulatory Division		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Attendance to seminar /orientation training	Conduct of orientation seminar/training	None	1 day	Regulatory Division (Technical Staff)
	Issuance of Certificate of training/seminar		2 minutes	Regulatory Division (Technical Staff)
	Filling out of Client Satisfaction form		2 minutes	
	TOTAL		**1 day and 4 minutes**	

INTEGRATED LABORATORIES SERVICES

(External Services)

REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY (RADDL)

Service Information:

The Regional Animal Disease Diagnostic Laboratory (RADDL) is mandated to:

1. Monitor the incidence and prevalence of infections/notifiable disease present as well as newly introduced diseases and parasites in the different provinces region wide;
2. Control and eradicate animal diseases and parasites through the use of laboratory diagnostic procedures;
3. Offer livestock farmers effective services for diagnostic bacterial, viral, and parasitic disease as well as nutritional deficiencies and other related conditions; and
4. Provide technical assistance on any aspect of animal health necessary for the implementation of control and prophylactic measures for animal protection.

1. Blood Parasite Examination

This test is used in the detection of blood parasites in peripheral blood smear of animals.

Office or Division	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY
Classification:	Complex
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail:	Veterinarians/livestock technicians from government offices. farm owners (backyard/commercial), livestock and poultry raisers, feed manufacturers, companion animal owners/handlers, any private individual, etc.
CHECKLIST OF REQUIREMENT:	**WHERE TO SECURE**
• Laboratory Examination Request form • Laboratory sample collected form • Client Satisfaction Feedback form • Accountable form no. 51C (Official receipt)	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit whole blood in violet top tubes under refrigeration or blood smear fixed in methanol.	1. Receive the sample, guide and answer queries from clients	Ps. 25.00 / sample (waive fee for surveillance purpose)	10 minutes	Receiving/ Releasing clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.) 2.1. Assign Lab. No. and record pertinent data in the logbook		15 minutes	
3.Pay Laboratory Fee	3.Issue an Official Receipt (OR)		5 minutes	Collecting Officer
4. Advised when to claim the laboratory result	4. Bring the reagents from refrigerator to room temp.		30 minutes	Laboratory Analyst
	4.1 Process blood/blood smear samples		30 minutes per sample	
	4.2 Stain the blood smear		30 minutes per sample	
	4.3 Test blood smear sample.		15 minutes per sample	
	4.4 Interpret and record result.		10 minutes per sample	
	4.5 Encode Laboratory Result		10 minutes	Encoder

	4.6 Validate Result/Sign Official Laboratory Report/s		20 minutes	Laboratory Head
5. Claim Laboratory result 4.1 Fill up CSF form	6. Issue Laboratory Test Result		5 minutes	Receiving/ Releasing Clerk
TOTAL		**Ps. 25.00/ sample**	**3 hours per sample**	

2. CARD Agglutination Test (CATT) for Trypanosomes

Infection with *Trypanosoma evansi* results in production of circulating antibodies against several surface antigens of the parasite. Such antibodies can be demonstrated in the plasma or serum of the infected host by direct agglutination.

Office or Division	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY
Classification:	Simple
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail:	Veterinarians/livestock technicians from government offices. farm owners (backyard/commercial), livestock and poultry raisers, feed manufacturers, companion animal owners/handlers, any private individual, etc.
CHECKLIST OF REQUIREMENT:	**WHERE TO SECURE**
-Laboratory Examination Request form -Laboratory sample collected form -Client Satisfaction Feedback form - Accountable form no. 51C (official receipt)	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fresh or clotted blood in red tubes (room temperature) or serum samples frozen or under refrigeration	1. Receive the sample, Guide and answer queries from clients		10 minutes	Receiving/ Releasing Clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.) 2.1 Assign Lab. No. and record pertinent data into the logbook		15 minutes	
3. Pay Lab. fee	3. Issue Official Receipt	150.00/sample (waive fee for surveillance purpose)	5 minutes	Collecting Officer
4. Advised when to claim the laboratory result	4. Bring the reagents from refrigerator to room temp.		30 minutes	Laboratory Analysts
	4.1 Process blood/serum sample		30 minutes per sample	
	4.2 Prepare reagents for CATT		30 minutes	
	4.3 Test serum sample.		20 minutes per samples	

	4.4 Interpret and record result.		10 minutes per samples	Encoder
	4.5 Record, and encode result		10 minutes	
	4.6 Validate/ Sign Official Laboratory Report/s		20 minutes	Laboratory Analyst/ Head
5. Claim Laboratory result and Fill up CSF form	5. Issue Lab. Result		5 minutes	Receiving/ Releasing clerk
	TOTAL	**150.00/sample**	**3 hours & 5 minutes per sample**	

3. Complete Blood Count (RBC Count, WBC Count, Packed Cell Volume, Differential Count, Platelet Count, Hemoglobin Count)

This test analyzes blood samples of animals to detect problems in the blood to help establish a diagnosis.

Office or Division	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY
Classification:	SIMPLE
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail:	Veterinarians/livestock technicians from government offices. farm owners (backyard/commercial), livestock and poultry raisers, feed manufacturers, companion animal owners/handlers, any private individual, etc.

CHECKLIST OF REQUIREMENT:		WHERE TO SECURE		
• Laboratory Examination Request form • Laboratory sample collected form • Client Satisfaction Feedback form • Accountable form no. 51C		REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit fresh whole blood samples in violet top tube under refrigeration	1. Receive the sample, Guide and answer queries from clients		10 minutes	Receiving/ Releasing Clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.) 2.1 Assign Lab. No. and record pertinent data into the logbook		15 minutes	
3. Pay Laboratory Fee	3. Issue Official Receipt (OR)	P 75.00/ sample (waive fee for surveillance purpose)	5 minutes	Collecting officer
4. Advised when to claim the laboratory result	4. Process blood samples	None	30 minutes per sample	
	4.1 Bring the reagents from refrigerator to room temperature		30 minutes	

	and stain the blood smear			Laboratory Analyst Encoder
	4.2 Test blood sample.		10 minutes per sample	
	4.3 Interpret and record result.		10 minutes per sample	
	4.4 Record and encode result		10 minutes	
	4.4 Validate result/Sign Official Laboratory Report/s		30 minutes	Laboratory Analyst/ Head
5. Claim Laboratory result 5.1 Fill up CSF form	5.Issue Lab. Result		5 minutes	Receiving/ releasing clerk
	TOTAL	**P 75.00 / sample**	**2 hours & 35 minutes per sample**	

4. ELISA (ENZYME LINK IMMUNOSORBENT ASSAY) for PRV (Pseudorabies virus/ aujeszky's disease), PCV-2 (Porcine Circo Virus type 2, PRRS (Porcine Reproductive and Respiratory Syndrome Virus), HCV (Hog Cholera Virus); and CAE (Caprine Arthritis Encephalitis)

These tests are performed for the detection of PRV (Pseudorabies virus/ Aujeszky's disease), PCV-2 (Porcine Circo Virus type 2, PRRS (Porcine Reproductive and Respiratory Syndrome Virus), HCV (Hog Cholera Virus) antibodies in serum of swine and CAE (Caprine Arthritis Encephalitis) antibodies in serum of goats.

Office or Division	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY
Classification:	Complex

Type of Transaction		G2G/G2C- Government to Government/Government to Citizen		
Who may avail:		Government – veterinarians from the Department of Agriculture-Regional Field Unit, Local Government Units, quarantine personnel, etc Citizen- farm owners (backyard/commercial), livestock and poultry raisers, feed manufacturers, companion animal owners/handlers, any private individual, etc.		
CHECKLIST OF REQUIREMENT:		**WHERE TO SECURE**		
• Laboratory Examination Request form • Laboratory sample collected form • Client Satisfaction Feedback form • Accountable form no. 51C		REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit fresh or clotted blood under room temperature or serum Samples frozen or under refrigeration	1. Receive the sample, Guide and answer queries from clients		10 minutes	Receiving/ releasing clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.) 2.1 Assign Laboratory No. and record pertinent data into the logbook		15 minutes	Receiving/ releasing clerk

3. Pay Laboratory Fee	3. Issue OR	300.00/ sample (waive fee for surveillance purpose)	5 minutes	Collecting officer
4. Return on the scheduled date of release of laboratory result	4. Bring the reagents from refrigerator to room temp.		30 minutes	Laboratory Analysts
	4.1 Process blood/serum sample		30 minutes per sample	Laboratory Analysts
	4.2 Test serum sample. Incubation		2 days	Laboratory Analysts
	4.3 Interpret and record result.		30 minutes	Laboratory Analysts
	4.4 Record and encode result		10 minutes	Encoder
	4.3 Validate result/Sign Official Laboratory Report/s		30 minutes	Laboratory Analyst/ Head
5. Claim Laboratory result 5.1 Fill up CSF form	5. Issue Lab. Result	None	5 minutes	Receiving/ releasing clerk
	TOTAL	**300.00/sample**	**2 days, 2 hours & 45 minutes**	

5. Fecalysis

This test analyzes fecal samples for the detection of internal parasites of different species of animals through qualitative and quantitative methods.

Office or Division	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY
Classification:	SIMPLE
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail:	Veterinarians/livestock technicians from government offices. farm owners (backyard/commercial), livestock and poultry raisers, feed manufacturers, companion animal owners/handlers, any private individual, etc.
CHECKLIST OF REQUIREMENT:	**WHERE TO SECURE**
• Laboratory Examination Request form • Laboratory sample collected form • Client Satisfaction Feedback form • Accountable form no. 51C (Official receipt)	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fresh fecal samples under refrigeration	1. Receive the sample, Guide and answer queries from clients		10 minutes	Receiving / Releasing Clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.)		15 minutes	

	Assign Laboratory No. and record pertinent data into the logbook			
3. Pay Laboratory Fee	3. Issue Official Receipt	20.00/sample (waive fee for surveillance purpose)	5 minutes	Collecting Officer
	3. Prepare sugar solution.		30 minutes	Laboratory Analyst
	3.1 Prepare samples for fecalysis.		40 minutes per minutes	
3. Advised when to claim the laboratory result	3.2 Test fecal samples		10 minutes per minutes	
	3.3 Record and encode results		10 minutes	Encoder
	3.4 Validate/ Sign Official Laboratory Report/s		20 minutes	Laboratory Head
4. Claim Laboratory result (5.1 Fill up CSF form	4. Issue Lab. Result		5 minutes	Receiving/ Releasing clerk
	TOTAL	**P 20.00/sample**	**2 hours & 25 minutes per samples**	

6. Fluorescent Antibody Test (FAT) for Rabies Examination

The goal of rabies dFAT (direct Fluorescent Antibody Test) is used to detect the presence rabies viral antigen in animals, this test is considered the gold standard, most rapid and reliable test for rabies.

Office or Division		**REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY**		
Classification:		Complex		
Type of Transaction		G2G/G2C/ - Government to Government/Government to Citizen/		
Who may avail:		Veterinarians/livestock technicians from government offices. animal owners/handlers, any private individual, etc.		
CHECKLIST OF REQUIREMENT:		**WHERE TO SECURE**		
• Laboratory Examination Request form • Laboratory sample collected form • Client Satisfaction Feedback form		REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit animal's head only under refrigeration or frozen.	1. Receive the sample, Guide and answer queries from clients	None	10 minutes	Receiving/releasing clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.) 2.1 Assign Lab. No. and record pertinent data into the logbook	None	15 minutes	Receiving/releasing clerk

	2.2 Interview the client for the animal and victim profile 2.3 Fill up rabies examination form	None	20 minutes	Laboratory analyst
3.Return on the scheduled date of release of laboratory result	3. Thawing of dog's head	None	6 hours	Laboratory analyst
	3.1 Dissection of Dog's head		1 hour per sample	
	3.2 Process brain tissue		1 hour per sample	
	3.3 Tissue fixation		1 day	
	3.4 Test Rabies sample		2 hours	
	4.1 Record and Encode result	None	10 minutes	Encoder
	4.2 Validate/Sign Official Laboratory Report/s	None	30 minutes	Laboratory Analyst/Laboratory Head
4. Fill up CSF form	5. Issue Lab. Result		5 minutes	Receiving/releasing clerk
	TOTAL	**None**	**1 day, 12 hours & 30 minutes per samples**	

7. GROSS PATHOLOGY/NECROPSY

This test is a systematic examination of an animal carcass aimed to search for lesions. It is an important diagnostic tool and supports other procedures performed in the diagnosis of disease cases in a herd or flock. The examination of dead or terminally ill animals offers opportunities in studying the processes involved in disease situations.

Office or Division	**REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY**
Classification:	Complex
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail:	Veterinarians/livestock technicians from government offices. farm owners (backyard/commercial), livestock and poultry raisers, feed manufacturers, companion animal owners/handlers, any private individual, etc.
CHECKLIST OF REQUIREMENT:	**WHERE TO SECURE**
• Laboratory Examination Request form • Laboratory sample collected form • Client Satisfaction Feedback form • Accountable form no. 51C	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit live or dead animals (less than 5 hours from death)	1. Receive the sample, Guide and answer queries from clients	Poultry up to 8 weeks old-50.00 Poultry over 2 months old-75.00 Swine- up to 8 weeks old-100.00 Swine over two months old-150.00 Swine-Sow/Boar-200.00	30 minutes	Receiving / Releasing Clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.) 2.1 Assign Lab. No. and record		30 minutes	

	pertinent data into the logbook	Goat—150.00 Cattle/Carabao/ Horse up to 8weeks old-200.00 Cattle/Carabao/ Horse over 2 months old-300.00 20.00- fecalysis 25.00-blood parasite examination 250.00-bacterial isolation 150.00-AST 300.00-elisa 75.00 HA-H		
	2.2 Interview the client for animal's history, clinical signs, and population		30 minutes	
3. Pay Laboratory Fee	3. Issue OR		5 minutes	Collecting officer
4. Advised when to claim the laboratory result	4. Prepare necropsy paraphernalia		10 minutes	Laboratory Analyst
	5. For live animals: Collection of blood and fecal samples for further lab. Samples		30 minutes	Laboratory analyst
	5.1 Conduct of Necropsy, examine collected organs/fecal and blood smear		2 hours	Laboratory analyst
	5.2 Interpret and record result. Record observations/findings		1 hour	
	5.3 Record and encode result		10 minutes	Encoder

	5.4 Record and Encode result		10 minutes	Encoder
	5.5Validate/Sign Official Laboratory Report/s	None	30 minutes	Laboratory analyst/ Head
7. Claim Laboratory result	7. Issue Laboratory Result Preliminary findings with prescription or suggested recommendation for immediate remedy. 7.1 Advise client to come back for further lab result after 3 days	None	15 minutes	Laboratory Analyst
8. Fill up CSF form	8. Receive CSF form	None	5 minutes	Receiving/ releasing clerk
	TOTAL	Poultry up to 8 weeks old - 50.00 Poultry over 2 months Old - 75.00 Swine- up to 8 weeks old- 100.00 Swine over two months old- 150.00 Swine- Sow/Boar- 200.00 Goat—150.00 Cattle/Carabao/ Horse up to 8 weeks old- 200.00 Cattle/Carabao/ Horse over 2 months old- 300.00	6 hours & 25 minutes	

		20.00- fecalysis 25.00-blood parasite examination 250.00 - bacterial isolation 150.00-AST 300.00-elisa 75.00 HA-H		

8. HEMAGLUTINATION-HEMAGGLUTINATION-INHIBITION TEST FOR NEW CASTLE DISEASE (HA-HI- ND)

New Castle Disease Virus causes hemagglutination of red blood cells. This property is used to detect the presence of hemagglutinating viruses in virological samples. It is also used as an indicator of the absence/presence of antibodies to such viruses in serum samples

Office or Division	**REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY**
Classification:	Complex
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail:	Veterinarians/livestock technicians from government offices. farm owners (backyard/commercial), livestock and poultry raisers, feed manufacturers, companion animal owners/handlers, any private individual, etc.
CHECKLIST OF REQUIREMENT:	**WHERE TO SECURE**
• Laboratory Examination Request form • Laboratory sample collected form • Client Satisfaction Feedback form • Accountable form no. 51C	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fresh or clotted blood in red tubes or serum samples frozen or under refrigeration	1. Receive the sample,guide and answer queries from clients		10 minutes	Receiving/releasing clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.) 2.1 Assign Lab. No. and record pertinent data into the logbook	None	10 minutes	Receiving/releasing clerk
3. Pay Laboratory Fee	3. Issue Official Receipt	300.00/ sample (waive fee for surveillance purpose)	5 minutes	Collecting officer
4. Advised when to claim the laboratory result	4. Bring the reagents from refrigerator to room temp.	None	30 minutes	Laboratory analysts
	4.1 Process blood/serum sample		30 minutes per sample	
	4.2 Test serum sample. 4.3 Interpret and record result.	None	3 hours per sample	Laboratory Analysts
	4.4 Record and Encode result	None	10 minutes	Encoder

	4.5 Validate/Sign Official Laboratory Report/s	None	20 minutes	Laboratory analysts/ Head
5. Claim Laboratory result 5.1 Fill up CSF form	5. Issue Laboratory Result	None	5 minutes	Receiving/releasing clerk
	TOTAL	**P300.00/sample**	**5 hours per sample**	

9. Rapid Plate Test (RPT) Brucella, Pullorum & Mycoplasma

The Rose Bengal Test or Stained Buffered Acidified Antigen permits the serological diagnosis of brucellosis (Brucella melitensis, abortus and suis) by rapid slide agglutination. It is one of the easiest methods to implement and the most widely used for identifying Brucellosis antibodies in sera.

Serum plate agglutination test (SPA) or Rapid Plate Test (RPT) is used as one of the serological tests for the diagnosis of Salmonella pullorum, Mycoplasma gallisepticum and synoviae antibodies.

Office or Division	**REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY**
Classification:	SIMPLE
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail:	Veterinarians/livestock technicians from government offices. farm owners (backyard/commercial), livestock and poultry producers, feed manufacturers, companion animal owners/handlers, any private individual, etc.
CHECKLIST OF REQUIREMENT:	**WHERE TO SECURE**
• Laboratory Examination Request form	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY

• Laboratory sample collected form • Client Satisfaction Feedback form • Accountable form no. 51C				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit fresh or clotted blood in red tubes (room temperature) or serum samples frozen or under refrigeration	1. Receive the sample, Guide and answer queries from clients	None	10 minutes	Receiving/releasing clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.) 2.1 Assign Lab. No. and record pertinent data into the logbook	None	15 minutes	Receiving/releasing clerk
3. Pay Laboratory Fee	3. Issue Official Receipt	P150.00/sample (waive fee for surveillance purpose)	5 minutes	Collecting officer
4. Advised when to claim the laboratory result	4. Bring the reagents from refrigerator to room temp.	None	20 minutes per sample	Laboratory analysts
	Process blood/serum sample		30 minutes	Laboratory analysts

	4.1 Test serum sample. 4.2 Interpret and record result.	None	20 minutes per sample	Laboratory analysts
	4.3 Record results And Encode result	None	10 minutes	Encoder
	4.4 Validate/Sign Official Laboratory Report/s	None	20 minutes	Laboratory analysts /Laboratory head
5. Claim Laboratory result 5.1 Fill up CSF form	5. Issue Laboratory Result	None	5 minutes	Receiving/releasing clerk
	TOTAL	**P150.00/sample**	**2 hours & 15 minutes per sample**	

10. Simple Bacterial Isolation, Water Analysis and Antibiotic Sensitivity Test

Simple bacterial isolation is performed for identification and characterization of bacteria associated with specific diseases, water analysis is used to test for the identification of bacteria and total coliform of water samples and Antibiotic Sensitivity Test is carried out to identify the best antibiotic to be used in a certain bacterial infection.

Office or Division	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY
Classification:	COMPLEX
Type of Transaction	G2G/G2C- Government to Government/Government to Citizen/Government to Business Entity
Who may avail:	Government – veterinarians from the Department of Agriculture-Regional Field Unit, Local Government Units, quarantine personnel, etc. Citizen- farm owners (backyard/commercial), livestock and poultry raisers, feed manufacturers, companion animal owners/handlers, any private individual, etc.

CHECKLIST OF REQUIREMENT:		WHERE TO SECURE		
• Laboratory Examination Request form • Laboratory sample collected form • Client Satisfaction Feedback form • Accountable form no. 51C (official receipt)		REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit various Samples for bacteriology (Organs/tissues, feeds, water, whole blood, fecal sample) under refrigeration	1. Receive the sample, Guide and answer queries from clients	None	10 minutes	Receiving/ releasing clerk
2. Fill-up Laboratory Examination Request form	2. Verify correctness of entries in the filled-up form and check samples (as to quantity & quality, etc.) 2.1 Assign Laboratory No. and record pertinent data into the logbook	None	15 minutes	Receiving/ releasing clerk
3. Pay Laboratory Fee	3. Issue Official Receipt	P150.00-AST P300.00-water analysis and Salmonella Isolation in feeds	5 minutes	Collecting officer

		P250-bacterial Identification (Waive fee for surveillance purpose)		
4. Return on the scheduled date of release of laboratory result	4. Prepare necessary media 4.1 Perform inoculation to primary media and incubation 4.2 Incubation 4.3Observe/confirm results by inoculation to selective media and incubate 4.4 Incubation 4.5 Gram stain and Perform Biochemical Test 4.5 For Antibiotic Sensitivity Test extend 1 more days for inoculation and putting AST discs 4.6 Incubation	None	5 hours 10 minutes per sample 1 day 20 minutes per sample 1 day 10 minutes per sample 20 minutes per sample 1 day	Laboratory Analyst
	4.7 Record and Encode Result	None	10 minutes	Encoder
	4.8 Validate/Sign Official Laboratory Report/s	None	30 minutes	Laboratory analysts/ Head

5. Claim Laboratory result 5.1 Fill up CSF form	5. Issue Laboratory Result	None	5 minutes	Receiving/ releasing clerk
	TOTAL		**3 days, 2 hours & 15 minutes**	

11. African Swine Fever Virus RNA Extraction and Detection by Real- time PCR (Polymerase Chain Reaction)

This procedure is used to extract and detect African Swine Fever Virus (ASFV) RNA using the Biorad CFX96 Real-Time PCR instrument. This procedure will utilize isolated cultures and produce quantitative data and interpretation of that data.

Office or Division		**REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY**		
Classification:		Complex		
Type of Transaction		G2G/G2C/ - Government to Government/Government to Citizen/ Government to Business entity		
Who may avail:		Veterinarians/livestock technicians from government offices. animal owners/handlers, any private individual, etc.		
CHECKLIST OF REQUIREMENT:		WHERE TO SECURE		
-Laboratory Examination Request form -Laboratory sample collected form -Client Satisfaction Feedback form		REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY		
CLIENT STEPS	AGENCY ACTION	Fees to be Paid	Processing time	Person responsible

1. Submit animal's head only under refrigeration or frozen.	1. Receive the sample, Guide and answer queries from clients		10 minutes	Receiving/releasing clerk
2. Fill-up Laboratory Examination Request form	2.Verify correctness of entries on Form and check samples (as to quantity & quality, etc.) 2.1 Assign Lab. No. and record pertinent data into the logbook		15 minutes	Receiving/ Releasing clerk
3.Pay Lab. fee	3. Issue Official Receipt	3,000.00/sample (waive fee for surveillance purpose)	5 minutes	3. Collecting officer
4. Advised when to return to claim the laboratory result	4.Bring the reagents from refrigerator to room temp.		30 minutes	Lab. Analyst
	4.1 Process blood/tissue sample		1 hour per batch	
	4.2 RNA extraction		2 hour per batch	
	4.3 Mastermix preparation		10 minutes per batch	
	4.4 Sample and control and addition to Mastermix		10 minutes per batch	
	4.5 RNA Amplification		2 hours per batch	
	4.6 Data Analysis		5 minutes	

	4.7 Record results and encode result		10 minutes	Encoder
	4.8 Validate/Sign Official Laboratory Report/s		20 minutes	Laboratory Analysts/ Head
5.Claim Laboratory result 5. Fill up CSF form	5.Issue Lab. Result		5 minutes	Receiving/ releasing clerk
	TOTAL	3,000.00/sample	7 hours per batch	

* Per batch = 20 samples

12. Insect Identification

To provide accurate identification/ diagnosis and to come up with proper recommendation to manage a certain pathogens/ insect to attain maximum yield.

Office or Division:	Regional Crop Protection Center/ Integrated laboratories
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Individual Farmers, Farmers Association, Cluster Areas, Irrigators Association, Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Fresh Specimen	Regional Crop Protection Center

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in visitor logbook	1. Provide logbook	None	2 minutes	Officer of the day
2. Fill up Request Form	2. Provide request form	None	2 minutes	Officer of the day
3. Submit specimen	3. Receive sample specimen	None	2 minutes	Technical staff

	3.1Interview farmer (ie.information on agronomic data of crops and cultural practices applied)	None	5 minutes	Technical Staff
	3.2.Visual identification of insect/recommendation (specimen which cannot be identified visually will require rearing and further laboratory identification)	None	20 minutes	Entomologist
	3.3 Review/analyse and sign result	None	10 minutes	Chief RCPC
4. Fill up CSF	4. Provide CSF	None	2 minutes	Technical Staff
5. Receive Result /Recommendation	5. Release result and recommendation	None	2 minutes	Technical Staff
	TOTAL	**None**	**44 minutes**	

13. Disease Identification

To provide accurate identification and to come up with proper recommendation to manage a certain disease on crop to attain maximum yield.

Office or Division:	Regional Crop Protection Center/ Integrated laboratories
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Individual Farmer, Farmers Association, Cluster Areas, Irrigators Association, Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Fresh Specimen (Crops)	Regional Crop Protection Center

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up Request Form	1. Provide request form	None	2 minutes	OD
2. Submit specimen	2. Interview farmer (ie. information on agronomic data of crops and cultural practices applied)	None	10 minutes	Technical Staff
	2.1 Conduct assessment through symptoms	None	10 minutes	Pathologist
	2.2 Give recommendation	None	5 minutes	Chief RCPC
3. Fill up CSF	3. Provide CSF	None	2 minutes	Technical Staff
4. Receive Result /Recommendation	4. Release result and recommendation	None	2 minutes	Technical Staff
	TOTAL	**None**	**31 minutes**	

14. Disease Diagnosis (Laboratory Analysis)

To provide accurate identification/ diagnosis and to come up with proper recommendation to manage a certain pathogens/ insect to attain maximum yield.

Office or Division:	Regional Crop Protection Center/ Integrated laboratories
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Individual Farmer, Farmers Association, Cluster Areas, Irrigators Association, Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Fresh Specimen	Regional Crop Protection Center

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill up Request Form	1. Provide request form	None	2 minutes	Technical staff
2. Submit specimen	2. Receive specimen		2 minutes	Technical Staff
	2.1 Prepare culture media, Inoculate	None	2 hours	Entomologist/ Pathologist
	2.2 Incubate		5 days	
	2.3 Analyze/ identify/ recommend		45 minutes	
	2.4 Review/analyze and sign result	None	5 minutes	Chief RCPC
3. Fill up CSF	3. Provide CSF	None	2 minutes	Technical Staff
4. Receive Result /Recommendation	4. Release result and recommendation	None	2 minutes	Technical Staff
	TOTAL	**None**	**5 days 2 hours and 56 minutes**	

15. Provision of Biological Control Agent

Biological control agent is one of the components of Integrated Pest Management (IPM) in managing pest. It regulates insect population and lesser the use of systemic pesticides and produce safer foods and reduce risk of environment.

Office or Division:	Regional Crop Protection Center/ Integrated laboratories
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Individual Farmer, Farmers Association, Cluster Areas, Irrigators Association, Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter request	Regional Crop Protection Center

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in visitor logbook.	1. Give visitors logbook to client	None	2 minutes	Officer of the Day
4. Submit letter request (can be done online and send thru email add rcpc5@gmail.com)	2. Receive/ download letter request	None	2 minutes	Office of the Day
	2.1 Forward letter request to the In-charge of Lab. for evaluation	None	2 minutes	Technical Staff
	2.2 Evaluate/ approve request then instruct concerned staff to prepare the requested biological control agent	None	5 minutes	Chief, RCPC

	2.3 Inform the client by phone/email on the scheduled date of release	None	5 minutes	In-Charge of Biocon Lab./Tech Staff
	2.4 Preparation of biological control agent for release	None	15 minutes	In-charge of Biocon Lab./Tech. Staff
3.Fill up CSF & RIS	3.Provide RIS and CSF	None	2 minutes	Technical Staff
	3.1 Sign RIS	None	2 minutes	Chief RCPC/In-Charge of Biocon Lab.
4. Receive Biological Control Agent	4. Release Biological Control Agents	None	2 minutes	Technical Staff
	TOTAL	**None**	**37 minutes**	

16. Aflatoxin Analysis

Determination of aflatoxin contamination in feed mixes and feed ingredients by ELISA-Veratox Method

Office or Division:	REGIONAL ANIMAL FEEDS ANALYSIS LABORATORY/Integrated Laboratories Division
Classification:	Simple
Type of Transaction:	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail:	Entrepreneurs, Feed Millers, Feed Ingredient Suppliers, Researchers, Feed Retailers, Students and Farmers (Livestock and Poultry Raisers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Feed Sample: Must have complete information and data. Must have the following sample size: For solid sample: must not be less than 100g and must be finely ground For heterogeneous sample: must not be less than 100g and must be made blended	Client
• Analysis Request Form • Order of Payment • Client Satisfaction Feedback Form	Regional Animal Feeds Analysis Laboratory
• Official Receipt	Regional Animal Disease Diagnostic Laboratory
Note: Analysis is free of charge for samples brought in by deputized Provincial Animal Feeds and Veterinary Drugs and Biologics Control Officer (PAFVDABCO) of the Livestock Inspector/ Collectors of the Department of Agriculture Regional Office Field No. 5. Otherwise, *all requested analysis for samples*	Regional Animal Feeds Analysis Laboratory

brought in by clients indicated above are charged with corresponding fees.				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit sample and fill up analysis request form	1. Discuss with the officer of the day regarding the sample to be submitted. 1.1 Prepare order of payment	None	10 minutes	Receiving Officer/ Officer of the Day
2. Bring order of payment form to the Collecting Officer and pay corresponding laboratory fee	2. Issue Official Receipt	P1,300.00	5 minutes	Collecting Officer
3. Return on the scheduled date for release of report of analysis (ROA)	3. Receive samples and order of payment with Official Receipt Number.	None	5 minutes	Receiving Officer/ Officer of the Day
	3.1 Assign sample code and prepare sample for aflatoxin analysis		1 hour	
	3.2 Prepare chemicals and	None	3 hours	Chemist/ Laboratory Analyst

	laboratory materials for aflatoxin analysis			
	3.3 Analyze for aflatoxin		1 day	
	3.4 Record and check result of analysis		20 minutes	
	3.5 Encode report of analysis		10 minutes	
	3.6 Validate and sign Report of Analysis	None	10 minutes	Chemist/ Laboratory Head
4. Present Official Receipt and claim/receive Report of Analysis. 4.1 Sign the duplicate receiving copy of Report of Analysis and logbook of released reports	4. Issue Report of Analysis	None	10 minutes	Releasing Officer/ Officer of the Day
5. Fill up Client Satisfaction Feedback Form (CSF).	5. Collect Filled-up Client Satisfaction Form	None	2 minutes	Releasing Officer/ Officer of the Day
	TOTAL:	**P1,300.00**	**1 day, 5 hours, 12 minutes**	

17. Ash Content Analysis

Determination of ash content in feed mixes and feed ingredients by Gravimetric Method.

Office or Division	REGIONAL ANIMAL FEEDS ANALYSIS LABORATORY/Integrated Laboratories Division
Classification	Simple
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail	Entrepreneurs, Feed Millers, Feed Ingredient Suppliers, Researchers, Feed Retailers, Students and Farmers (Livestock and Poultry Raisers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Feed Sample: Must have complete information and data. Must have the following sample size: For solid sample: must not be less than 100g and must be finely ground For heterogeneous sample: must not be less than 100g and must be made blended	Client
• Analysis Request Form • Order of Payment • Client Satisfaction Feedback Form	Regional Animal Feeds Analysis Laboratory
• Official Receipt	Regional Animal Disease Diagnostic Laboratory
Note: Analysis is free of charge for samples brought in by deputized Provincial Animal Feeds and Veterinary Drugs and Biologics Control Officer (PAFVDABCO) of the Livestock Inspector/ Collectors of the Department of Agriculture Regional Office Field No. 5. Otherwise, *all requested analysis for samples brought in by clients indicated above are charged with corresponding fees.*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill up analysis request form	1. Discuss with the officer of the day regarding the sample to be submitted. 1.1Prepare order of payment	None	10 minutes	Receiving Officer/ Officer of the Day
2. Bring order of payment form to the Collecting Officer and pay corresponding laboratory fee	2. Issue Official Receipt	P 120.00	5 minutes	Collecting Officer
3. Return on the scheduled date for release of report of analysis (ROA)	3. Receive samples and order of payment with Official Receipt Number.	None	5 minutes	Receiving Officer/ Officer of the Day
	3.1 Assign sample code and prepare sample for ash content analysis		1 hour	
	3.2 Prepare laboratory materials for ash content analysis	None	1 day	Chemist/ Laboratory Analyst
	3.3 Analyze for ash content	None	1 day	
	3.4 Record and check result of analysis		10 minutes	
	3.5 Encode report of analysis		10 minutes	
	3.6 Validate and sign Report of Analysis	None	10 minutes	Chemist/ Laboratory Head

4. Present Official Receipt and claim/receive Report of Analysis. 4.1 Sign the duplicate receiving copy of Report of Analysis and logbook of released reports	4. Issue Report of Analysis	None	10 minutes	Releasing Officer/ Officer of the Day
5. Fill up Client Satisfaction Feedback Form (CSF).	5. Collect Filled-up Client Satisfaction Form	None	5 minutes	Releasing Officer/ Officer of the Day
	TOTAL	**P 120.00**	**2 days, 2 hours, 5 minutes**	

18. Calcium Content Analysis

Determination of Calcium content in feed mixes and feed ingredients by Titrimetric Method.

Office or Division	REGIONAL ANIMAL FEEDS ANALYSIS LABORATORY/Integrated Laboratories Division
Classification	Complex
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail	Entrepreneurs, Feed Millers, Feed Ingredient Suppliers, Researchers, Feed Retailers, Students and Farmers (Livestock and Poultry Raisers)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Feed Sample: Must have complete information and data. Must have the following sample size: For solid sample: must not be less than 100g and must be finely ground	Client

For liquid sample: must not be less than 100ml and must have density data For heterogeneous sample: must not be less than 100g and must be made blended				
• Analysis Request Form • Order of Payment • Client Satisfaction Feedback Form		Regional Animal Feeds Analysis Laboratory		
• Official Receipt		Regional Animal Disease Diagnostic Laboratory		
Note: Analysis is free of charge for samples brought in by deputized Provincial Animal Feeds and Veterinary Drugs and Biologics Control Officer (PAFVDABCO) of the Livestock Inspector/ Collectors of the Department of Agriculture Regional Office Field No. 5. Otherwise, *all requested analysis for samples brought in by clients indicated above are charged with corresponding fees.*				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit sample and fill up analysis request form	1. Discuss with the officer of the day regarding the sample to be submitted. 1.1 Prepare order of payment	None	10 minutes	Receiving Officer/ Officer of the Day
2. Bring order of payment form to the Collecting Officer and pay corresponding laboratory fee	2. Issue Official Receipt	P240.00	5 minutes	Collecting Officer
3. Return on the scheduled date for release of report of analysis (ROA)	3. Receive samples and order of payment with Official Receipt Number.	None	5 minutes	Receiving Officer/ Officer of the Day

	3.1 Assign sample code and prepare sample for calcium content analysis		1 hour	
	3.2 Prepare standard solutions, chemicals and laboratory materials for calcium content analysis	None	2 days	Chemist/ Laboratory Analyst
	3.3 Analyze for calcium content	None	2 day	
	3.4 Record and check result of analysis		20 minutes	
	3.5 Encode report of analysis		10 minutes	
	3.6 Validate and sign Report of Analysis	None	10 minutes	Chemist/ Laboratory Head
4. Present Official Receipt and claim/receive Report of Analysis. 4.1 Sign the duplicate receiving copy of Report of Analysis and logbook of released reports	4. Issue Report of Analysis	None	10 minutes	Releasing Officer/ Officer of the Day
5. Fill up Client Satisfaction Feedback Form (CSF).	5. Collect Filled-up Client Satisfaction Form		5 minutes	Releasing Officer/ Officer of the Day
	TOTAL	**P240.00**	**4 days, 2 hours, 15 minutes**	

19. Crude Fat Analysis

Determination of crude fat content in feed mixes and feed ingredients by Gravimetric Method (Indirect)

Office or Division	REGIONAL ANIMAL FEEDS ANALYSIS LABORATORY/Integrated Laboratories Division
Classification	Complex
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail	Entrepreneurs, Feed Millers, Feed Ingredient Suppliers, Researchers, Feed Retailers, Students and Farmers (Livestock and Poultry Raisers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Feed Sample: Must have complete information and data. Must have the following sample size: For solid sample: must not be less than 100g and must be finely ground For heterogeneous sample: must not be less than 100g and must be made blended	Client
• Analysis Request Form • Order of Payment • Client Satisfaction Feedback Form	Regional Animal Feeds Analysis Laboratory
• Official Receipt	Regional Animal Disease Diagnostic Laboratory
Note: Analysis is free of charge for samples brought in by deputized Provincial Animal Feeds and Veterinary Drugs and Biologics Control Officer (PAFVDABCO) of the Livestock Inspector/ Collectors of the Department of Agriculture Regional Office Field No. 5. Otherwise*, all requested analysis for samples brought in by*	

clients indicated above are charged with corresponding fees.				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit sample and fill up analysis request form	1. Discuss with the officer of the day regarding the sample to be submitted. 1.1 Prepare order of payment	None	10 minutes	Receiving Officer/ Officer of the Day
2. Bring order of payment form to the Collecting Officer and pay corresponding laboratory fee	2. Issue Official Receipt	P216.00	5 minutes	Collecting Officer
3. Return on the scheduled date for release of report of analysis (ROA)	3. Receive samples and order of payment with Official Receipt Number.	None	5 minutes	Receiving Officer/ Officer of the Day
	3.1 Assign sample code and prepare sample for crude fat analysis	None	1 hour	
	3.2 Prepare chemical and laboratory materials for crude fat analysis	None	2 hours	Chemist/ Laboratory Analyst
	3.3 Analyze for crude fat content		3 days	

	3.4 Record and check result of analysis		10 minutes	
	3.5 Encode report of analysis		10 minutes	
	3.6 Validate and sign Report of Analysis	None	10 minutes	Chemist/ Laboratory Head
4. Present Official Receipt and claim/receive Report of Analysis. Sign the duplicate receiving copy of Report of Analysis and logbook of released reports	4. Issue Report of Analysis	None	10 minutes	Releasing Officer/ Officer of the Day
5. Fill up Client Satisfaction Feedback Form (CSF).	5. Collect Filled-up Client Satisfaction Form	None	5 minutes	Releasing Officer/ Officer of the Day
	TOTAL	**P216.00**	**3 days, 4 hours, 5 minutes**	

20. Crude Fiber Analysis

Determination of crude fiber content in feed mixes and feed ingredients by Gravimetric Method.

Office or Division	REGIONAL ANIMAL FEEDS ANALYSIS LABORATORY/Integrated Laboratories Division
Classification	Complex
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail	Entrepreneurs, Feed Millers, Feed Ingredient Suppliers, Researchers, Feed Retailers, Students and Farmers (Livestock and Poultry Raisers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Feed Sample: -Must have complete information and data. -Must have the following sample size: -For solid sample: must not be less than 100g and must be finely ground -For heterogeneous sample: must not be less than 100g and must be made blended	Client
• Analysis Request Form • Order of Payment • Client Satisfaction Feedback Form	Regional Animal Feeds Analysis Laboratory
• Official Receipt	Regional Animal Disease Diagnostic Laboratory
Note: Analysis is free of charge for samples brought in by deputized Provincial Animal Feeds and Veterinary Drugs and Biologics Control Officer (PAFVDABCO) of the Livestock Inspector/ Collectors of the Department of Agriculture Regional Office Field No. 5. Otherwise*, all requested analysis for samples brought in by clients indicated above are charged with the corresponding fees.*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill up analysis request form	1. Discuss with the officer of the day regarding the sample to be submitted. 1.1 Prepare order of payment	None	10 minutes	Receiving Officer/ Officer of the Day
2. Bring order of payment form to the Collecting Officer and pay corresponding laboratory fee	2. Issue Official Receipt	P 240.00	5 minutes	Collecting Officer

3. Return on the scheduled date for release of report of analysis (ROA)	3. Receive samples and order of payment with Official Receipt Number.	None	5 minutes	Receiving Officer/ Officer of the Day
	3.1 Assign sample code and prepare sample for crude fiber analysis		1 hour	
	3.2 Prepare chemicals and laboratory materials for crude fiber analysis	None	2 days	Chemist/ Laboratory Analyst
	3.3 Analyze for crude fiber content		2 days	
	3.4 Record and check result of analysis		15 minutes	
	3.5 Encode report of analysis		10 minutes	
	3.6 Validate and sign Report of Analysis	None	10 minutes	Chemist/ Laboratory Head
4. Present Official Receipt and claim/receive Report of Analysis. 4.1Sign the duplicate receiving copy of Report of Analysis and logbook of released reports	4. Issue Report of Analysis	None	10 minutes	Releasing Officer/ Officer of the Day
5. Fill up Client Satisfaction Feedback Form (CSF).	5. Collect Filled-up Client Satisfaction Form	None	5 minutes	Releasing Officer/ Officer of the Day
	TOTAL	**P 240.00**	**4 days, 2 hours, 10 minutes**	

21. Crude Protein Analysis

Determination of crude protein content in feed mixes and feed ingredients by Kjeldahl Method.

Office or Division	REGIONAL ANIMAL FEEDS ANALYSIS LABORATORY/Integrated Laboratories Division
Classification	Complex
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail	Entrepreneurs, Feed Millers, Feed Ingredient Suppliers, Researchers, Feed Retailers, Students and Farmers (Livestock and Poultry Raisers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Feed Sample: Must have complete information and data. Must have the following sample size: For solid sample: must not be less than 100g and must be finely ground For liquid sample: must not be less than 100ml and must have density data For heterogeneous sample: must not be less than 100g and must be made blended	Client
• Analysis Request Form • Order of Payment • Client Satisfaction Feedback Form	Regional Animal Feeds Analysis Laboratory
• Official Receipt	Regional Animal Disease Diagnostic Laboratory

Note: Analysis is free of charge for samples brought in by deputized Provincial Animal Feeds and Veterinary Drugs and Biologics Control Officer (PAFVDABCO) of the Livestock Inspector/ Collectors of the Department of Agriculture Regional Office Field No. 5. Otherwise*, all requested analysis for samples brought in by clients indicated above are charged with corresponding fees.*				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit sample and fill up analysis request form	1. Discuss with the officer of the day regarding the sample to be submitted. 1.1 Prepare order of payment	None	10 minutes	Receiving Officer/ Officer of the Day
2. Bring order of payment form to the Collecting Officer and pay corresponding laboratory fee	2. Issue Official Receipt	P216.00	5 minutes	Collecting Officer
3. Return on the scheduled date for release of report of analysis (ROA)	3. Receive samples and order of payment with Official Receipt Number.	None	5 minutes	Receiving Officer/ Officer of the Day
	3.1 Assign sample code and prepare sample for crude protein analysis		1 hour	
	3.2 Prepare standard solutions, chemicals and	None	2 days	Chemist/ Laboratory Analyst

	laboratory materials for crude protein analysis			
	3.3 Analyze for crude protein content		1 day	
	3.4 Record and check result of analysis		20 minutes	
	3.5 Encode report of analysis		10 minutes	
	3.6 Validate and sign Report of Analysis	None	10 minutes	Chemist/ Laboratory Head
4. Present Official Receipt and claim/receive Report of Analysis. 4.1 Sign the duplicate receiving copy of Report of Analysis and logbook of released reports	4. Issue Report of Analysis	None	10 minutes	Releasing Officer/ Officer of the Day
5. Fill up Client Satisfaction Feedback Form (CSF).	5. Collect Filled-up Client Satisfaction Form	None	5 minutes	Releasing Officer/ Officer of the Day
	TOTAL	**P 216.00**	**3 days, 2 hours, 15 minutes**	

22. Moisture Content Analysis

Determination of moisture content in feed mixes and feed ingredients by Conventional Oven Drying Method.

Office or Division	REGIONAL ANIMAL FEEDS ANALYSIS LABORATORY/Integrated Laboratories Division
Classification	Simple
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail	Entrepreneurs, Feed Millers, Feed Ingredient Suppliers, Researchers, Feed Retailers, Students and Farmers (Livestock and Poultry Raisers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Feed Sample: Must have complete information and data. Must have the following sample size: For solid sample: must not be less than 100g and must be finely ground For heterogeneous sample: must not be less than 100g and must be made blended	Client
• Analysis Request Form • Order of Payment • Client Satisfaction Feedback Form	Regional Animal Feeds Analysis Laboratory
• Official Receipt	Regional Animal Disease Diagnostic Laboratory
Note: Analysis is free of charge for samples brought in by deputized Provincial Animal Feeds and Veterinary Drugs and Biologics Control Officer (PAFVDABCO) of the Livestock Inspector/ Collectors of the Department of Agriculture Regional Office Field No. 5. Otherwise*, all requested analysis for samples brought in by clients indicated above are charged with corresponding fees.*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill up analysis request form	1. Discuss with the officer of the day regarding the sample to be submitted. 1.1 Prepare order of payment	None	10 minutes	Receiving Officer/ Officer of the Day
2. Bring order of payment form to the Collecting Officer and pay corresponding laboratory fee	2. Issue Official Receipt	P 200.00	5 minutes	Collecting Officer
3. Return on the scheduled date for release of report of analysis (ROA)	3. Receive samples and order of payment with Official Receipt Number.	None	5 minutes	Receiving Officer/ Officer of the Day
	3.1 Assign sample code and prepare sample for moisture content analysis		1 hour	
	3.2 Prepare laboratory materials for moisture content analysis	None	3 hours	Chemist/ Laboratory Analyst
	3.3 Analyze for moisture content	None	5 hours	
	3.4 Record and check result of analysis		10 minutes	
	3.5 Encode report of analysis	None	10 minutes	

	3.6 Validate and sign Report of Analysis	None	10 minutes	Chemist/ Laboratory Head
4. Present Official Receipt and claim/receive Report of Analysis. 4.1 Sign the duplicate receiving copy of Report of Analysis and logbook of released reports	4. Issue Report of Analysis	None	10 minutes	Releasing Officer/ Officer of the Day
5. Fill up Client Satisfaction Feedback Form (CSF).	5. Collect Filled-up Client Satisfaction Form	None	5 minutes	Releasing Officer/ Officer of the Day
	TOTAL	**P 200.00**	**1 day, 2 hours, 5 minutes**	

23. Phosphorus Content Analysis

Determination of Phosphorus content in feed mixes and feed ingredients by Spectrophotometric Method

Office or Division	REGIONAL ANIMAL FEEDS ANALYSIS LABORATORY/Integrated Laboratories Division
Classification	Complex
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail	Entrepreneurs, Feed Millers, Feed Ingredient Suppliers, Researchers, Feed Retailers, Students and Farmers (Livestock and Poultry Raisers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Feed Sample: Must have complete information and data. Must have the following sample size: For solid sample: must not be less than 100g and must be finely ground For liquid sample: must not be less than 100ml and must have density data For heterogeneous sample: must not be less than 100g and must be made blended	Client
• Analysis Request Form • Order of Payment • Client Satisfaction Feedback Form	Regional Animal Feeds Analysis Laboratory
• Official Receipt	Regional Animal Disease Diagnostic Laboratory
Note: Analysis is free of charge for samples brought in by deputized Provincial Animal Feeds and Veterinary Drugs and Biologics Control Officer (PAFVDABCO) of the Livestock Inspector/ Collectors of the Department of Agriculture Regional Office Field No. 5. Otherwise, *all requested analysis for samples brought in by clients indicated above are charged with corresponding fees.*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit sample and fill up analysis request form	1. Discuss with the officer of the day regarding the sample to be submitted.	None	10 minutes	Receiving Officer/ Officer of the Day

	1.1Prepare order of payment			
2. Bring order of payment form to the Collecting Officer and pay corresponding laboratory fee	2. Issue Official Receipt	P450.00	5 minutes	Collecting Officer
3. Return on the scheduled date for release of report of analysis (ROA)	3. Receive samples and order of payment with Official Receipt Number.	None	5 minutes	Receiving Officer/ Officer of the Day
	3.1 Assign sample code and prepare sample for phosphorus content analysis		1 hour	
	3.2 Prepare standard solutions, chemicals and laboratory materials for phosphorus content analysis	None	2 days	Chemist/ Laboratory Analyst
	3.3 Analyze for phosphorus content		1 day	
	3.4 Record and check result of analysis		20 minutes	
	3.5 Encode report of analysis		10 minutes	
	3.6 Validate and sign Report of Analysis	None	10 minutes	Chemist/ Laboratory Head
4. Present Official Receipt and claim/receive Report of Analysis.	4.Issue Report of Analysis	None	10 minutes	Releasing Officer/ Officer of the Day

4.1 Sign the duplicate receiving copy of Report of Analysis and logbook of released reports				
5. Fill up Client Satisfaction Feedback Form (CSF).	5. Collect Filled-up Client Satisfaction Form	None	5 minutes	Releasing Officer/ Officer of the Day
	TOTAL	**P450.00**	**3 days, 2 hours, 15 minutes**	

24. Salt (as Sodium Chloride) Content Analysis

Determination of salt content in feed mixes and feed ingredients by Titrimetric Method (Mohr Method)

Office or Division	REGIONAL ANIMAL FEEDS ANALYSIS LABORATORY/Integrated Laboratories Division
Classification	Simple
Type of Transaction	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail	Entrepreneurs, Feed Millers, Feed Ingredient Suppliers, Researchers, Feed Retailers, Students and Farmers (Livestock and Poultry Raisers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Feed Sample: Must have complete information and data. Must have the following sample size: For solid sample: must not be less than 100g and must be finely ground For liquid sample: must not be less than 100ml and must have density data	Client

For heterogeneous sample: must not be less than 100g and must be made blended	
• Analysis Request Form • Order of Payment • Client Satisfaction Feedback Form	Regional Animal Feeds Analysis Laboratory
• Official Receipt	Regional Animal Disease Diagnostic Laboratory
Note: Analysis is free of charge for samples brought in by deputized Provincial Animal Feeds and Veterinary Drugs and Biologics Control Officer (PAFVDABCO) of the Livestock Inspector/ Collectors of the Department of Agriculture Regional Office Field No. 5. Otherwise, *all requested analysis for samples brought in by clients indicated above are charged with corresponding fees.*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample and fill up analysis request form	1. Discuss with the officer of the day regarding the sample to be submitted. 1.1 Prepare order of payment	None	10 minutes	Receiving Officer/ Officer of the Day
2. Bring order of payment form to the Collecting Officer and pay corresponding laboratory fee	2. Issue Official Receipt	P240.00	5 minutes	Collecting Officer

3. Return on the scheduled date for release of report of analysis (ROA)	3. Receive samples and order of payment with Official Receipt Number.	None	5 minutes	Receiving Officer/ Officer of the Day
	3.1 Assign sample code and prepare sample for salt content analysis	None	1 hour	
	3.2 Prepare standard solutions, chemicals and laboratory materials for salt content analysis	None	1 day	Chemist/ Laboratory Analyst
	3.3 Analyze for salt content		1 day	
	3.4 Record and check result of analysis		20 minutes	
	3.5 Encode report of analysis		10 minutes	
	3.6 Validate and sign Report of Analysis	None	10 minutes	Chemist/ Laboratory Head
4. Present Official Receipt and claim/receive Report of Analysis. 4.1 Sign the duplicate receiving copy of Report of Analysis and logbook of released reports	4. Issue Report of Analysis	None	10 minutes	Releasing Officer/ Officer of the Day
5. Fill up Client Satisfaction Feedback Form (CSF).	5.Collect Filled-up Client Satisfaction Form	None	5 minutes	Releasing Officer/ Officer of the Day
	TOTAL:	**P240.00**	**2 days, 2 hours, 15 minutes**	

25. Plant Tissue Analysis

Plant tissue analysis are conducted in order to determine the nutrient take up of plants.

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Plant tissue sample (following the standard procedure for collecting plant tissue sample) and must have complete information/ data and properly labelled.	Client
Analysis Request Form	Regional Soils Laboratory Receiving Unit
Official Receipt	Department of Regional Field Office 5 – Cashiers Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client Log book in the Office Lobby	1. Present the Log Book	None	2 minutes	Officer of the day
2. Submit samples for analysis and fill up Analysis Request Form.	2.Receive samples and the filled-up Analysis Request Form 2.1 Interview client(s) and fill up Laboratory Request Form.	None	15 minutes	Receiving Officer
3. Secure Request for Laboratory Services as proof of billing.	3. Issue Request for Laboratory Services as proof of billing indicating also the date of return.	pH = P 50.00 / sample Electrical Conductivity =	5 minutes	Receiving Officer

		P 100.00 / sample Total Nitrogen = P 200.00 / sample		
4. Return on the scheduled date for the release of Laboratory Test Result.	4. Conduct of plant tissue analysis. 4.1 Encode and sign the Laboratory Test Result	None	10 days	Laboratory Analyst / Chemical Technician
	4.2 Review and sign the Laboratory Test Result	None		Laboratory Head
5. On the date of return present the Official Receipt 5.1 Claim the Laboratory Test Result 5.2 Fill up Client Satisfaction Feedback Form (CSF).	5. Record O.R. number and issue Laboratory Test Result. 5.1 Collect filled-up CSF	None	15 minutes	Releasing Officer
	TOTAL	**350.00 / sample**	**10 days and 37 minutes**	

26. Refill of Soil Test Kit

Soil test Kits distributed to LGU's, SUC's, NGO's and other clients are being refilled with the reagents prepared in the laboratory

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Soil Test Kit	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client Log book in the Office Lobby	1. Present the Log Book	None	2 minutes	Officer of the day
2. Bring the Soil Test Kit.	2. Receive the Soil Test Kit	None	15 minutes	Receiving Officer
3. Wait for the Soil Test Kit being refilled	3. Refill the Soil Test Kit with the corresponding reagents	None	1 hour	Laboratory Analyst / Chemical Technician /
4. Claim the Refilled Soil Test Kit 4.1 Fill up Client Satisfaction Feedback Form (CSF).	4. Release the Soil Test Kit. 4.1 Collect filled-up CSF	None	15 minutes	Releasing Officer
	TOTAL	**None**	**1 hour and 32 minutes**	

27. Soil Analysis using Soil Test Kit

A qualitative test to determine the level of Nitrogen, Phosphorus, and Potassium including pH of soil as basis for the fertilizer recommendation to be used in the farm.

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory
Classification	Complex
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Soil sample (250 to 500 grams air dried / pulverized) and must have complete information/ data and properly labelled.	Land Area of the Client
Analysis Request Form	Regional Soils Laboratory Receiving Unit
Official Receipt	Department of Regional Field Office 5 – Cashiers Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client Log book in the Office Lobby	1.Present the Log Book	None	2 minutes	Officer of the day
2. Submit samples for analysis and fill up Analysis Request Form.	2. Receive samples and the filled-up Analysis Request Form; 2.1 Interview client(s) and fill up Laboratory Request Form.	None	15 minutes	Receiving Officer
3. Secure Request for Laboratory Services as proof of billing.	3. Issue Request for Laboratory Services as proof of billing indicating also the date of return.	P100 / sample	5 minutes	Receiving Officer

4. Return on the scheduled date for the release of Laboratory Test Result.	4. Conduct of soil analysis using soil Test Kit; 4.1 Encode result and sign test result	None	5 days	Laboratory Analyst / Chemical Technician /
	4.2 Review and sign the Laboratory Test Result	None		Laboratory Head
5. On the date of return present the Official Receipt. 5.1 Claim the Laboratory Test Result 5.2 Fill up Client Satisfaction Feedback Form (CSF).	5. Record O.R. number and issue Laboratory Test Result. 5.1 Collect filled-up CSF	None	15 minutes	Releasing Officer
	TOTAL	**P100/sample**	**5 days and 37 minutes**	

28. Soil Chemical Analysis

Soil Chemical Analysis are being conducted in the laboratory to determine the nutrients available in the soil as basis for the level of fertility including deficiencies for proper soil management to be applied.

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Soil sample (250 to 500 grams air dried / pulverized) and must have complete information/ data and properly labelled.	Land Area of the Client
Analysis Request Form	Regional Soils Laboratory Receiving Unit
Official Receipt	Department of Regional Field Office 5 – Cashiers Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client Log book in the Office Lobby	1. Present the Log Book	None	2 minutes	Officer of the day
2. Submit samples for analysis and fill up Analysis Request Form.	2. Receive samples and the filled-up Analysis Request Form; 2.1 Interview client(s) and fill up Laboratory Request Form.	None	15 minutes	Receiving Officer

3. Secure Request for Laboratory Services as proof of billing.	3.1 Issue Request for Laboratory Services as proof of billing indicating also the date of return.	pH = P 50.00 / sample Electrical Conductivity P 50.00 / sample Organic Carbon / Organic Matter P 150.00 / sample Available Phosphorus (P) P 150.00 / sample	5 minutes	Receiving Officer
4. Return on the scheduled date for the release of Laboratory Test Result.	4. Conduct of soil analysis: 4.1 Encode and sign the Laboratory Test Result	None	15 days	Laboratory Analyst / Chemical Technician / Laboratory Head
	4.2 Review and sign the Laboratory Test Result			Laboratory Head

5. On the date of return present the Official Receipt, 5.1 Claim the Laboratory Test Result. 5.2 Fill up Client Satisfaction Feedback Form (CSF).	5. Record O.R. number and issue Laboratory Test Result. 5.1Collect filled-up CSF	None	15 minutes	Releasing Officer
TOTAL		**P 400.00 / sample**	**15 days and 37 minutes**	

29. Soil Physical Analysis

Soil Physical Analysis such as texture, water holding capacity and moisture are conducted in the laboratory.

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Soil sample (250 to 500 grams air dried / pulverized) and must have complete information/ data and properly labelled.	Land Area of the Client
Analysis Request Form	Regional Soils Laboratory Receiving Unit
Official Receipt	Department of Regional Field Office 5 – Cashiers Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client Log book in the Office Lobby	1. Present the Log Book	None	2 minutes	Officer of the day
2. Submit samples for analysis and fill up Analysis Request Form.	2. Receive samples and the filled-up Analysis Request Form 2.1 Interview client(s) and fill up Laboratory Request Form.	None	15 minutes	Receiving Officer
3. Secure Request for Laboratory Services as proof of billing.	3. Issue Request for Laboratory Services as proof of billing indicating also the date of return.	Texture = P 200.00 / sample Water Holding Capacity =	5 minutes	Receiving Officer

		P 150.00 / sample Moisture = P 50.00 / sample		
4. Return on the scheduled date for the release of Laboratory Test Result.	4. Conduct of soil analysis 4.1 Encode and sign the Laboratory Test Result	None	10 days	Laboratory Analyst / Chemical Technician /
	4.2 Review and sign the Laboratory Test Result	None		Laboratory Head
5. On the date of return present the Official Receipt 5.1 Claim the Laboratory Test Result 5.2 Fill up Client Satisfaction Feedback Form (CSF).	5. Record O.R. number and issue Laboratory Test Result. 5.1 Collect filled-up CSF	None	15 minutes	Releasing Officer
	TOTAL	**P 400.00 / sample**	**10 days and 37 minutes**	

30. Water Analysis

Water analysis are being conducted in the laboratory to determine the suitability of water for irrigation purposes as one of the requirements for the agricultural productivity.

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Water sample (1 Liter) and must have complete information/ data and properly labelled.	Client
Analysis Request Form	Regional Soils Laboratory Receiving Unit
Official Receipt	Department of Regional Field Office 5 – Cashiers Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client Log book in the Office Lobby	1.Present the Log Book	None	2 minutes	Officer of the day
2. Submit samples for analysis and fill up Analysis Request Form.	2. Receive samples and the filled-up Analysis Request Form 2.1 Interview client(s) and fill up Laboratory Request Form.	None	15 minutes	Receiving Officer
3. Secure Request for Laboratory Services as proof of billing.	3. Issue Request for Laboratory Services as proof of billing indicating also the date of return.	pH = P 50.00 / sample Electrical Conductivity =	5 minutes	Receiving Officer

		P 100.00 / sample Phosphate (PO4) = P 100.00 / sample Nitrate (NO3) = P 300.00 / sample Ammonium Nitrogen (N) = P 100.00 / sample Total Nitrogen = P 200.00 / sample		
4. Return on the scheduled date for the release of Laboratory Test Result.	4. Conduct of water analysis: Encode and sign the Laboratory Test Result	None	5 days	Laboratory Analyst / Chemical Technician
	Review and sign the Laboratory Test Result	None		Laboratory Head
5. On the date of return present the Official Receipt 5.1 Claim the Laboratory Test Result 5.2 Fill up Client Satisfaction Feedback Form (CSF).	5. Record O.R. number and issue Laboratory Test Result. 5.1 Collect filled-up CSF	None	15 minutes	Releasing Officer
	TOTAL	**850.00 / sample**	**5 days and 37 minutes**	

RESEARCH SERVICES

(External Services)

Satellite Facilities

Under the Office of the Regional Technical Director for Research and Regulations is the Bicol Integrated Agricultural Research Center which provides overall supervision to the ten (10) different centers and station facilities which serve as the nucleus of service delivery in the six (6) provinces of the Bicol Region.

Research Division

San Agustin, Pili, Camarines Sur

Corazon A. Orbon, MS, ACC III, OIC-Chief

Central Bicol Experiment Station

San Agustin, Pili, Camarines Sur

Arlene De Asis, ACC II, OIC-Center Chief

Albay Research and Development Center

Albay Experiment Station

Buang, Tabaco City

Jania M. Elatico, ACCII, Center Chief

Albay Breeding Station

Cabangan, Camalig, Albay

Elsa C. Maranan, PhD, ACC III

In-charge

Camarines Norte Lowland Rainfed Research Station

Calasgasan, Daet, Camarines Norte

Engr. Bella B. Frias, ACC III, Center Chief

Masbate Center for Livestock Development

Masbate City

Nellie S. Pasion, SSRS, Center Chief

Masbate Breeding Station

Asid, Masbate City

Wilfredo Nilmeda, ACC II, In-charge

Regional Carabao Breeding Center

Mabatobato, Mandaon, Masbate

Nellie S. Pasion, SSRS, In-charge

Catanduanes Hilly Upland Research Station

Casoocan, Virac, Catanduanes

Rosario Vargas, SSRS, OIC- Center Chief

Regional Dairy Production and Technology Center

Cabid-an, Sorsogon City

Dolores E. Ricafranca, ACC III, Center Chief

1. Provision of Quality Seeds and Planting Materials for free

A. Tissue cultured taro, banana, pineapple and orchids

The Plant Tissue Culture Laboratory produces plantlets for distribution to interested clientele for purpose of backyard production and techno demo. Walk-in-client can avail five (5) pieces of various types of tissue cultured planting materials such as banana, taro, pineapple and orchids. Clients with Memorandum of Agreement (MOA) can avail up to 300 pcs depending on availability.

B. Herbs and spices

Herbs and spices are being propagated under the Research Division to ensure availability of planting materials to interested clients. The available planting materials for distribution are garlic chives, roselle, curry, mints, basil, insulin plant, oregano and many others. Five (5) pieces of each type can be provided to walk-in-clients while those clients with approved letter can avail up to 20 pieces depending on the availability of the requested plants.

C. Sexually and Asexually propagated Pili seedling

Quality planting materials of Pili (seedlings and grafted) are being produced and distributed by five (5) Stations/ Centers in the Bicol Region under the Research Division. These planting materials can be requested from Catanduanes Hilly Upland Development Station (CHUDS), Camarines Norte Lowland Rainfed Research Station (CNLRRS), Central Bicol Experiment Station (CBES), Albay Research Development Center-Albay Experimental Station (ARDC-AES) and Masbate Center for Livestock Development (MCLD). Interested walk-in-clientele may avail five (5) pieces of pili while clients with approved letter request can avail the requested quantity depending on the availability of planting materials and farm/lot size.

D. Cacao seedlings

Research Outreach Stations such as Albay Research Development Center-Albay Experiment Station (ARDC-AES) Catanduanes Hilly Upland Development Station (CHUDS), Camarines Norte Lowland Rainfed Research Station (CNLRRS) and Masbate Center for Livestock Development (MCLD) produces quality cacao seedlings for backyard production and techno demo. Interested walk-in-client may avail five (5)

pieces of planting materials and for clients with approved letter request, can avail the requested quantity depending on the availability of planting materials and farm/lot size.

E. Other fruit bearing trees such as guyabano, santol, pomelo, etc.

ARDC-AES, CHUDS, CBES, CNLRRS provides fruit bearing trees such as guyabano, santol, pomelo, etc. to any interested clientele. Walk-in-clientele can avail of five (5) pieces of planting materials.

F. Root crops such as cassava and sweet potato

The Albay Research and Development Center (ARDC), Albay Experiment Station produces and distributes sweet potato cuttings and cassava stalk for backyard planting and techno demo purposes. Interested clients with approved letter request can avail up to 30,000 cuttings/ha and 20 bundles/100 stalksof cassava stalks/ha. For walk-in-client, 300 cutting of sweet potato and 100 stalks of cassava can be availed.

G. Corn

The Albay Research and Development Center-Albay Experiment Station (ARDC-AES) located at Mayon Crossing, Buang, Tabaco, Albay produces open pollinated variety (OPV) white corn seeds that can be availed by the interested clientele with approved letter request. The station can provide 1 bag per individual of corn seeds at 20kg/bag to the farmer organization depending on availability of seeds.

H. Pineapple sucker

Camarines Norte Lowland Rainfed Research Station (CNLRRS) located at Calasgasan, Daet, Camarines Norte provides 1000 pieces of pineapple suckers as starter for small scale pineapple grower which can be planted in 0.0303 m^2 area.

I. Vegetable seeds

Vegetable seeds of various kinds depending on the crop producedby the Central Bicol Experiment Station (CBES) are distributed to interested clients (50 grams for big seeded and 25 grams for small seeded).

J. Legumes, improved grasses and forages

Albay Research and Development Center-Albay Breeding Station (ARDC-ABS) at Cabangan, Camalig, Albay provides legumes of about 2-3 kilos/ha and 50kg forage grasses enough to plant 0.5 hectare pasture area to interested clients.

Office or Division:	Research Division Catanduanes Hilly Upland Development Station (CHUDS) Camarines Norte Lowland Rainfed Research Station (CNLRRS) Central Bicol Experiment Station (CBES) Albay Research Development Center-Albay Experimental Station (ARDC-AES) Albay Research and Development Center-Albay Breeding Station (ARDC-ABS) Masbate Center for Livestock Development (MCLD)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Individual Farmer Provincial Local Government Unit (PLGU) Municipal Local Government Unit (MLGU) Non-Government Organization Farmer's Organization/Association Schools Church Entrepreneur Other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request approved by Station Superintendent Letter Request approved by Regional Executive Director (if the station is within the Regional Office) Requisition Issue Voucher (RIV) Requisition Issue Slip (RIS)	Provided by the client Official Staff of respective stations Official Staff of respective stations

HOW TO AVAIL OF THE SERVICES:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Determine what planting material or seeds needed and look for the station/facility offering the particular commodity				

B.	Online inquiry (tru FB/Msgr) on the availability of seeds/ planting materials in respective station	Determine the availability of seeds/planting materials	None	5 minutes	In charge in seeds/planting materials
C.	Prepare letter request addressed to Center Chief	Superintendent provides action and coordinate to the in-charge *If available*, provide RIV and RIS form	none	10 minutes	Center Chief
If the station is within the Regional Office prepare letter addressed to RED		RED provides action for the letter request and routed to RTD for Research and Regulations and then RTD will route to Research Chief			Regional Executive Director and RTD for Research and Regulations
		Research Chief provides action and forward to Center Chief			Chief of Research Division

		If available, provide RIV and RIS form			Center Chief
D.	Fill-out the RIV & RIS Form provided	Assist client accomplishing RIV and RIS form	none	10 minutes	In charge of seeds/planting materials
E.	Wait for the approval of RIV and RIS	Assist the client in facilitating and processing of the approval of RIV & RIS Form	None	20 minutes	In charge of seeds/planting materials
F.	Present the approved RIV & RIS	Receive the approved RIV & RIS and prepare the requested seeds/planting materials	None	3 minutes	In charge of seeds/planting materials
G.	Received the planting material(s), sign the "Received" portion of	Release the planting materials	None	5 minutes	In charge of seeds/planting materials

	the RIV & RIS				
H.	Fill-out the Client Satisfaction Form (CSF) and submit to the office staff	Receive the CSF with complete details and give the photocopy of approved RIV & RIS and gate pass	None	5 minutes	In charge of seeds/planting materials
I.	Present the photocopy of RIV, RIS and gate pass to the guard on duty upon exiting the premises	Receive the copy of RIV & RIS and gate pass form and record	none	3 minutes	Guard on duty
		Total		**1 hr& 2 mins**	

2. Provision of Quality Seeds and Planting Materials for sale

A. Asexually and sexually propagated fruit bearing trees

Five (5) research station such as CHUDS, CNLRRS, ARDC-AES, MCLD MBS and CBES produces and sell quality fruit bearing trees of various kinds such as pomelo, pili, guyabano, santol and cacao, etc. with varying price depending on variety (see price list).

B. Root crops such cassava and sweet potato

The Albay Research and Development Center-Albay Experimental Station (ARDC-AES) produces quality planting materials such as cassava stalk and sweet potato. It can be sold at Php 5.00/stalk and 0.50 cents/cutting respectively.

C. Vegetable seeds

The Central Bicol Experiment Station (CBES) located at San Agustin Pili, Camarines Sur produces and sell small and big seeded vegetable seeds. Small seeded like eggplant, mustard, sweet and hot pepper, petchay, radish, tomato, etc. and big seeded like ampalaya, squash, patola, okra, sitao, etc. with varying prices (see price list).

D. Legumes and improved grasses

The Albay Research and Development Center-Albay Breeding Station (ARDC-ABS) produces and sells legumes and improved grasses at Php 70.00/sack respectively.

E. Registered and Certified Rice (During this pandemic, no more seeds available)

Central Bicol Experiment Station (CBES) produces registered and certified rice seeds and sell at Php 1,840.00 and Php 1,520.00 per bag (40 kgs) respectively.

Office or Division:	Catanduanes Hilly Upland Development Station (CHUDS) Camarines Norte Lowland Rainfed Research Station (CNLRRS) Central Bicol Experiment Station (CBES) Albay Research Development Center-Albay Experimental Station (ARDC-AES) Albay Research and Development Center-Albay Breeding Station (ARDC-ABS) Masbate Center for Livestock Development-Masbate Breeding Station (MCLD-MBS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Any interested clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Clearance from the concern office	Official Staff
Accomplished Order Slip	Official Staff
Official Receipt	Cashier/Collecting Officer

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A. Online inquiry on the availability of quality seeds/planting	Determine the availability of seeds/planting materials	None	5 minutes	In charge of seeds/planting materials

	materials in respective station	*If available*, provide Order Slip Form			
B.	Fill-up Order Slip Form	Assist the client in accomplishing the order slip form and refer to cashier for the payment	None	5 minutes	In charge of seeds/planting materials
C.	Pay to the Cashier	Issue Official Receipt (OR)	See price list for the detailed price	10 minutes	Cashier/ Collecting Officer
D.	Present the official receipt to the in-charge	Check official receipt and release the seeds/planting materials	None	5 minutes	In charge of seeds/planting materials
		Total		**25 minutes**	

Vegetable Seeds	Price (Php)/kg	Price (Php)/100g
*Amplaya	3,000.00	30.00
*Cowpea	300.00	3.00
Eggplant	3,000.00	30.00
*Hot Pepper	3,300.00	33.00
Mustard	350.00	3.50
*Patola	925.00	9.25
*Pole Sitao	420.00	4.20
Snap Beans	500.00	5.00
Sweet Pepper	3,000.00	30.00
Upland Kangkong	300.00	3.00
*Upo	700.00	7.00
*Winged Beans	800.00	8.00
*Bush Sitao	300.00	3.00
*Cucumber	1,500.00	15.00
Garden Peas	500.00	5.00
Lime Beans	300.00	3.00
*Okra	350.00	3.50
Pechay	500.00	5.00
Radish	500.00	5.00
*Squash	1,200.00	12.00
Tomato	3,000.00	30.00
*Peanut	100.00	1.00
*Mungbean	100.00	1.00

Pricelist of Planting Materials

Fruit Bearing	Price/pc	
	Good Planting Material	Certified Planting Material
Sexual (seedlings)		
Atis	17.00	-
Citrus	17.00	-
Chico	28.00	-
Guava	17.00	-
Jackfruit	17.00	-
Pili	22.00	-
Sampaloc	17.00	-
Achuete	17.00	-
Avocado	17.00	-
Guyabano	17.00	-
Mango	17.00	-
Marang	17.00	-

Rambutan	17.00	-
Santol	17.00	
Blackpepper	17.00	29.00
Cacao	17.00	-

(*)- produced on station (-)for verification

Root Crops	UNIT	PRICE
1. Cassava stalks	piece	2.00
2. Sweetpotato cuttings	piece	0.50

Fruit Bearing	Price/pc	
	Good Planting Material	Certified Planting Material
Asexual (budded/grafted)		
Breadfruit	55.00	68.00
Calamansi	55.00	68.00
Chico	30.00	-
Pummelo	55.00	68.00
Mango	33.00	46.00
Santol	33.00	46.00
Jackfruit	55.00	68.00
Pili	61.00	74.00
Palay Seeds (any variety)	**Price/40 kg**	
Registered Seeds	1,840.00	
Certified Seeds	1,520.00	

3. Provision of Quality Mushroom Spawn and Pure Culture

Mushroom production is one of the activities of the Research Division to ehance community nutrition utilize farm waste materials, raise farm production and income in rice-based farming community. Mushroom spawn and pure culture are available to all interested clientele.

Office or Division:	Mushroom R&D Center- Research Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	All interested client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance from the concern office	Official Staff
Accomplished Order Slip	Official Staff
Official Receipt	Cashier/Collecting Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Inquire on the availability of quality mushroom spawn	Determine the volume of needed quality mushroom spawn and pure culture	None	5 minutes	Mushroom production-In-charge

	and pure culture				
B.	Fill-up Order Slip Form	Assist the client in accomplishing the order slip form and refer to cahier for payment	None	5 minutes	Mushroom production-In-charge
C.	Pay to the Cashier	Issue official receipt	P75.00/bag of spawn & P150.00/ Pure culture	10 minutes	Cashier/ Alternate cashier
D.	Present the official receipt to the in-charge of laboratory and get the quality mushroom spawn and pure culture	Check official receipt and release the quality mushroom spawn and pure culture.	None	5 minutes	Mushroom production-In-charge
		Total		25 minutes	

4. Provision of Technical Assistance

The division and respective Centers/ Stations provide technical assistance in the form of lecture, hands on demo and consultation to requesting clientele (provided that protocols in compliance with CoViD prevention are implemented) such as students, researcher, farmers, entrepreneur and LGU's. Topics offered by Research Division and centers/ stations are the following;

Albay Research and Development Center-Albay Breeding Station:

A. Artificial insemination (AI) services on Commercial pigs
B. Organic native pig production ang management
C. Commercial Pig Production and Management
D. Basic animal husbandry
E. Organic native chicken production and management
F. Biogas installation, technology and waste management
G. Mallard duck production

Albay Research and Development Center-Albay Experimental Station:

A. Pili, cacao and root crops production *(Sweet Potato, Cassava and Gabi)*

Masbate Center for Livestock Development-Regional Carabao Breeding Center:

A. Small Ruminant Production
B. Forage and Pasture

Sorsogon Dairy Production and Technology Center

A. Artificial Insemination for large animals
B. Forage and pasture
C. Dairy Cattle production
D. Dairy milk production

Research Division:

A. Corn, cassava, adlai, herbs & spices, traditional corn, cacao, banana, urban gardening, livestock, poultry and mushroom production

Office or Division:	Research Division Albay Research and Development Center-Albay Experimental Station (ARDC-AES) Albay Research and Development Center-Albay Breeding Station(ARDC-ABS) Masbate Center for Livestock Development-Regional Carabao Breeding Center (MCLD-RCBC)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Researcher, students, farmers and LGU-AEW's, and any interested client

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Letter/Invitation Request addressed to RED Program	Provided by client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A. Submit written request to RED indicatin	RED provides action and route the letter to RTD for Research and	None	15 minutes	Regional Executive Director RTD for Research and Regulations

	g technical assistance needed and the Division or Station concerned	Regulations/ Division's Chief Division Chief forward the letter request to Center Chief Center Chief and Station In-chargewill receive the letter request and inform the concerned personnel.			Chief of Research Division Station/Facility In-charge Center Chief
B.	Follow up the request letter or invitation and confirm the availability of requested speaker	Inform the client on the availability of speaker If available, invited speaker will prepare the materials/presentation for the lecture will be conducted.	none	10 minutes	Chief of Research Division/Center Chief
		Total		**25 minutes**	

5. Provision of Trainings

A. Basic dairy husbandry

The Regional Dairy Production and Technology Center (RDPTC) at Cabid-an, Sorsogon City provides training on basic dairy husbandry. The training is free, except for the accommodation at the rate of Php 500.00/head/month. The trainee will stay in the center for one month for the lecture and actual application/hand-on activities to familiarize and gain ample knowledge on dairy production. Certificate will be provided to trainees who complete the required number of days. (During this pandemic, limited number of interested clientele will be accepted).

Office or Division:	Regional Dairy Production and Technology Center (RDPTC)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	MGO,LGU, NGO, farmer's organization/association, schools, researchers, lime agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approved Letter Request addressed to RED Client Satisfaction Feedback form Memorandum of Understanding between the training facility and trainee	Provided by client Official staff

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A. Submit letter request	RED will receive and record request letter and forward	none	5 minutes	

	address to RED	to the office of RTD for Research and Regulations / Division Chief Chief of Research Division provide action and route letter request to Center Chief Center Chief will coordinate to the training In-charge regarding the request		5 minutes 5 minutes	Regional Executive Director RTD for Research and Regulations Chief of Research Division Center Chief
B.	Follow up request	Assist the client to the Training-In-Charge Schedule the date of training	None	5 minutes	Center Chief Training-In-charge
C.	Report for training on the specified and agreed date	Assist the trainee/client during daily training activities	None	1 month (inclusive of weekend)	Training-In-charge

D.	After the duration of the training, client(s) must pay the required fees for staying in dormitory	Issue Certificate of Training	500/person	5 minutes	Collecting Officer
		Total		**30 days & 25 minutes**	

**In order to expose to and familiar with the complete process/cycle of dairy production from nutritional requirement to milking process/procedure which requires about 30 days.*

6. Provision of Service of Rice Combine Harvester

The Central Bicol Experiment Station (CBES) provides services to the rice farmers through the use of rice harvester that can be paid by 10% of the total gross production of the rice area harvested.

Office or Division:	Central Bicol Experiment Station (CBES)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	LGU NGO

	Farmers Organization/Association Individual farmers Walk-in clients and others				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
Approved Letter Request addressed RED		Provided by the client			
CLIENT STEPS		**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A.	Submit letter request address to RED requesting the use of rice harvester	RED provide action and route the letter request to the Regional Technical Director for Research and Regulations (RTD) and RTD will forward the request letter to the office of Research Chief Forward the letter request to Center Chief Coordinate on the availability of the equipment to the In-charge	none	15 minutes	Regional Executive Director RTD for Research and Regulations Chief of Research Division Center Chief
B.	Wait for the text/call	Contact the person requesting and inform about the	none	10 mins	

	from the office if the machinery is available /unavailable on the requested schedule	scheduled activity or when there is a need for rescheduling. In-charge of Heavy Equipment will advise the operator on the scheduled date of harvest			In-charge of Heavy Equipment
C.	Assist the operator on the harvesting operation	Harvest the rice area using rice harvester	10% of the total gross production	2-3 hour/ha	Heavy equipment operator of the station
		TOTAL		**3 hours and 25 minutes**	

7. Provision of Service of Rice Combine Harvester

Regional Dairy Production and Technology Center (RDPTC) offers free palay harvester to any interested clientele. However, fuel expenses will be shouldered by the requesting individual or organization.

Office or Division:	Regional Dairy Production and Technology Center (RDPTC)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	LGU NGO MGO Farmers Organization/Association Individual farmers Walk-in clients and others

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter approved by Center Chief	Provided by client
Client Satisfaction Feedback form	Official staff

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A. Determine on the availability of harvester	Determine the availability of harvester	None	5 minutes	Heavy Equipment Operator

	to be requested				
B.	Prepare letter request addressed to Center Chief	Center Chief receives and records the letter request and forwards to the heavy equipment operator	None	5 minutes	Center Chief
C.	Follow up request	Confirms the availability of harvester on a given schedule Records and reserves the harvester	None	5 minutes	Heavy Equipment Operator
D.	Fill out CSF Form	Assist client in accomplishing CSF	None	5 minutes	Heavy Equipment Operator
Total				**30 minutes**	

8. Provision of Quality Breeder Stocks for sale

A. Pigs

The ARDC-ABS located at Cabangan, Camalig, Albay provides quality breeder stocks of swine to any interested clientele atPhp 2,500 for the first 10 kilos and Php 100.00 for succeeding kilos.For Fatteners at Php 200 for the first 10 kilos and Php 100 for succeeding kilos.

B. Buck and Does

MCLD-ABS and RDPTC offer quality breeder stock of bucks and does to interested clients. Prices of breeder stocks are indicated below;

A. Purebred Buck and Does – Minimum price of p15,000 and an additional of P1,000 to the minimum price for every 6 months incremental in age beyond 12 months up to a maximum of 36 months.

B. Bucks and Does 87.5% bloodline – Minimum price of P12, 000 and an additional of P700 to the minimum price for every 6 months incremental in age beyond 12 months up to a maximum of 36 months.

C. Bucks and Does 75% bloodline – Minimum price of P10,000 and an additional of P500 to the minimum price for every 6 months incremental in age beyond 12 months up to a maximum of 36 months.

D. Bucks and Does 50% bloodline – Minimum price of P5,000 and an additional of P500 to the minimum price for every 6 months incremental in age beyond 12 months up to a maximum of 36 months.

E. Bucks and Does without pedigree – Minimum price of P2,000 and an additional of p100 to the minimum price for every 6 months incremental in age beyond 12 months up to a maximum of 36 months.

C. Carabao {We are not doing this anymore because of initiatives of DA for cara dairy production}

The MCLD-RCBC located at Mabatobato, Mandaon, Masbate produced breeder stock of carabao to improve carabao production in the Region. Price of respective breeder depend on the animal age. Mestizo Murrah/Bulgarian Buffallo can be bought from 15,000.00 (12-17 months old) to 18,000.00 (17-24 months old) while Pure Murrah/Bulgarian Buffalo sold from 25,000.00 (12-17 months old) to 30,000.00 (17-24 months old) respectively.

Office or Division:	Albay Research and Development Center-Albay Breeding Station (ARDC-ABS) Masbate Center for Livestock Development-Masbate Breeding Station (MCLD-MBS) Masbate Center for Livestock Development-Regional Carabao Breeding Center (MCLD-RCBC) Regional Dairy Production and Technology Center (RDPTC)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G -Government to Government
Who may avail:	LGU NGO MGO Farmers Organization/Association Individual farmers Walk-in clients and others

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Clearance from the concern office	Official Staff
Accomplished Order Slip	Official Staff
Official Receipt	Cashier/Collecting Officer

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

A.	Online Inquiry on the availability of breeder stock	Determine availability of needed breeder stock	none	10 minutes	Center Chief/ Station, In-charge Livestock Production In-charge
B.	If available, Fill-out Order Slip form and have it approved by the Center Chief depending on the value/quantity of requested breeder stock	Assist the client in accomplishing Order Slip Form. Facilitate approval of the RIS Receive approved request and schedule availability of the breeder stock	None	5 minutes	Center Chief/ Station, In-charge
C.	Sign in the "Received" portion of the approved RIS and receive the breeder stock	If requested breeder stock (for free) are available, release the same to the client	None	Subject to the kind and volume of stocks to be received. For 5 heads cattle- 3-4 hours	Livestock Production In-charge

D.	If stocks are to be procured, approved request may not be needed (depending upon the value)	Provide the client with Order Slip Form for him/her to fill-up. Inform the client where to pay for the procured breeder stocks	See price list	10 minutes	Production-In-charge or In charge of Marketing
E.	Pay at the Collecting Office	Prepare the animals to be procured. Issue Official Receipt	See price list	30 minutes	Production-in-charge or in charge of Marketing Collecting Officer
F. G.	Present the Official Receipt and get the breeder stock Release of Animals	Check the O.R. release the required stocks upon presentation of O.R Gate Pass	none	5 minutes 3 minutes	Livestock Production In-charge Guard on Duty
		Total		**5 hours**	

9. Provision of Goat, Native Pig, Native Chicken and Mallard Duck for Sale

Research Outreach Station such as CNLRRS, CHUDS and ARDC-ABS raises or produces goats, native pigs and mallard ducks for sale to interested clients. The price of animals vary per live weight depending on type.

Office or Division:	Camarines Norte Lowland Rainfed Research Station (CNLRRS) Catanduanes Hilly Upland Development Station ARDC – Albay Breeding Station *AES- Albay Experiment Station*
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G -Government to Government
Who may avail:	LGU NG Farmers Organization/Association Individual farmers Walk-in clients and others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance from the concern office	Official Staff
Accomplished Order Slip	Official Staff
Official Receipt	Cashier/Collecting Officer

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.	Online inquiry on the availability of livestock and poultry. Fill-up in the logbook.	Determine the availability of needed livestock and poultry	Please refer to the price list	5 minutes	Officer of the Day (OD)/Livestock and Poultry In-Charge
B.	Fill-out the Order Slip Form	Assist the client in accomplishing the Order Slip Form and advise to pay the required amount		10 minutes	Clerical Staff/ Production Support Staff
C.	Pay the amount	Issue Official Receipt (OR)	Please refer to the price list	5 minutes	Collecting Officer
D.	Present the OR to the Production Unit Office and pick-up the paid goods.	Check the OR and release the paid goods		20 minutes	Livestock and Poultry In-Charge
E.	Prepare/Approval of Gate Pass. Present the Gate Pass to the guard	Check the gate pass and record		3 minutes	Production In-Charge

on duty on the way out.				Guard on duty
	Total		**43 minutes**	

Price list

Particular	Unit	Price
Goat	kilo	150.00
Native Chicken		
Breeder	head	300.00
Pullet	head	200.00
Culled	head	200.00
Mallard Duck		
Pullet	head	200.00
Culled	head	120.00
Native Swine	kilo	150.00
*Php 150 for first ten (10) kilogram and Php 100.00 for every succeeding kilo		

(***NO face to face trainings during pandemic)***

10. Provision of Services of the Station/ Center Facilities (Training Center, Dormitories, Farmers Hall, Post-Harvest Facilities, Etc.)

Interested clientele or group can access to the facilities of the three research stations (RDPTC, ARDC-AES and CBES).

Office or Division:	Regional Dairy Production and Technology Center (RDPTC) Central Bicol Experiment Station (CBES) Albay Research and Development Center-Albay Experiment Station (ARDC-AES)
Classification:	**Simple**
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	LGU NGO MGO Farmers Organization/Association Individual farmers Walk-in clients and others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter approved by Center Chief Official Receipt	Provided by client Cashier/Collecting Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Inquire on the availability of	If available, inform the client of the requirements on the use of facilities	None	10 minutes	Center Chief

	facilities to be requested				In-Charge of Facilities
B.	If the facilities are available and the client is amenable with the requirements of the office, have the facilities reserved for his/her use on specified dates)	Accept reservation and prepare facilities for use the client	None	20-30 minutes	Dormitory and Training Hall In-Charge
C.	If free use of the facilities is requested, present an approved request to the Station/Center	Having shown and provided with the copy of the approved request by the client, reserve the use of the facilities to the client on the specified date(s)	None	10 minutes	In-Charge of Facilities

	Superintendent				
D.	Use the facilities on specified date(s). provide for other materials needed in the use of facilities	Let the client use the facilities on specified date(s)	None	5 minutes	In-Charge of Facilities
E.	Pay for the fees	Receive payment for the facilities used	**Training Hall** Aircon P3,000.00/day **Training Hall (ARDC-AES)** Aircon P1,500.00/day Non-aircon P2,500.00/day Mess Hall P500.00/day	10 minutes	Collecting officer

		price of training center/hall per station varies depending in the capacity* **Dormitory Aircon P200.00/day Non-aircon P100.00/day **Drying Pavement** P500.00/day **Farmers' Hall Storage** Open air pavilion P2.00/bag		
	Total		**1 hour & 5 minutes**	

11. Acceptance of Work Immersion and OJTs from Educational Institutions

Research Division including the satellite stations accepts senior high school and college students who will undergo work immersion and on-the-job-training. This activity involves field exposure and practicum to enhance their knowledge on agriculture in terms of crops and livestock production. Moreover, to gain relevant and practical skills and appreciate the importance and application of the principle and theories taught in school.

Office or Division:	Albay Research and Development Center (Albay Breeding Station and Albay Experiment Station) Camarines Norte Lowland Rainfed Research Station Regional Dairy Production and Technology Center Central Bicol Experiment Station
Classification:	**Highly Technical**
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Schools & Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request approved by RED Waiver MOA between the agency and the school	Provided by client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Submit Letter addressed to RED	Receives the letter request for	None	5 mins	Records Unit

	to Records Unit	endorsement to the Office of the RED *If requires further information RED route the letter request to Administrative Division* RED office route approved letter request to Research Division Chief Division Chief forward the approved letter request to Center Chief Center Chief forward the letter to concern In-charge		Admin. Division Office of the Regional Executive Director 5 mins Division Chief 5 mins Center Chief Station In-charge 5 mins

B.	Wait for the advice of agency regarding the request	Concern staff will contact the institution.		1 day	Technical Staff
C.	Attend briefing and lecture	Conduct lecture. Provide waiver to students for him/her to fill-up		1 hr.	Technical Staffand Station Manager
D.	Attend Hands-on Training	Conduct Hands-on Training to students		2 weeks to 1 month	Technical staffand Station Manager
		Total		**31 days, 1 hour & 25 minutes**	

**In the K-12 Basic Curriculum, a senior high school student has to undergo work immersion in an industry that directly relates to the student's post-secondary goal and must have finished atleast 80-320 hours or 10-40 days depending on the specialization.*

12. Provision on Technical Assistance on Lakbay Aral Delegates/ Participants

The station accommodates visitors from different places who are interested in animal production.

Office or Division:	*Albay Research and Development Center-Albay Experimental Station (ARDC-AES& ABS)*
Classification:	**Simple**
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	Students/Farmers and Farmers Organizations, Walk-in Clients/LGUs, NGOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request addressed to Center Chief and ABS – Station Manager	Provided by client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Submit written request for Educational Tours/Technical Services Demonstration to	Receive letter request and forward to station manager Station Manager will advise the client on	None	10 minutes	Center Chief Station, In-charge

	Center Chief	the availability of the Technical Personnel		10 minutes	Station, In-charge
B.	Attend briefing on the Services Offered and other Technical Demonstration provided by the Station	Conduct briefing and lectures provided by the Technical Personnel List of lectures: A. Basic animal husbandry B. Organic native pig production & management C. Pasture establishment and devel	None	45 minutes	Station Manager and Technical Staff

	opment D. Biogas technology and waste management E. Mallard duck production			
	Total		**55 minutes**	

13. Provision of Artificial Insemination (AI) Services on Pigs

The station conducts artificial insemination to requesting clientele. The service aims to upgrade the breed of pigs, for easy access of semen when boar is not available in the area and to facilitate gestation.

Office or Division:	Albay Research and Development Center-Albay Breeding Station (ABS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government
Who may avail:	Any interested clientele

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Satisfaction Feedback form	Official staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Report heat occurrence and seek the assistance of Artificial Insemination (AI) Technician	Inform AITechnician Determine suitability/timing of breeding	None	5 minutes 5 minutes	Artificial Insemination Technician
B. Assist the AI Technician in conducting heat check	Conduct heat check ***If animal is suitable for breeding:*** Conduct AI ***If animal is not suitable for breeding:*** Advice client to observe the animal for a recurrence of heat and to inform	None	30 minutes	Artificial Insemination Technician

	the AI Technician as soon as possible.			
C. Fill out CSF Form	Assist client accomplishing CSF	None	3 minutes	Artificial Insemination Technician
	Total		**43 minutes**	

14. Provision on Technical Assistance on Biogas Installation

Albay Research and Development Station-Albay Breeding Station provides technical assistance on biogas installation from site validation up to completion of the biogas plant.

Office or Division:	Research Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government
Who may avail:	Farmers Organizations, Walk-in Clients/LGUs, NGOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request addressed to Center Chief	Provided by client
Client Satisfaction Feedback form	Official staff

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.	Submit written request for technical assistance on Biogas Installation addressed to Center Chief	Receive Letter request and provide action Center Chief forward the letter to the Station Manager	None	5 minutes	Center Chief Station Manager
B.	Follow up the request	Schedule the briefing	None	5 minutes	Station Manager
C.	Attend briefing on the requirements for the construction of Biogas	Conduct briefing on Biogas Technology and Schedule of site validation	None	30 minutes	Station Manager & In-charge of biogas installation
D.	Assist the team in preparation of Layouts for Biogas Installation	Conduct field visitation to determine suitability of the area for Biogas Technology	None	1 Day	In-charge of Biogas Installation
E.	Start of Biogas Plant	Supervise construction of Biogas Plant to			

	Construction	ensure adherence to standards	None	4 days	In-charge of Biogas Installation
F.	Prepare the required materials to make the Biogas Plant functional	Mount the Biogas digester, gas holder and stove	None	1 day	In-charge of Biogas Installation
G.	Charge the digester	Monitor biogas plant for household use	None	14 days	In-charge of Biogas Installation
H.	Fill out CSF Form	Assist client accomplishing CSF	None	3 minutes	In-charge of Biogas Installation
		Total		**20 days & 43 minutes**	

15. Native Pig Dispersal

The Albay Research and Development Center-Albay Breeding Station located at Cabangan, Camalig, Albay raise native pig for dispersal purposes. The Municipal Agriculture Office (MAO) is responsible for the identification and validation of the target beneficiaries of the said program prior to distribution of the native pigs.

Office or Division:	Albay Research and Development Center -Albay Breeding Station
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Qualified clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client Satisfaction Feedback form	ABS Station In-charge /Official staff
Contract between beneficiaries and the agency	Official staff
Beneficiaries must be included in the master list of MLGU	Official staff

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A.	Confer with MAO on Native Pig dispersal Program offered by the DA ARDC-ABS.	None	15 minutes	ABS Manager

		Identify recipients of Native Pig dispersal program			
B.	Attend briefing and lecture.	Conduct briefing and lecture on Contract of Native Pig dispersal program	None	2-3 days	ABS Manager & Livestock Production In-charge
C.	Attend meeting and signing of contract	Conduct meetings with recipient and provide recipients with contract for him/her to fill-up	None	30 minutes	ABS Manager & Livestock Production In-charge
D.	Receive the native pigs	Distribution of Native Pigs to qualified recipients	None	30 minutes	ABS Manager & Livestock Production In-charge
E.	Fill out CSF Form	Assist client accomplishing CSF	None	3 minutes	ABS Manager & Livestock Production In-charge
		Total		**3 days, 1 hr& 18 mins**	

FIELD OPERATIONS SERVICES

(External Services)

1. Provision of Rice Seeds under National Rice Program and Rice Resiliency Project for Free

The Rice Program provides quality seeds mainly concerned in rice farming and uplifting the lives of Filipino farmers. It integrates government initiatives and interventions for the agriculture sector, namely: food security and self-sufficiency, sustainable resource management, support services from farm to table, and broad-based local partnerships.

Office or Division:	Field Operations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G- Government to Government
Who may avail:	• Farmer Groups/Associations • Local Government Units • Walk-in clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Walk-in Clients	
✓ Proceed to Malasakit Help Desk and confirm with the existing health protocols ✓ Register in the Visitors Logbook ✓ Accomplish the client's information sheet	DA Covered Court c/o Field Operations Division – Rice Program
B. With Letter of Intent	
1. Individual Farmer ✓ Letter request	Clients
✓ Secure approved Requisitioning Issue Voucher (RIV) form	DA Covered Court c/o Field Operations Division – Rice Program
2. Groups/Associations/LGUs	
✓ Letter request endorsed by the MA/MAO/CA/CAO and MAFC Chairperson with attached list of beneficiaries	Clients MA/MAO/CA/CAO Office
✓ Secure approved Requisitioning Issue Voucher (RIV) form	DA Covered Court c/o Field Operations Division – Rice Program

If for Individual Farmer (Walk-in)

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in log book at the Public Assistance and Complaint Desk (PACD)/Malasakit Help Desk	Assisted by the Officer of the Day	None	2 minutes	Officer of the day
Interview by Field Operations Division – Rice Program Staff	Interview the client re: Farm size, location and other necessary information	None	5 minutes	Rice Program Regional Coordinator or Rice Program Staff
Submit prepared letter request	Receive the letter and forward the request to ORED. RED will refer the request to the Field Operations Division	None	5 minutes	FOD Staff/ORED Staff
	Process the RIV/RIS to RED/RTD for approval	None	10 minutes	Rice Program Regional Coordinator or Rice Program Staff
Sign the RIV/RIS and other documents	For numbering at GSS	None	5 minutes	Rice Program Staff
Proceed to the General Services Section (GSS) and present the approved RIV for the release of seeds	Provide the requested rice seeds	None	10 minutes	Rice Program Staff Approving and Releasing Officer General Service Section (GSS)
Sign in the “Received” portion of the RIV and get the requested seeds.	Release the seeds	None	5 minutes	Releasing Officer General Service Section (GSS)
Fill-up the Client Satisfaction Feedback (CSF), Acknowledgement Receipt and Masterlist	For Feedback of the Clients	None	3 minutes	Rice Program Staff
TOTAL			**45 minutes**	

If for Farmer Groups/Associations/LGUs with letter of intent

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in log book at the Public Assistance and Complaint Desk (PACD)/Malasakit Help Desk	Assisted by the Officer of the Day	None	2 minutes	Officer of the day
Interview by Field Operations Division – Rice Program Staff	Interview the client re: Farm size, location and other necessary information	None	5 minutes	Rice Program Regional Coordinator or Rice Program Staff
Submit prepared letter request	Receive the letter and forward the request to the Records Units. From the records unit, request will be forwarded to ORED. RED will refer the request to the Field Operations Division	None	5 minutes	Records Unit/ORED Staff
	Process the RIV/RIS to RED/RTD for approval	None	10 minutes	Rice Program Regional Coordinator or Rice Program Staff
Sign the RIV/RIS and other documents	For numbering at GSS	None	5 minutes	Rice Program Staff
Proceed to the General Services Section (GSS) and present the approved RIV for the release of seeds	Provide the requested rice seeds	None	10 minutes	Rice Program Staff Approving and Releasing Officer General Service Section (GSS)
Sign in the “Received” portion of the RIV and get the requested seeds.	Release the seeds	None	5 minutes	Releasing Officer General Service Section (GSS)
Receive the Client Satisfaction Feedback (CSF), Acknowledgement Receipt and Liquidation/s Form	For Feedback of the Clients	None	3 minutes	Rice Program Staff
TOTAL			**45 minutes**	

2. Provision of Corn Seeds under Regional Corn Program for free

Corn Program focuses on the productivity of Farm Clusters in major corn producing provinces/ areas in Bicol Region to achieve self-sufficiency in feed crops (yellow and white corn); to sustain the growing demand of the livestock and poultry sub-sectors and help stabilize prices in our local market. It also promotes the production and consumption of white corn as staple and to ensure steady supply of white corn grains and expand the market for high quality white corn grits to help ease the pressure on rice demand.

Office or Division:	Field Operations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government
Who may avail:	• Farmer Groups/Associations • Local Government Units • Walk-in clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Walk-in Clients	
✓ Secure approved Requisitioning Issue Voucher (RIV) form	Field Operations Division – Corn Program
✓ Fill-out Client Satisfaction Feedback (CSF) form	Field Operations Division – Corn Program
B. With Letter of Intent	
1. Individual Farmer	
✓ Letter request	Clients
✓ Secure approved Requisitioning Issue Voucher (RIV) form	Field Operations Division – Corn Program
✓ Fill-out Client Satisfaction Feedback (CSF) form	Field Operations Division – Corn Program
2. Groups/Associations/LGUs	
✓ Letter request endorsed by the MA/MAO/CA/CAO and MAFC Chairperson with attached list of beneficiaries	Clients MA/MAO/CA/CAO Office
✓ Secure approved Requisitioning Issue Voucher (RIV) form	Field Operations Division – Corn Program
✓ Fill-out Client Satisfaction Feedback (CSF) form	Field Operations Division – Corn Program

If for walk-in clients

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in log book at the Public Assistance and Complaint Desk (PACD)	Assisted by the Officer of the Day	None	2 minutes	Officer of the day
PD will call at Corn Program staff to assist the client Will be accompanied to the Field Operations Division Answer questions or clarifications	Interview the client re: farm size, location and other necessary information and prepare the RIV, RIS, Invoice and Gate pass and forward the forms to RED for approval	None	20 minutes	Corn Program Regional Coordinator or Corn Program Staff
Sign the RIV, RIS, Invoice and Gate pass	For numbering at GSS	None	5 minutes	Corn Program Staff
Staff will inform the client that the request forms are already approved. Proceed to the General Services Section (GSS) and present the approved request for the release of seeds	Provide the requested corn seeds	None	10 minutes	Corn Program Staff Approving and Releasing Officer General Service Section (GSS)
Sign in the “Received” portion of the RIV and get the requested seeds and fill up Client Satisfaction Feedback Form (CSF)	Release the seeds	None	8 minutes	Releasing Officer General Service Section (GSS)
TOTAL			**45 minutes**	

If for Individual Farmer/Farmer Groups/Associations/LGUs with letter of intent

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach Officer of the Day and Submit letter request	Receive the letter and forward the request to the Records Unit to be forwarded to RED. RED will refer the request to the Field Operations Division	None	2 minutes	Officer of the Day/Records Unit/ORED Staff
Will be accompanied to the Field Operations Division Answer questions or clarifications	**If for individual farmer:** Interview the client re: farm size, location and other necessary information and prepare the RIV **If for Farmer Groups/Associations/LGUS:** Secure the list of beneficiaries with their corresponding farm size intended for corn production, location and other necessary information and prepare the RIV and forward the RIV to RED/RTD for approval	None	20 minutes	Corn Program Regional Coordinator or Corn Program Staff
Sign the RIV		None	5 minutes	Corn Program Staff
Proceed to the General Services Section (GSS) and present the approved RIV for the release of seeds	Provide the requested corn seeds	None	10 minutes	Corn Program Staff Approving and Releasing Officer General Service Section (GSS)
Sign in the “Received” portion of the RIV and	Release the seeds	None	8 minutes	Releasing Officer General

get the requested seeds and fill up Client Satisfaction Feedback Form (CSF)				Service Section (GSS)
TOTAL			**45 minutes**	

3. Provision of Corn Seeds intended for Techno Demo and Model Farm under Regional Corn Program for free

The Corn Program provides quality seeds mainly concerned in corn farming and uplifting the lives of Filipino farmers. It integrates government initiatives and interventions for the agriculture sector, namely: food security and self-sufficiency, sustainable resource management, support services from farm to table, and broad-based local partnerships.

Office or Division:	Field Operations Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G- Government to Government
Who may avail:	• Farmer Groups/Associations • Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. With Letter of Intent Groups/Associations/LGUs ✓ Letter request endorsed by the MA/MAO/CA/CAO and MAFC Chairperson with attached list of beneficiaries' subject to MOA (Techno Demo) ✓ Secure approved Requisitioning Issue Voucher (RIV) form ✓ Fill-out Client Satisfaction Feedback (CSF) form	Clients MA/MAO/CA/CAO Office Field Operations Division – Corn Program Field Operations Division – Corn Program

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach Officer of the Day and Submit letter request	Receive the letter and forward the request to the Records Unit to be forwarded to the office of RED - RED will refer the request to the Field Operations Division	None	5 minutes	Officer of the Day/ Records Unit/ORED Staff
Will be accompanied to the Field Operations Division Answer questions or clarifications	Interview the client re: farm size, location and other necessary information needed for techno demo production	None	20 minutes	Corn Program Regional Coordinator or Corn Program Staff
Prepare the area of production and wait for the validation	Conduct area validation	None	1 day	Corn Program Staff
Sign the Memorandum of Agreement (MOA) made as to the arrangement of techno demo production	Prepare MOA between DA and beneficiary and process necessary documents needed for the conduct of techno demo production	None	2 days	Corn Program Staff
Wait for the approval of MOA and needed inputs	Facilitate the approval of MOA and prepare the RIV	None	3 days	Corn Program Staff
Sign the RIV	Forward the RIV to RED/RTD for approval	None	10 minutes	Corn Program Staff
Proceed to the General Services Section (GSS) and present the approved RIV for the release of seeds	Provide the requested rice seeds	None	20 minutes	Corn Program Staff Approving and Releasing Officer General Service Section (GSS)
Sign in the “Received” portion of the RIV and get the requested seeds.	Release the seeds	None	5 minutes	Releasing Officer General Service Section (GSS)
TOTAL			**7 days**	

4. Provision of Postharvest Agricultural Machineries and Equipment for Corn and Cassava

The Corn Program provides production and postproduction machineries, equipment and facilities to qualified Cluster Organization. This intervention supports area expansion, processing and marketing to increase farmer's productivity, value adding and postharvest losses reduction.

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach Officer of the Day and Submit letter request	Receive the letter and forward the request to the Records Unit to be forwarded to the office of RED-	None	5 minutes	Officer of the Day/ Records Unit
	Office of the RED will route the request letter to FOD Corn program with note for validation with RAED	None	10 minutes	ORED Corn Program RAED
	Validate the project conducts interview and ocular inspection. Additional requirements will be given to the applicant if the site is feasible.	None	1 day	RAED
Submission of required documents for availment of machineries/ equipment, if granted	For review, subject for inclusion on the next years' list of target beneficiaries	None	20 mins	Corn Program
	Discuss the details of the project, how to go about with the project, responsibilities of both parties	None	1 day	RAED Corn Program
Upon approval, sign MOA and Invoice receipt	Fill up the MOA and issue invoice receipt (if the equipment is available and the	None	3 days	Corn Program

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request has been approved by RED)			
Client receives the equipment/ machineries	RAED staff to prepare the documents needed for the equipment	None	10 minutes	RAED Staff Corn Program Property Unit
TOTAL			**1 day and 45 minutes**	

5. Provision of quality planting materials under High Value Crops Development Program (HVCDP) Support Services for free

The High Value Crops Development Program (HVCDP) distributed high quality planting materials specifically pili (grafted and seedlings), grafted cacao, coffee, rambutan, calamansi, pineapple suckers, sweet potato cuttings, gabi runners and pomelo for area expansion and increase high value crops production.

Office or Division:	Field Operations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G- Government to Government
Who may avail:	• Walk-in clients • Individual Farmer • Rural Based Organizations • Cooperatives • Institutions • Local Government Units • Public Schools/Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Walk-in Clients ✓ Secure approved Requisitioning Issue Voucher (RIV) form ✓ Fill-out Client Satisfaction Feedback (CSF) form	Malasakit Help Desk at the DA Covered Court (FOD Counter) Malasakit Help Desk at the DA Covered Court

B. With Letter of Intent • **Individual Farmer for Rural Based Organizations (RBOs), Cooperatives, Institutions and Local Government Units** ✓ Letter request ✓ Secure Approved Requisitioning Issue Voucher (RIV) form ✓ Fill-out Client Satisfaction Feedback (CSF) form	(FOD Counter) Clients Malasakit Help Desk at the DA Covered Court (FOD Counter) Malasakit Help Desk at the DA Covered Court (FOD Counter)

If for walk-in clients

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in log book at the Public Assistance and Complaint Desk (PACD)/ Malasakit Help Desk at the DA Covered Court	Assisted by the Officer of the Day	None	5 minutes	Officer of the day
Will be accompanied to the Malasakit Help Desk at the DA Covered Court (FOD Counter) Answer questions or clarifications	Interview the client re: farm size, location and other necessary information and prepare the RIV	None	10 minutes	HVCDP Regional Coordinator or HVCDP Program Staff
Sign the RIV	Forward the RIV to RED/RTD for approval	None	10 minutes	HVCDP Program Staff
Go to the regional nursery, present the approved RIVs and select the planting materials as specified in the RIV	Nursery in-charge will assist the client in the selection of planting materials	None	15 minutes	Nursery In-Charge and Nursery staff

Sign in the “Received” portion of the RIV and get the planting material.	Release the planting materials.	None	10 minutes	Nursery Staff
TOTAL			**50 minutes**	

If for Individual Farmer, Rural Based Organizations (RBOs), Cooperatives, Institutions and Local Government Units with Letter Request

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request thru Malasakit Help Desk at the DA Covered Court or online thru email at da5ored@yahoo.com cc: darfu5operations@yahoo.com and da5hvcdp@yahoo.com	Receive/print the letter and submit the request to the Records Unit to be forwarded to the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	5 minutes	Officer of the Day/ Records Unit/ORED Staff
Will be accompanied to the Malasakit Help Desk at the DA Covered Court (FOD Counter) or email the requisitioner to get the necessary information Answer questions or clarifications face to face or thru email	**If for individual farmer:** Interview the client re: farm size, location and other necessary information and prepare the RIV **If for Rural Based Organizations (RBOs), Cooperatives, Institutions and Local Government Units:** Secure the list of beneficiaries with their corresponding farm size intended for high value crops production, location	None	10 minutes	HVCDP Program Regional Coordinator or HVCDP Program Staff

	and other necessary information and prepare the RIV			
Sign the RIV	Forward the RIV to RED/RTD for approval	None	10 minutes	HVCDP Staff
Go to the regional nursery, present the approved RIVs and select the planting materials as specified in the RIV	Nursery in-charge will assist the client in the selection of planting materials	None	15 minutes	Nursery In-Charge and Nursery staff
Sign in the "Received" portion of the RIV and get the planting material and fill up Client Satisfaction Feedback Form (CSF)	Release the planting materials.	None	10 minutes	Nursery Staff
TOTAL			**50 minutes**	

6. Provision of quality planting materials intended for Techno Demo and Commercial Scale Plantation under High Value Crops Development Program (HVCDP) Support Services for free

The High Value Crops Development Program (HVCDP) distributed high quality planting materials specifically pili (grafted and seedlings), grafted cacao, coffee, calamansi, pineapple suckers, sweet potato cuttings and gabi runners for area expansion and increase high value crops production.

Office or Division:	Field Operations Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G- Government to Government
Who may avail:	• Rural Based Organizations (RBOs) • Cooperatives • Institutions • Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. With Letter of Intent	

Rural Based Organizations (RBOs), Cooperatives, Institutions, LGUs ✓ Letter request endorsed by the MA/MAO/CA/CAO and MAFC Chairperson with attached list of beneficiaries' subject to MOA (Techno Demo and Commercial Scale Production) ✓ Secure approved Requisitioning Issue Voucher (RIV) form ✓ Fill-out Client Satisfaction Feedback (CSF) form	Clients MA/MAO/CA/CAO Office Malasakit Help Desk at the DA Covered Court (FOD Counter) Malasakit Help Desk at the DA Covered Court (FOD Counter)

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request thru Malasakit Help Desk at the DA Covered Court or online thru email at da5ored@yahoo.com cc: darfu5operations@yahoo.com and da5hvcdp@yahoo.com	Receive/print the letter and submit the request to the Records Unit to be forwarded to the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	10 minutes	Officer of the Day/ Records Unit/ORED Staff
Will be accompanied to the Malasakit Help Desk at the DA Covered Court (FOD Counter) or email the requisitioner to get the necessary information Answer questions or clarifications	Interview the client or gather information thru email re: farm size, location and other necessary information needed for techno demo and Commercial Scale production	None	10 minutes	HVCDP Regional Coordinator or HVCDP Regional Staff
Prepare the area of production and wait for the validation	Conduct area validation	None	1 day	HVCDP Regional Staff
Sign the Memorandum of Agreement (MOA) made as to the arrangement of techno demo production	Prepare MOA between DA and beneficiary and process necessary documents needed for the conduct of	None	2 days	HVCDP Regional Staff

	techno demo production			
Wait for the approval of MOA and needed inputs	Facilitate the approval of MOA and prepare the RIV	None	3 days	HVCDP Regional Staff
Sign the RIV	Forward the RIV to RED/RTD for approval	None	10 minutes	HVCDP Staff
Go to the regional nursery, present the approved RIVs and select the planting materials as specified in the RIV	Nursery in-charge will assist the client in the selection of planting materials	None	20 minutes	Nursery In-Charge and Nursery staff
Sign in the “Received” portion of the RIV and get the planting material.	Release the planting materials.	None	10 minutes	Nursery Staff
TOTAL			**7 days**	

7. Provision of quality vegetable seeds under High Value Crops Development Program (HVCDP) Support Services for free

The High Value Crops Development Program (HVCDP) provides quality vegetable seeds both for backyard and commercial scale production in support to vegetable enhancement program for food security and increase farmers income.

Office or Division:	Field Operations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G- Government to Government
Who may avail:	• Walk-in clients • Rural Based Organizations • Cooperatives • Institutions • Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Walk-in Clients ✓ Sign the list of recipient's form; ✓ Fill-out Client Satisfaction Feedback (CSF) form	 Malasakit Help Desk at the DA Covered Court (FOD Counter) Malasakit Help Desk at the DA Covered Court (FOD Counter)
B. For Rural Based Organizations (RBOs), Cooperative and Institutions, Provincial/Municipal/Barangay Government Units ✓ Letter request ✓ Secure Approved Requisitioning Issue Voucher (RIV) form ✓ Fill-out Client Satisfaction Feedback (CSF) form	 Clients Malasakit Help Desk at the DA Covered Court (FOD Counter) Malasakit Help Desk at the DA Covered Court (FOD Counter)

If for walk-in clients

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in log book at the Public Assistance and Complaint Desk (PACD)/ Malasakit Help Desk at the DA Covered Court	Assisted by the Officer of the Day	None	5 minutes	Officer of the day
Will be accompanied to the Malasakit Help Desk at the DA Covered Court (FOD Counter) Answer questions or clarifications	Interview the client re: farm size, location and other necessary information	None	10 minutes	HVCDP Regional Coordinator or HVCDP Program Staff
Sign the List of recipients form	Assist the recipients and prepare the seeds	None	5 minutes	HVCDP Program Staff
Get the requested seeds	Release the seeds	None	10 minutes	HVCDP Program Staff
TOTAL			**30 minutes**	

If for Rural Based Organizations (RBOs), Cooperative and Institutions, Provincial/Municipal/Barangay Government Units with letter of intent

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request thru Malasakit Help Desk at the DA Covered Court or online thru email at da5ored@yahoo.com cc: darfu5operations@yahoo.com and da5hvcdp@yahoo.com	Receive/print the letter and submit the request to the Records Unit to be forwarded to the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	10 minutes	Officer of the Day/ Records Unit/ORED Staff
Will be accompanied to the Malasakit Help Desk at the DA Covered Court (FOD Counter) or email the requisitioner to get the necessary information Answer questions or clarifications	Secure the list of beneficiaries with their corresponding farm size intended for high value crops production, farm size, location and other necessary information and prepare the RIV	None	10 minutes	HVCDP Program Regional Coordinator or HVCDP Program Staff
Sign the RIV	Forward the RIV to RED/RTD for approval	None	5 minutes	HVCDP Staff
Present the approved RIV and receive the vegetable seeds	Provide the requested vegetable seeds	None	5 minutes	HVCDP Staff
TOTAL			**30 minutes**	

8. Provision/Distribution of Drugs, Biologics and Supplements under Livestock and Poultry Program for free

Office or Division:	Field Operations Division
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Walk-in Clients Farmer Coops/Associations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Walk-in Clients	
1. Sign in log book to Public Assistance and Complaint Desk (PACD)	Covered Court
2. Secure approved Requisitioning Issue Voucher (RIV) form	To be provided by Field Operations Division - Livestock and Poultry Program
3. Fill-out Client Satisfaction Feedback (CSF) form	
4. For Individual Farmer, Rural Based Organizations (RBOs), Cooperatives, Associations	
5. Letter Request endorsed by Provincial Veterinary Office/ Municipal Coordinator with corresponding Animal Inventory (with contact details)	Clients, VO or MAO/ email at livestock_darfu5@yahoo.com
6. Secure Approved Requisitioning Issue Voucher (RIV) form	To be provided by Field Operations Division - Livestock and Poultry Program
7. Fill-out Client Satisfaction Feedback (CSF) form	

If for walk-in clients

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in log book at the Public Assistance and Complaint Desk (PACD) at the covered court	Officer of the Day will call via phone to Livestock and Poultry Program about client's concern.	None	5 minutes	Officer of the day
Will wait at the covered court for assistance from L/P Program Staff	Attend to client and conduct interview re: farm size, location, animal inventory and other necessary information and prepare the RIV	None	15 minutes	Livestock and Poultry Program Regional Coordinator or L/P Program Staff
Sign the RIV	Forward the RIV to RED/RTD for approval	None	5 minutes	L/P Program Staff
Present the approved RIV and receive the requested intervention	Provide the requested drugs, biologics and supplements	None	5 minutes	L/P Program Staff
Sign in the "Received" portion of the RIV and get the drugs, biologics and supplements	Release the drugs, biologics and supplements	None	10 minutes	L/P Program Staff
TOTAL			**40 minutes**	

If for Individual Farmer, Rural Based Organizations (RBOs), Cooperatives, Associations

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to the Officer of the Day (OD) at Public Assistance and Complaint Desk located at the covered court	Will call an L/P Staff via phone to receive the letter and forward it to the Records Unit. Records Unit will forward it the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	20 minutes	L/P Program Staff/ Records Unit/ ORED Staff/
Answer questions or clarifications	Interview the client re: farm size, location, animal inventory and other necessary information and prepare the RIV	None	10 minutes	Livestock and Poultry Program Coordinator or L/P Program Staff
Sign the RIV	Forward the RIV to RED/RTD for approval	None	5 minutes	L/P Program Staff
Present the approved RIV and receive the requested intervention	Provide the requested drugs, biologics and supplements	None	5 minutes	L/P Program Staff
Sign in the “Received” portion of the RIV and get the drugs, biologics and supplements	Release the drugs, biologics and supplements	None	10 minutes	L/P Program Staff
TOTAL			**50 minutes**	

If submitted via email (Individual Farmer, Rural Based Organizations (RBOs), Cooperatives, Associations)

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email letter request at livestock_darfu5@yahoo.com	Receive and print the email and forward it to Records Unit Section. Records Unit will forward it the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	20 minutes	L/P Program Staff/ Records Unit/ORED Staff/
Answer questions or clarifications	Will be replied thru email for details of the request. Conduct interview via phone re: farm size, location, animal inventory and other necessary information and prepare the RIV. Will schedule an appointment to pick up the drugs, biologics and supplements	None	10 minutes	Livestock and Poultry Program Coordinator or L/P Program Staff
On the scheduled date, the client will come to DA RFO V and proceed at the covered court to sign the RIV	Forward the RIV to RED/RTD for approval	None	5 minutes	L/P Program Staff
Present the approved RIV and receive the requested intervention	Provide the requested drugs, biologics and supplements	None	5 minutes	L/P Program Staff
Sign in the “Received” portion of the RIV and get the drugs, biologics and supplements	Release the drugs, biologics and supplements	None	10 minutes	L/P Program Staff
TOTAL			**50 minutes**	

9. Provision/Distribution of Drugs, Biologics and Supplements for PLGUS/MLGUS under Livestock and Poultry Program for free

Office or Division:	Field Operations Division
Classification:	Complex
Type of Transaction:	G2C Government to Government
Who may avail:	PLGUs/MLGUs

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. PLGUs/MLGUs 2. Letter Request endorsed by Provincial Veterinary Office/ Municipal Coordinator with corresponding Animal Inventory 3. Surveillance report, inventory report, animal incidence report, vaccination report and master list of beneficiaries from previous assistance 4. Secure Approved Requisitioning Issue Voucher (RIV) form 5. Fill-out Client Satisfaction Feedback (CSF) form	Clients, VO or MAO/ email at livestock_darfu5@yahoo.com PLGUs/MLGUs To be provided by Field Operations Division - Livestock and Poultry Program

CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Email letter request at livestock_darfu5@yahoo.com	Receive and print the email and forward it to Records Unit Section. Records Unit will forward it the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	20 minutes	L/P Program Staff/ Records Unit/ORED Staff/

Answer questions or clarifications	Interview the client via contact details provided re: farm size, location, animal inventory and other necessary information and prepare the RIV. And schedule pick up date.	None	10 minutes	Livestock and Poultry Program Coordinator or L/P Program Staff
Prepare surveillance report, inventory report, animal incidence report, vaccination report and master list of beneficiaries from previous assistance	Consolidate and validate reports; validation of area where the animals suspected positive disease incidence	None	3 days	Livestock and Poultry Program Coordinator or L/P Program Staff
Sign the RIV	Forward the RIV to RED/RTD for approval	None	5 minutes	L/P Program Staff
Present the approved RIV and receive the requested intervention	Provide the requested drugs, biologics and supplements	None	5 minutes	L/P Program Staff
Sign in the “Received” portion of the RIV and get the drugs, biologics and supplements	Release the drugs, biologics and supplements	None	10 minutes	L/P Program Staff
TOTAL			**3 days and 50 minutes**	

10.) Provision/Sales of LN2 and Breeder/Animal Stocks

Office or Division:	Field Operations Division
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Walk-in Clients Farmer Coops/Associations LGUs/PLGUs/MLGUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Walk-in Clients/Farmer Coops/Associations/LGUs/PLGUs 2. Order Slip 3. Payment Receipt 4. Purchase Order	To be provided by Field Operations Division - Livestock and Poultry Program

CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Sign in log book at the Public Assistance and Complaint Desk (PACD) at the covered court	Officer of the Day will call via phone to Livestock and Poultry Program about client's concern.	None	5 minutes	Officer of the day
Inquire on the availability of LN2/Breeder Stocks	Determine availability of needed LN2/Breeder Stocks **IF NOT AVAILABLE:** Advise the client that they will be included in the master list of prospected recipients	None	10 minutes	Livestock Staff
Pay the amount of fee for the purchase of LN2/ Breeder stocks	**IF AVAILABLE:** Select breeder stocks to be sold, prepare the LN2 and prepare Order Slip Form	LN2 = Php 80/L Breeder Stocks (Please see	10 minutes	Livestock and Poultry Production In-Charge

	Issue Official Receipt	attached price list below)		
Receive the LN2/Breeder Stocks purchased	Release the LN2/ Breeder Stocks	None	5 minutes	Livestock Staff
TOTAL			**25 minutes**	

LIVESTOCK	SPECIFICATIONS	PRICE (PhP)
<u>Carabao/Buffalo</u>		
1. Mestizo Murrah/Bulgarian Buffalo	12-17 months old	15,000.00
	18-24 months old	18,000.00
2. Island Born Murrah/Bulgarian Buffalo	12-17 months old	25,000.00
	18-24 months old	30,000.00
3. Culled	Aged, unproductive (per kilo live weight)	100.00
	Emergency culling due to accident, recovered from disease/injury/etc. (per kilo live weight)	150.00
	Culling due to non-conformity to experimental study (per kilo live weight)	200.00
<u>Cattle</u>		
4. Beef Cattle	12-17 months old	15,000.00
	18-24 months old	18,000.00
5. Dairy Breed Cattle (Male only)	12-17 months old	15,000.00
	18-24 months old	18,000.00
6. Calf	2 months old but not more than 5 months old, male)	5,000.00
7. Culled	Aged, unproductive (per kilo live weight)	100.00
	Emergency culling due to accident, recovered from disease/injury/etc. (per kilo live weight)	150.00
	Culling due to non-conformity to experimental study (per kilo live weight)	200.00
<u>Sheep and Goats</u>		
8. Island Born (Male and Female)	P15,000 and an additional of 200 for every month incremental in age beyond 12 months up to maximum of 36 months	15,000.00
9. Other breeds	(per kilo live weight)	140.00
10. Culled	(per kilo live weight)	120.00

POULTRY	SPECIFICATIONS	PRICE (PhP)
Native Chicken		
11. Breeders	6 months onwards (hen and roosters per head)	300.00
12. Pullets	3-5 months (Pullet and Cockerel per head)	200.00
13. Hardened Chicks	21-45 days old per head	75.00
14. Day old chicks	Female per head	40.00
	Male per head	30.00
15. Culled Stocks	Aged, unfit for production/breeding (per kilo live weight)	100.00
	Emergency culling due to accident, recovered from disease/injury/etc. (per kilo live weight)	100.00
	Culling due to non-conformity to experimental study (Hen, Roosters and Pullets (per head)	150.00
16. Dressed Chicken	per head	180.00
1. Ducks		
2. Day old ducks	Per head	
	Female	35.00
	Male	5.00
	Packets of 10+2 (Female to male ratio)	350.00
3. 1 month old ducks	Per head	
	Female	180.00
	Male	180.00
4. Pullets and Breeders	5 months onwards (Female and male per head)	200.00
5. Culled Ducks	Aged, unfit for production per head	120.00
6. Turkeys	5 months old above per head	500.00
7. Goose	5 months old above per head	500.00
8. Guinea Fowl	5 months old above per head	300.00
9. Rabbits (New Zealand Breed)		
10. Kits/Bunnies	per head	250.00
11. Rabbits-Breeders	per head	500.00

11.) Provision/Distribution of Forages (Seeds and Planting Materials) for free

Office or Division:	Field Operations Division
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Walk-in Clients Farmer Coops/Associations LGUs/PLGUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Walk-in Clients	
2. Secure approved Requisitioning Issue Voucher (RIV) form	To be provided by Field Operations Division - Livestock and Poultry Program
3. Fill-out Client Satisfaction Feedback (CSF) form	To be provided by Field Operations Division - Livestock and Poultry Program
4. With Letter of Intent	
1. Individual Farmer	
2. Letter request	Clients
3. Secure approved Requisitioning Issue Voucher (RIV) form	To be provided by Field Operations Division - Livestock and Poultry Program
4. Fill-out Client Satisfaction Feedback (CSF) form	
5. For Farmer Associations Cooperatives,	
1. Letter endorsed by the Provincial Veterinary Office/Municipal Livestock Coordinator with corresponding Animal Inventory and farm area in ha	Clients, PVO or MAO/ email at livestock_darfu5@yahoo.com
2. Secure approved Requisitioning Issue Voucher (RIV) form	
3. Fill-out Client Satisfaction Feedback (CSF) form	To be provided by Field Operations Division - Livestock and Poultry Program To be provided by Field Operations Division - Livestock and Poultry Program

For walk-in clients

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in log book at the Public Assistance and Complaint Desk (PACD)	Officer of the Day will call via phone to Livestock and Poultry Program about client's concern.	None	5 minutes	Officer of the day
Will wait at the covered court for assistance from L/P Program Staff	Attend to client and conduct interview re: farm size, location, animal inventory and other necessary information and prepare the RIV	None	15 minutes	Livestock and Poultry Program Regional Coordinator or L/P Program Staff
Sign the RIV	Forward the RIV to RED/RTD for approval	None	5 minutes	L/P Program Staff
Present the approved RIV and receive the planting materials	Provide the requested planting materials	None	10 minutes	L/P Program Production In-Charge
Sign in the "Received" portion of the RIV and get the drugs, biologics and supplements	Release the drugs, biologics and supplements	None	10 minutes	L/P Program Production In-Charge
TOTAL			1. **minutes**	

If for Individual Farmer, Rural Based Organizations (RBOs), Cooperatives,

Associations with letter request and intended for large pasture area production

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to the Officer of the Day (OD) at Public Assistance and Complaint Desk located at the covered court	Will call an L/P Staff via phone to receive the letter and forward it to the Records Unit. Records Unit will forward it the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	20 minutes	L/P Program Staff/ Records Unit/ ORED Staff/
Answer questions or clarifications	Interview the client re: farm size, location, animal inventory and other necessary information and prepare the RIV If for large pasture area production, area validation for 1 day, if they qualified, proceed to the next step	None	10 minutes	Livestock and Poultry Program Coordinator or L/P Program Staff
Sign the RIV	Forward the RIV to RED/RTD for approval	None	5 minutes	L/P Program Staff
Present the approved RIV and receive the requested intervention	Provide the requested drugs, biologics and supplements	None	5 minutes	L/P Program Staff
Sign in the “Received” portion of the RIV and get the drugs, biologics and supplements	Release the drugs, biologics and supplements	None	10 minutes	L/P Program Staff
TOTAL			**40 minutes**	

If submitted via email (Individual Farmer, Rural Based Organizations (RBOs), Cooperatives, Associations with letter request and intended for large pasture area production)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email letter request at livestock_darfu5@yahoo.com	Receive and print the email and forward it to Records Unit Section. Records Unit will forward it the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	20 minutes	L/P Program Staff/ Records Unit/ORED Staff/
Answer questions or clarifications	Will be replied thru email for details of the request. Conduct interview via phone re: farm size, location, animal inventory and other necessary information and prepare the RIV. Will schedule an appointment to pick up the Forages (Seeds and Planting Materials) If for large pasture area production, area validation for 1 day, if they qualified, proceed to the next step	None	10 minutes	Livestock and Poultry Program Coordinator or L/P Program Staff
On the scheduled date, the client will come to DA RFO V and proceed at the covered court to sign the RIV	Forward the RIV to RED/RTD for approval	None	5 minutes	L/P Program Staff
Present the approved RIV and receive the requested intervention	Provide the requested drugs, biologics and supplements	None	5 minutes	L/P Program Staff
Sign in the “Received” portion of the RIV and get the	Release the drugs, biologics and supplements	None	10 minutes	L/P Program Staff

drugs, biologics and supplements				
TOTAL			**50 minutes**	

12.) Provision of Semen for Artificial Insemination and Estrous Synchronization under Livestock and Poultry Program

Office or Division:	Field Operations Division
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	LGUs/PLGUs

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
LGUs/PLGUs 2. Letter of Request/Intent 3. Animal Inventory Report and Master list of Beneficiaries 4. Fill-out Client Satisfaction Feedback (CSF) form	 MAO Office MAO Office To be provided by the Livestock and Poultry Program

CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Email letter request at livestock_darfu5@yahoo.com	Receive and print the email and forward it to Records Unit Section. Records Unit will forward it the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	20 minutes	L/P Program Staff/ Records Unit/ORED Staff/
Answer questions or clarifications	Will be replied thru email for details of the request. Conduct interview via phone re: farm size, location and other necessary information and prepare the RIV	None	10 minutes	Livestock Technical Personnel

On the scheduled date, the client will come to DA RFO V and proceed at the covered court to sign the RIV	Forward the RIV to RED/RTD for approval	None	5 minutes	Livestock Staff
Present the approved RIV and receive the requested intervention	Provide the requested semen straws	None	5 minutes	Livestock Staff
Sign in the “Received” portion of the RIV and get the semen straws	Release the semen straws	None	10 minutes	Guard on duty
TOTAL			**50 minutes**	

13.) Implementation of Egg-Skolar Project

Office or Division:	Field Operations Division
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	College Student (who are taking up Agriculture, Animal Science, and Veterinary Medicine Courses)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College Student (who are taking up Agriculture, Animal Science, and Veterinary Medicine Courses) 5. Letter of Request/Intent 6. Proof of enrolment (Student ID and admission/enrolment form) 7. Certificate of indigency from the barangay of residence 8. Endorsement of the Municipal/ City Agriculturist/Veterinarian 9. Proposed area where layer production will be situated 10. Business Plan 11. Signed Invoice-Receipt for Property; Memorandum Receipt Equipment (IR), Semi-Expendable and Non-Expendable Property	Requisitioner College enrolled in Barangay Residence Municipal/ City Agriculturist/Veterinarian To be provided by the Livestock and Poultry Program

Form (MR); and Memorandum of Agreement (MOA) 12. A copy of Guidelines on The Implementation of Egg-Skolar Project (Please see below guidelines) 13. Fill out Client Satisfaction Feedback (CSF) form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Email letter request at livestock_darfu5@yahoo.com	Receive and print the email and forward it to Records Unit Section. Records Unit will forward it the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	20 minutes	L/P Program Staff/ Records Unit/ORED Staff/
Answer questions or clarifications Prepare the following necessary documents: 1. Basic Identification and verification of requirements submitted 2. Readiness of proposed area where layer production will be situated 3. Business plan	Conduct validation and technical evaluation of the area to assess the capability. **IF QUALIFIED:** Will prepare the IR, MR, MOA and CSF and will schedule date of release **IF NOT QUALIFIED:** Advise the client that they will be included in the master list of prospected recipients for next project	None	1 day	Livestock Technical Personnel
On the scheduled date, the client will come to DA RFO V and proceed at the covered court to sign the IR, MR, MOA	Forward the IR, MR, MOA to RED/RTD for approval	None	10 minutes	Livestock Staff
Sign the approved IR, MR, MOA and receive the requested intervention	Provide and Set up the:	None	2 days	Livestock Staff

	1. Layer Chickens: Minimum of 100 heads 2. Layer Cages 3. Animal Zoological Supplies (Starting feeds and drugs and biologics)			
TOTAL			**3 days and 30 minutes**	

GUIDELINES ON THE IMPLEMENTATION OF EGG-SKOLAR PROJECT

I. SCOPE

These guidelines shall govern Livelihood Assistance Program of the National Livestock Program for families of college students who are taking up agriculture, animal science, and veterinary medicine courses, or otherwise known as the “EGG-SKOLAR PROJECT”. The project will involve distribution of layer stocks, animal zoological supplies, and cages to beneficiary families that will be a source of additional livelihood for them and support the studies of their students.

II. OBJECTIVES

The objective of these guidelines is to ensure the effective, just delivery and implementation of the Egg-Skolar Project. The project will aim to provide additional source of income to families with college students who are taking up agriculture-related courses through egg production enterprise.

III. DEFINITION OF TERMS

As used in this Order, the following terms, words, and phrases shall be construed as:

1. Animal Contract- It is a contract being entered into by beneficiaries and RFOs before the release of animals for distribution. This contract contain terms and conditions on the responsibilities of both parties

2. Animal Zoological Supplies- This refers to feeds and drugs and biologics necessary for feeding and maintenance of healthy animals

3. Layer Chicken- Chicken breeds that are intended for egg production.

4. Local Government Units- This includes provincial, city, municipality and barangay government units that are eligible to request for animal distribution

5. Business Plan- A simple set of plans that contain desired farm production targets and income projection with accompanying activities and production expense requirements

6. Validation- Confirmation through the provision of objective evidence through on-site observation/evaluation, interview, review of records, and other necessary means to attain the purpose.

IV. BENEFICIARIES EVALUATION AND QUALIFICATION

The beneficiaries of this intervention shall be families of college students who are currently taking-up agriculture, animal science, and veterinary medicine courses in State Universities and Colleges. The project information will be disseminated to SUCs in every region for awareness.

Applicant students/families must send a letter of request to the Regional Field Office together with the following requirements:

1. Proof of enrolment (Student ID and admission/enrolment form)
2. Certificate of indigency from the barangay of residence
3. Endorsement of the Municipal/ City Agriculturist/Veterinarian

Upon receipt of request, the RFO shall conduct validation and technical evaluation to assess their capability.

The following criteria shall be considered in validating qualified beneficiaries:

1. Basic Identification and verification of requirements submitted
2. Readiness of proposed area where layer production will be situated
3. Business plan

Applicants, after expressing requests thru letter, and having been considered for evaluation, should suffice the criteria upon validation. Failure to do so will halt the processing of the project. Only then when the applicant completes the requirements prescribed herein, will they be recommended for approval. The recommendation of applicants shall be on a first come, first serve basis. Since the resources are limited, priority will be given to those applicants who comply first.

The validation team shall be composed of personnel from the livestock program and Agricultural Programs Coordinating Officers (APCOs). The participation of the City/Municipal Veterinary Office

(CVO, MVO), Office of the Municipal Agriculturist (OMA/MA), and Municipal Livestock Coordinator (MLC) in the locality concerned will also be enjoined. The team, basing on the evaluation conducted, shall make recommendation to the Regional Executive Director for the approval of the request.

V. PROJECT COMPONENTS

Each recipient shall receive an Egg-Skolar Package that shall be composed of the following:

4. Layer Chickens: Minimum of 100 heads
5. Layer Cages
6. Animal Zoological Supplies (Starting feeds and drugs and biologics)

Necessary quarantine protocols prescribed by the Bureau of Animal Industry shall be followed in animal transport and transfer to obviate communicable diseases from the animals.

VI. RESPONSIBILITIES OF PARTIES

An animal contract shall be undertaken between DA RFO and the beneficiaries before the delivery of interventions. The contract shall contain the terms and conditions on the distribution and responsibilities of both parties.

Responsibilities of the Beneficiaries:

1. Provide basic needs of animals such as additional housing, nutrition, health, good management, and ensure observance of animal welfare

Responsibilities of the DA RFOs:

1. Provide technical guidance by giving basic information on raising the specific commodity through IEC provision and training
2. Monitor the beneficiaries thru the help of the personnel from the livestock program, PVET, APCOs, CVET, MAO/MA, MLC

Penalty Provisions:

1. If the beneficiaries fail to perform their responsibilities and is found to be incapable of sustaining production, the DA RFO can retrieve the animal stocks and be rehabilitated in stations or be transferred to other qualified recipients;
2. Should there be any misinterpretation, false information, and any act prejudicial to any of the parties in the agreement, corrective measures should be undertaken and sanctions could be imposed against the erring party;
3. In case of mortality, death certificate signed by the barangay chairman and necropsy report duly signed by a licensed veterinarian.

VII. SUSTAINABILITY, MONITORING AND EVALUATION

DA shall conduct periodic monitoring and evaluation of the animals delivered. They will work in close coordination with LGUs and Agriculture and Fishery Council to assist the beneficiaries in their technical and other related needs in maintaining health and productivity of their animals.

VIII. PROVISION OF SUPPLEMENTAL GUIDELINES

In the interest of proper implementation to address the needs of specific regions, RFOs may formulate supplemental guidelines to be approved by the Regional Executive Director.

IX. EFFECTIVITY

This Memorandum Order shall take effect immediately upon signing and shall be valid unless revoked and superseded by future issuances.

14.) Provision of Livelihood Enterprise Module

Office or Division:	Field Operations Division
Classification:	Complex
Type of Transaction:	G2C Government to Citizen
Who may avail:	Members of Cooperatives, Associations or People Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Members of Cooperatives, Associations or People Organization 1. LGUs together with the Selected Beneficiaries will select the Recipients in their localities and submit the documentary requirements to the DA RFOs which include the following: 1. Resolution or request letter from the cooperative / association people's organization requesting for availment of the livelihood modules addressed to the DA-RFO V 2. Endorsement Letter from the LGU with initial validation: and 3. List of Selected members submitted by the cooperative/ association/ people's organization with concurrence of the LGU MAO (Please see Form below) 2. Signed Invoice-Receipt for Property; Memorandum Receipt Equipment (IR), Semi-Expendable and Non-Expendable Property Form (MR); and Memorandum of Agreement (MOA) 3. Fill out Client Satisfaction Feedback (CSF) form	Local Government Unit To be provided by the Livestock and Poultry Program

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email letter request at livestock_darfu5@yahoo.com	Receive and print the email and forward it to Records Unit Section. Records Unit will forward it the Office of the Regional Executive Director – RED will refer the request to the Field Operations Division	None	20 minutes	L/P Program Staff/ Records Unit/ORED Staff/

Answer questions or clarifications	Review documents submitted by the LGUs. Upon confirming completeness and validity of documents, the DA RFOs will conduct evaluation of recipients; The DA RFOs will approve the beneficiaries based on the accomplishment targets corresponding to fund allocation under the present project; Upon confirmation of the qualifications and selection, the DA-RFOs will proceed with the implementation of the project; The list of Selected Beneficiary groups and the members shall be sent to the Assistant Secretary for Livestock for information. Schedule delivery date and prepare IR, MR, MOA	None	2 days	Livestock Technical Personnel
On the scheduled date, the client will come to DA RFO V and proceed at the covered court to sign the IR, MR, MOA	Forward the IR, MR, MOA to RED/RTD for approval	None	10 minutes	Livestock Staff
Sign the approved IR, MR, MOA and receive the requested intervention	Deliver the following intervention: 1. 40 hens free range chicken and 10 roosters (at least 4 months old)/ 40 ducks and 10 drakes (at least 4 months) 2. Feeds (for 3 months)	None	1 day	Livestock Staff
TOTAL			**3 days and 30 minutes**	

ATTACHMENT

DEPARTMENT OF AGRICULTURE
NATIONAL LIVESTOCK PROGRAM

EXPANDED LIVESTOCK AND POULTRY PRODUCTION AND LIVELIHOOD PROJECT DELIVERY AND BENEFICIARY INFORMATION FORM

Implementing Agency/ RFO: _____
Beneficiary Association Cooperative: _____
Complete Address: _____
Date: _____

	Name of Individual Household Beneficiary	Address	Module Received	Number of Animals Received	Number of Feed Bags Received	Signature
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
	TOTAL					

15. Provision of Techno-Livelihood Trainings for free

Equip the participants with new farming technologies and provide livelihood opportunities

Office or Division:	Field Operations Division
Classification:	Simple
Type of Transaction:	G2C Government to Citizen G2G Government to Government
Who may avail:	Walk-in Clients Farmer Individuals Farmer Coops/Associations/RBOs AEWs/LFTs/LGUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Walk-in Clients	
✓ Proceed to Malasakit Help Desk and conform with the existing health protocols	Officer of the Day
✓ Register in the Visitors Logbook	Officer of the Day
✓ Inquire information about the training program of interest and/or schedule of trainings	FOD - Institutional Development Unit (IDU)
✓ Accomplish the participant's information sheet	FOD - Institutional Development Unit (IDU)
B. With Letter of Intent	
1. For Rural Based Organizations (RBOs), Cooperatives, Associations and Local Government Units	
✓ Letter request	Clients
✓ Fill-out Client Satisfaction Feedback (CSF) form	FOD - Institutional Development Unit (IDU)

If for walk-in clients

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in log book at the Malasakit Help Desk	Assisted by the Officer of the Day	None	5 minutes	Officer of the day
Will be accompanied to the FOD Malasakit Help Desk Answer questions or clarifications	Interview the client re: name, address, needed trainings and other necessary information	None	10 minutes	IDU/Banner Program Technical Staff
Accomplish the participant's information sheet	Inform the client of the training details and schedule	None	10 minutes	IDU/Banner Program Technical Staff
Attend the training Conform with the health and safety standards (i.e. wearing mask, physical distancing, proper hand hygiene and submission of Health Declaration Form)	Facilitate and provide necessary learning materials, starter kits if applicable Provide briefing and information on Covid-19 and the safety measures being implemented during the training Provide alcohol-based hand rub, tissue, disposable gloves and closed bins for disposal in the venue	None	1-2 days	IDU Technical Staff/Secretariat
Fill-out Client Satisfaction Feedback Form	Release Certificate of Training/Appearance	None	10 minutes	IDU Technical Staff/Secretariat
END OF TRANSACTION				

If for Rural Based Organizations (RBOs), Cooperatives, Associations and Local Government Units

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to the Officer of the Day	Receive letter request and submit to the records Unit to be forwarded to the Office of the Regional Executive Director –RED will refer the request to the Field Operations Division	None	10 minutes	Officer of the Day/ Records Unit/ORED Staff
Will be accompanied to the Field Operations Division Accomplish Participant's Profile Form Answer questions or clarifications	Interview the client re: training needs and other necessary information Checks the application form if accomplished properly Advise the client of the training details and schedule If for RBOs, Cooperatives, Associations, AEWs/LFTs/LGUs, confer with the group as to the training requested and details. If approved, proceed to the next step	None	15 minutes	IDU/Banner Program Technical Staff
Provide complete list/details of the participants	Prepare the Activity Proposal and other documents necessary and schedule of training	None	2 days	IDU Technical Staff
Attend the training and fill-out participant's profile form	Facilitate and provide necessary learning materials, starter kits if applicable	None	1 day	IDU Technical Staff
Fill-out Client Satisfaction Feedback Form	Release Certificate of Training/Appearance	None	10 minutes	IDU Technical Staff
END OF TRANSACTION				

AGRIBUSINESS AND MARKETING ASSISTANCE SERVICES

(External Services)

1. Facilitation of Agri-credit Programs

Agri-credit program facilitation include provision of technical assistance to farmers and fishers on credit awareness, loan acquisition, utilization and repayment. This service aims to bring easy access credit facilities to poor farmers in the unbanked and underbanked areas.

Office or Division:	Agribusiness and Marketing Assistance Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail	Micro and small enterprises, Individual farmers, Young entrepreneurs (18-30 years old), Sole Proprietors, Partnerships and Corporations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Inclusion in the Registry System for Basic Sectors in Agriculture (RSBSA) 4. Inclusion in Farmers and Fisherfolk Enterprise Development Information System (FFEDIS) 5. Filled up application forms/online forms	AMAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
1. Inquire and request application forms, download online or request through email @ amad.bicol @gmail.com	Conduct initial briefing	FREE	15 minutes	Agribusiness Industry Support Section Officer/ Technical Staff
2. Submit accomplished application form together with the requirements such as letter of intent and simple business plan.	Receive, review, submitted forms and requirements		15 minutes	

3. Receive proof of transaction, and details of lending conduits	Refer to lending conduits		1 day	
TOTAL			1 day and 30 minutes	

2. Issuance of Food Pass and Foodlane Vehicle Pass

Issuance of “Food Pass” and “Foodlane Vehicle Pass” is a privilege given to suppliers and truckers that go to and from and/or pass through Metro-Manila and other regions during the effectivity of the community quarantine period to ensure unhampered flow of food supply in the affected areas. Food pass shall be brought by the driver of the vehicle during transport and displayed at the windshield and visible from the outside. The validity of food pass shall be within the effectivity of the community quarantine.

Office or Division:	Agribusiness and Marketing Assistance Division
Classification:	Simple
Type of Transaction:	G2B- Government to Business
Who may avail	All truck owners transporting perishable agri-fishery products to Metro Manila.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Foodlane Accreditation Application Form with 2 pcs 1”x 1” ID picture 2. Scanned copy of Business permit 3. Scanned copy of Official Receipt of Registration 4. Scanned copy of Certificate of Registration 5. Pictures of the truck/vehicle to be accredited (front and side views) with visible plate number. 6. Duly accomplished Statement of Commitment 7. In case of livestock, poultry and by-products, scanned copy of handler’s	AMAD office or through email at amad.bicol@gmail.com

license and accreditation of transport carriers issued by the Bureau of Animal Industry (BAI/Regulatory Division) and accreditation of meat transport vehicle issued by the National Meat Inspection Service (NMIS)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
1. Proceed to AMAD to inquire and secure application form and checklist of requirement or request through email @ amad.bicol@gmail.com	Conduct initial briefing	FREE	30 minutes	Agribusiness Industry Support Section Officer/ Technical Staff
2. Upon submission of accomplished application form together with the requirements	Receive, review, submitted forms and requirements.		1 hour	
3. Receive certificate of accreditation	Provide certificate of accreditation		30 minutes	
TOTAL			2 hours	

3. Facilitation of Food Distribution

(Enhanced KADIWA ni Ani at Kita)

Ensure availability, accessibility and affordability of basic agricultural commodities in high-demand areas through different KADIWA modalities such as KADIWA on wheels, retail outlets, on-stations and online.

Office or Division:	Agribusiness and Marketing Assistance Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business G2G-Government to Government			
Who may avail	Farmers/Cooperatives Associations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Must be registered with SEC, DOLE or CDA 2. Must have been operating for at least 3 years 3. Must have farmers/fisherfolks members 4. Must be in good standing with government agencies 5. Must be endorsed by LGU.			AMAD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
1. Inquire personally or through email at amad.bicol@gmail.com 2. Submit requirements through courier or email 3. Sign MOA and submit to AMAD	Conduct brief interview Evaluate submitted documents Commence with KADIWA activities	Free	15 minutes 1 day	Market Development Section Officer/ Technical Staff
TOTAL			1 day and 15 minutes	

4. Facilitation of Market Linkage through KADIWA Digital Portal

Market linkage enhances collective competitiveness, aligning linkages between consumers, stakeholders and producers, as well as addressing the supply chain as a firm base on which integrated value chains can be built and sustained. This service link suppliers and traders on a mutually cost-effective and sustainable approach to ensure the availability of agricultural products at the right volume, price and quality.

Office or Division:	Agribusiness and Marketing Assistance Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business
Who may avail	Individual entrepreneur/People's Organization and Non-Government Organizations engaged in Agriculture and Fishery related undertakings

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled up enrollment form 2. Filled up buyer/supplier form	AMAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
1. Request enrollment and buyer or supplier form to AMAD Office or through email at amad.bicol@gmail.com	Provide form and conduct brief interview	Free	15 minutes	Market Development Section Officer/ Technical Staff
2. Submit filled up form	Upload in the registry system Link the buyer and supplier thru the digital KADIWA platform		1 day	
TOTAL			1 day and 15 minutes	

5. Facilitation of Farmers and Fisherfolk Enterprise Development Program

Promote sustainable enterprise development by supporting strategic enabling conditions and strengthening linkages of farmers and fisherfolk enterprises and Micro, Small and Medium Enterprises (MSMEs) to markets, financing, capacity building and technology and promote compliance to local and international market standards to enhance their productivity and income security.

Office or Division:	Agribusiness and Marketing Assistance Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business
Who may avail	Individual entrepreneur/People's Organization and Non-Government Organizations engaged in Agriculture and Fishery related undertakings

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled up agriculture and fishery enterprise enrollment form	AMAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
1. Request form in person or through email at amad.bicol@gmail.com	Provide form and conduct brief interview	Free		Agribusiness Promotion Section/Technical Staff
2. Submit filled up form	Evaluate completion and accuracy of documents		1 hour	
	Provision of technical assistance		1 day	
	If financial assistance is necessary, refer to lending conduits.		15 minutes	
TOTAL			1 day 1 hour and 15 minutes	

6. Provision of Organic Certification Assistance

The organic certification assistance is in the form of technical and financial for the production and propagation of organic food or inputs or food control systems which conform to the applicable organic agriculture standards and requirements.

Office or Division:	Agribusiness and Marketing Assistance Division
Classification:	*Multi-stage processing
Type of Transaction:	G2C- Government to Citizen
Who may avail	Organic advocates/ People's Organization and Non-Government Organizations engaged in Organic Agriculture and Fishery related undertakings

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent to avail the service 2. Organic management Plan 3. Farm Profile/Map/Floor Plan 4. Manual of Operations 5. List of members (for group)	AMAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
1. Request Organic Certification Form with checklist of requirements	Provide form and conduct brief interview	Free	15 minutes	OA Focal Person/Report Officer and Staff
2. Submit filled up form and letter of intent	Evaluate form and provide checklist of requirements		1 day	
3. Conduct site validation/pre-assessment	Upon passing the pre assessment, and completion of requirements, applicant shall be endorsed to third party certifying body for validation, approval and issuance of certificate		3-6 months	
4. Receive certification from Organic Certifying Body				

	Receive copy of approved certificate		*Total 6 months	
"(Provision of organic certification assistance). This service is covered under Organic Act 10068 hence qualifies for multi-stage processing".				

7. Provision of Production Input to Organic Adoptors

Agri-input such as seeds, organic fertilizers, farm implements and supplies, livestock and poultry stocks are provided to promote and propagate the practice of organic agriculture.

Office or Division:	Agribusiness and Marketing Assistance Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business			
Who may avail	Organic advocates/ People's Organization and Non-Government Organizations engaged in Organic Agriculture and Fishery related undertakings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent 2. Endorsement from MAO/MA		AMAD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	Provide copy of MOA form for compliance	free	1 day	OA Focal Person/Report Officer and Staff
2. Submit signed and notarized MOA and follow up date of release	Receive and sign MOA and provide schedule of release		1 day	
3. Sign Invoice Receipt, RIS and CSF	Provide requested input		4 hours	
TOTAL			2 days and 4 hours	

8. Provision of Agri-production, Post-harvest, and Processing Equipment to Organic Adoptors

Farm machineries related to production, post-harvest and processing of organic food, inputs and others are provided to qualified organization.

Office or Division:	Agribusiness and Marketing Assistance Division
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail	Organized Farmer's group engaged in organic farming, livestock and poultry production

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of SEC or DA registration 2. Articles of incorporation and constitution and by laws 3. Letter of intent 4. MAO/CAO/PAO/MAFC/PAFC Endorsement 5. Board resolution 6. Audited Financial Statement of the Association 7. Project Proposal 8. List of male and female members with corresponding area	AMAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	Provide copy of MOA form for compliance	free	1 day	OA Focal Person/Report Officer and Staff
2. Submit signed and notarized MOA and follow up date of release	Receive and sign MOA and provide schedule of release		1 day and 4 hours	
3. Sign Invoice Receipt, RIS and CSF	Provide requested equipment.		4 hours	
Total			2 days and 8 hours	

REGIONAL AGRICULTURAL ENGINEERING SERVICES

(External Services)

1. Provisions of Farm Machinery and Equipment

The regional agricultural engineering provides assistance on the acquisition of machinery and postharvest facilities thru validation of the technical feasibility; and institutional and financial capability of the potential project recipient. Farm machinery and equipment usually offered by this office includes hand tractor, combine harvester, four-wheeled drive tractor, rice thresher and rice transplanter.

Office/Division:	Regional Agricultural Engineering Division
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Organize Farmer's Group

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Association
Board Resolution stating the need for the project and the capacity of the applicant to maintain and operate the machinery/equipment/facility signed by majority members of the Board of Directors	Association
List of male and female members of the Farmers' group with corresponding signatures and service area.	DA RFO5-RAED or DA RFO5 website (www.bicol.da.gov.ph)
SEC/CDA/DOLE Certificate of Registration	SEC/CDA/DOLE
SEC/CDA/DOLE Certificate of Good Standing/Compliance	SEC/CDA/DOLE
Profile of Farmers Organization	DA RFO5-RAED or DA RFO5 website (www.bicol.da.gov.ph)
MAO/PAO/CAO Endorsement	MAO/PAO/CAO
Project Utilization Proposal	DA RFO5-RAED or DA RFO5 website (www.bicol.da.gov.ph)
Utilization Report of all the projects acquired from DA	DA RFO5-RAED or DA RFO5 website (www.bicol.da.gov.ph)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to DA RFO5 or email it to	1. Received requests forwarded from ORED.	None	30 mins.	RAED Admin Staff

da5raed@gmail.com. List is downloadable at DA RFO5 website (www.bicol.da.gov.ph)	1.1. Review as to completeness of submitted documents. 1.2. For incomplete attachment, return for compliance. 1.3. For mailed requests with incomplete attachments, prepare reply listing all the needed documents.			
	2. Forward to RAED Chief for validation instructions. 2.1 Forward the application to the Engineering Plan, Design And Specification Section (EPDS) for validation schedule.	None	30 mins.	RAED Chief
	3. Validate the technical feasibility; and institutional and financial capability of the potential project recipient.	None	7 days	*Technical Staff RAED*
	4. Prepare Validation Report		2 days	Engineering Plan, Design And Specification Section (EPDS)

	5. Review of validation report and endorsement of all qualified recipients to ORED.		2 days	RAED Chief
	6. Notify applicant with the result of validation. If feasible, it shall be included to the target recipients which are subject to availability of number of units.		2 days (paused-clock)	RAED Technical Staff
	7. Notify the applicant if they are among the target recipients.		1 day	RAED Technical Staff
3. Secure and sign the Gate Pass, Property Invoice and Memorandum of Agreement (MOA) downloadable at DA RFO5-RAED. Forms are also available at DA RFO5 website (www.bicol.da.gov.ph)	8. Received documents and forward to the Office of Regional Executive Director for signature.	None	5 mins	RAED Technical Staff
4. Acknowledge receipt of notification.	9. Notify the recipient if the requested unit is ready for release.		5 mins	RAED Technical Staff
	TOTAL		14 days, 1 hrs, 10 mins	
End of Transaction				

Provisions of Farm Machinery and Equipment is under multi-stage processing.

2. Provision of Small Scale Irrigation Projects

The regional agricultural engineering provides assistance on the provision of small scale irrigation projects thru validation of the technical feasibility; and institutional and financial capability of the potential project recipient. Small Scale Irrigation Projects offered by DA includes construction of diversion dam, irrigation canals, small water impounding projects (SWIP) and Solar Power Fertigation System (SPFS).

Office/Division:	Regional Agricultural Engineering Division
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Organize Farmer's Group

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Association
Board Resolution stating the need for the project and the capacity of the applicant to maintain and operate the machinery/equipment/facility signed by majority members of the Board of Directors	Association
List of male and female members of the Farmers' group with corresponding signatures and service area.	DA RFO5-RAED or DA RFO5 website (www.bicol.da.gov.ph)
SEC/CDA/DOLE Certificate of Registration	SEC/CDA/DOLE
SEC/CDA/DOLE Certificate of Good Standing/Compliance	SEC/CDA/DOLE
Profile of Farmers Organization	DA RFO5-RAED or DA RFO5 website (www.bicol.da.gov.ph)
MAO/PAO/CAO Endorsement	MAO/PAO/CAO
Project Utilization Proposal	DA RFO5-RAED or DA RFO5 website (www.bicol.da.gov.ph)
Utilization Report of all the projects acquired from DA.	DA RFO5-RAED or DA RFO5 website (www.bicol.da.gov.ph)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to DA RFO5 or email it to da5raed@gmail.com. List is downloadable at DA RFO5 website (www.bicol.da.gov.ph)	1. Received requests forwarded from ORED. 1.1. Review as to completeness of submitted documents. 1.2. For incomplete attachment return for compliance.	None	30 mins.	RAED Admin Staff

	1.3. For mailed requests with incomplete attachments, prepare reply listing all the needed documents.			
	2. Forward to RAED Chief for validation instructions. 2.1 Forward the application to the Engineering Plan, Design And Specification Section (EPDS) for validation schedule.	None	30 mins.	RAED Chief
	3. Validate the technical feasibility; and institutional and financial capability of the potential project recipient.	None	7 days	RAED Technical Staff
	4. Conduct of Topographic Survey	None	1 day	RAED Technical Staff
	5. Prepare Plans and Designs and Program of Works.		3 days	Engineering Plan, Design And Specification Section (EPDS)
	6. Review of Plans and Designs and Program of Works and endorsement of all qualified.		2 days	RAED Chief/RTDs/RED
	7. Notify applicant with the result of validation. If feasible, it shall be included to the target projects, subject to availability of fund.		2 days (paused-clock)	RAED Technical Staff
	8. Notify the applicant if proposed project was funded.		1 day	RAED Technical Staff

	Note: Project shall commence upon receipt of Notice of Proceed (NTP) of the contractor. Consequently, turnover of project shall be scheduled upon project completion.			
3. Secure and sign the Memorandum of Agreement (MOA) downloadable at DA RFO5-RAED. Forms are also available at DA RFO5 website (www.bicol.da.gov.ph)	9. Received documents and forward to the Office of Regional Executive Director for signature.	None	1 hr	RAED Technical Staff
5. Acknowledge receipt of notification.	11. Notify the recipient if the project is already completed and ready for turnover.		5 mins	RAED Technical Staff
	TOTAL		13 days, 2 hrs, 5 mins	

Provision of Small Scale Irrigation Projects is under multi-stage processing

3. Validation Of Requests For Farm-To-Market Road

The Farm-to-Market Road Projects (FMRDP) includes the construction of new barangay roads, /road openings and upgrading/improvement of roads.

Office/Division:	Regional Agricultural Engineering Division
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government
Who may avail:	Local Government Units, Other stakeholders/proponents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent or resolution stating the need for connecting the production area to the market through the construction of FMR and endorsed by the LGUs;	**LGU**
Local Road Networks showing the accessibility and connectivity of the proposed road equal to higher road classification and to market or trading center/agricultural infrastructure facility	**LGU**
Prioritization template accomplished by the LGU/Proponent	**LGU**
Certification from the Municipal or Provincial Planning Development Office that the proposed FMR Project is included in the Local Development Investment Plan (LDIP) or Local Agriculture and Fisheries Modernization Plan (PCIP) wherein the proposed FMR projects is in consonance or has been identified as priority investment.	**LGU/PLGU**
Endorsement from the Regional Development Council that the project is part of the Regional Development Plan.	**RDC**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to DA RFO 5 or email it to raed5fmr@gmail.com.	1. Acknowledge receipt of request.	None	30 mins.	RAED Admin Staff

. List is downloadable at DA RFO5 website (www.bicol.da.gov.ph)				
	1.1. Review as to completeness of submitted documents. 1.2. For incomplete attachment return for compliance. 1.3. For mailed requests with incomplete attachments, prepare reply listing all the needed documents.			
	2. Forward to RAED Chief for validation instructions.	None	1 day	Chief of the Regional Agricultural Engineering Division
	4. Review and evaluate the validity of supporting documents/requirements.	None	1 day	Engineering Plan, Design And Specification Section (EPDS)
	5. Notify applicant with the validation schedule.	None	1 day	Regional Agricultural Engineering Division
	6. Validate the technical feasibility; and institutional and financial capability of the potential project recipient.	None	6 days	Regional Agricultural Engineering Division
	7. Preparation of Validation report, processing of geotagged files and Evaluation of the proposed project using the prioritization indicator.	None	2 days	Chief of the Regional Agricultural Engineering Division

	7. Notify the applicant with validation result.	None	1 day	Regional Agricultural Engineering Division
	TOTAL:	None	12 days 30 mins	
End of Transaction				

4. Endorsement Of Feasible Farm-To-Market Road For Funding

All feasible project proposals are endorsed by the DA RFO to the Office of Secretary thru the Office of Undersecretary for Operations, which shall then review for submission to DBM.

Office/Division:	Regional Agricultural Engineering Division
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government
Who may avail:	Local Government Units, Other stakeholders/proponents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification from the concerned Municipal or City Local Government Unit or the concerned section of the DPWH District Office that the proposed road (i) is neither part of any higher road classification such as national, provincial, and municipal nor classified as industrial or farm-to-mill roads; and (ii) will not be reclassified/upgraded into national roads for the next ten years;	**LGU/DPWH**
Proponent LGU Resolution or endorsement of the project stating its willingness to assist in the road right of way acquisition, allocation of budget for the perfection of conveyance of Title of the road right of way, planning, construction, inspection, and monitoring of the project, and its support in the operation and maintenance of the project after the turnover.	**LGU**
Municipal/City LGU resolution to provide a counterpart of not less than ten percent (10%) of the project cost subject to their Internal Revenue Allotment (IRA) in the area. The said counterpart may be in cash/in kind.	**LGU**
Certification from the Local Chief Executive (LCE) of no road-right of way (RROW) Conflict.	**LGU**

A Notarized letter from the Project Affected person (PAP's) such as land/property owner and authorized representative expressing his/her willingness to donate a portion of the private property to be acquired for the RROW, if a private property will be affected by the proposed FMR;				
Certification from the LCE and/or Municipal/Provincial Environment and Natural Resources office (M/PENRO) that the proposed project has no adverse environmental impact within the Road Influence Area (RIA).		**LGU/MENRO/PENRO**		
Certification from the National Commission on Indigenous People or Indigenous Cultural Communities (IP/ICCs) if applicable.		**NCIP**		
Certification from the Barangay Chairperson expressing commitment and support to ensure safety and protection in the proposed site and within the RIA if a disruption of the peace and order situation occurs during the project pre-construction, construction and monitoring activities.		**BLGU**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit original copies of the requirements.	1. Received requirements forwarded from ORED.	None	30 mins.	RAED Admin Staff
	1.1. Review as to completeness of submitted documents. 1.2. For incomplete attachment return for compliance. 1.3. For mailed requests with incomplete attachments, prepare reply listing all the needed documents.			

	3. Review and evaluate the validity of supporting documents/requirements.	None	1 day	Engineering Plan, Design And Specification Section (EPDS)
	5. Endorse project for funding.	None	2 days	RAED/RTDs/ RED
	TOTAL:	None	3 days 30 mins	
End of Transaction				

5. Evaluation of Contractors Performance

The implementation of CPES is in line with Section 12 Annex E of the Implementing Rules and Regulations (IRR) of RA 9184 otherwise known as The Government Procurement Reform Act stating that "All procuring entities implementing infrastructure projects are mandated to evaluate the performance of their contractors using the NEDA-Approved CPES guidelines regardless of the contract amount and funding source. CPES shall be done during construction and upon completion of each government project

Office/Division:	Regional Agricultural Engineering Division
Classification:	Complex
Type of Transaction:	G2C-Government To Client
Who may avail:	DA Supplier and Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Payment	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for payment.	1. Received requests forwarded from ORED.	None	30 mins	RAED Officer of the Day
	2. Forward to RAED Chief for validation instructions	None	30 mins	RAED Officer of the Day
	3. Review the request and forward to the Program and Project Management Section (PPMS)		1 day	PPMS Section Chief
	4. Conduct of site inspection and validation		1 day	Assigned Project Engineer
	5. Prepare Evaluation Report		2 days	Assigned Project Engineer
	6. Submit Evaluation Report for review and approval		3 days	PPMS Section/RTD/ORED
	TOTAL		7 days	
End of Transaction				

6. Endorsement for Registration and Permit to Operate (PTO) of Manufacturer, Fabricators, Assemblers, Dealers, Distributors, Importers and Exporters (MFADDIES)

Permit to Operate (PTO) is a privilege granted to any Manufacturer, Fabricators, Assemblers, Dealers, Distributors, Importers and Exporters (MFADDIEs) that have passed the review, inspection, and evaluation conducted by DA-BAFE and DA Regional Agricultural Engineering Division (DA-RAED) allowed to engage in a particular line of activity which include manufacturing, fabrication, assembly, distribution, dealing, importation, and exportation of agricultural and fisheries machinery.

Office/Division:	Regional Agricultural Engineering Division
Classification:	Complex
Type of Transaction:	G2C-Government To Client
Who may avail:	Manufacturer, Fabricators, Assemblers, Dealers, Distributors, Importers And Exporters (MFADDIES) of Agricultural Machinery

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (SRES-PTOLOI-2020-V1)	DA RFO5-RAED or BAFE website (bafe.gov.ph)
Duly Accomplished Application Form (SRED-PTOAF-2020-V2)*	DA RFO5-RAED or BAFE website (bafe.gov.ph)
Certificate of Business Registration issued by DTI (Sole Proprietorship)**	DTI
Certificate of Registration issued by SEC and Article and incorporation and By Laws (Corporation, Partnerships, Associations, Cooperatives)**	SEC
Photocopy of Business/Mayors Permit*	LGU
For new applicants: Location Map of the Establishment For renewal: Photocopy of Previously issued PTO	
Accreditation issued by NAMDAC Board (If available)	NAMDAC
Proof of Accreditation from DA Technology Generators (If Applicable)*	
Receipt of Payment Application Fee*	
Additional requirements for applicants represented by its authorized representative: a. Company Identification Card *	

b. Special Power of Attorney or Board Resolution*	
Duly Accomplished Application form for Product Listing (SRED-PTOAPL-2020-V2)*	DA RFO5-RAED or BAFE website (bafe.gov.ph)
Brochures/Pictures/Technical Specification of Product Lines (SRED-PTOTS-2020-V1)*	DA RFO5-RAED or BAFE website (bafe.gov.ph)
Additional Requirements for Importer: a. Certificate of Free Sale/Registration or equivalent documentary requirements indicating the country manufacturer, and* b. Certificate of Distributorship/ Distributorship Agreement* Note: *Documents required both for new and renewal **Documents required for new applicants only	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements at DA RFO5-RAED-SRES	1. Received Requirements.	None	30 mins	RAED Officer of the Day
	2. Forward to the office RAED Chief for recording.	None	30 mins	RAED Officer of the Day
	3. Review the completeness, veracity and authenticity of submitted documents and forwards scanned copy to BAFE-SRED *Note:* *Incomplete attachment for application will be return for compliance.*		1 day	SRES Section Chief

	4. Endorse application to BAFE.	None	2 days	RAED/ORED
	TOTAL		3 days and 60 mins	
End of Transaction				

7. Endorsement for the Issuance of Certificate of Conformity

Certificate of conformity (CC) is a certificate issued by the Bureau of Agricultural Fisheries Engineering (BAFE) to all agricultural and fisheries machinery with Philippines Agricultural Engineering Standard (PAES) that is mandatory. Applicants shall submit their application documents to DA Regional Field Office Regional Agricultural Engineering Division while applicants located in the NCR the documents shall submit directly to BAFE.

Office/Division:	Regional Agricultural Engineering Division
Classification:	Complex
Type of Transaction:	G2C-Government To Client
Who may avail:	Manufacturer, Fabricators, Assemblers, Dealers, Distributors, Importers And Exporters (MFADDIES) of Agricultural Machinery

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Application	
Duly accomplished Application Form	DA RFO5-RAED or BAFE website (bafe.gov.ph)
Duly accomplished Authority to Use the CC form (for Manufacturers/Fabricators with Dealers)	DA RFO5-RAED or BAFE website (bafe.gov.ph)
Business Permit (Certified True Copy)	
Certificate of Distributorship/Dealership (if applicable)	
Certificate of Free Sale/Registration or equivalent documentary requirement indicating the country of manufacture (for imported agricultural and fisheries machinery)	
Authenticated Copy of Test Report issued by UPLB-AMTEC or Accredited Testing Center	

Renewal				
Certified True Copy of Previously Issued CC		DA RFO5-RAED or BAFE website (bafe.gov.ph)		
Duly accomplished application form		DA RFO5-RAED or BAFE website (bafe.gov.ph)		
Duly accomplished authority to use the CC form (for Manufacturers/Fabricators with Dealers)		DA RFO5-RAED or BAFE website (bafe.gov.ph)		
Authenticated Copy of TR issued by UPLB-AMTEC or any accredited testing center		AMTEC		
Application through a representative shall submit the following additional requirements: • Any Government Issued Identification Card • Special Power of Attorney or Board Resolution				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements at DA RFO5-RAED-SRES	1. Received Requirements.	None	30 mins	RAED Officer of the Day
	2. Forward to the office RAED Chief for recording	None	30 mins	RAED Officer of the Day
	3. Review the completeness, veracity and authenticity of submitted documents and forwards scanned copy to BAFE-SRED *Note:* *Incomplete attachment for application will be*		1 day	PPMS Section Chief

	return for compliance.			
	4. Endorse application to BAFE.	None	2 days	RAED/ORED
	TOTAL		3 days and 60 mins	
End of Transaction				

PLANNING, MONITORING AND EVALUATION SERVICES

(External Services)

1. Registration of Farmers to the Registry System for Basic Sectors in Agriculture (RSBSA) through the National Farmers and Fisherfolk Information System (NFFIS)

The Registry System for Basic Sectors in Agriculture (RSBSA) is an electronic compilation of basic information on farmers, farm laborers and fishermen, the target beneficiaries of agriculture-related programs and services.

The establishment of an updated database envisions a manageable access to baseline agricultural information by government stakeholders. Through this system, government planners and policymakers could formulate strategies, programs and projects to increase the productivity of the agriculture and fishery sector

Office or Division	Planning, Monitoring and Evaluation Division (PMED) – ICT Unit
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	All Local Government Units are entitled to update the list of farmers in the RSBSA of their respective municipalities. The MAOs/CAOs shall assist in the filling up of forms to any farmer, farm laborer/worker and/or fisherfolk/fishery operator/fishworker who are: a. Filipino citizen; b. At least eighteen (18) years old at the time of registration consistent with RA 9231 (An Act providing for the elimination of the worst forms of child labor and affording stronger protection for the working child…); and c. Farmers, farm laborers/workers and/or fisherfolk/fishery operators/fishworkers as defined in Section 6 of this RSBSA Updating Guidelines.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The Municipal Agriculturists shall require the farmers to submit the following requirements: 1. RSBSA Enrollment Form 2. Latest 2x2 ID picture taken not more than 6 months 3. One (1) copy of original land title, rent agreement or other legal document which certifies that he/she owns the land. 4. One (1) copy of valid Government ID	• MAO/CAOs' Offices/DA RFO-5 or online • Client • Client • Issuing government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. MAO/CAO/ AEW technician to secure enrollment forms from the DA Regional Office to be distributed to the eligible farmers and ensure the conduct of the following activities:	1. Issue the forms to MAO/CAO/ AEW technician for filling up of farmers	None		Irene B. Bron – Project Evaluation Officer II, PMED – ICT Unit
a. Disseminate all necessary information regarding the updating of RSBSA to their respective barangays and/or conduct briefing/orientation to fast track distribution and submission of forms.	RSBSA Forms are also downloadable online (bicol.da.gov.ph)			MAO/CAO/AEW
b. Farmer registrant to appear personally and secure the RSBSA official enrollment forms.				Farmer Registrant
c. Once accomplished, MAO/CAO, MAFC/CAFC Chairperson, and Barangay Chairperson shall certify information provided in the form as true and correct.				MAO/CAO/ MAFC/Bgy. Chairperson
d. CARO/MARO shall verify farmers tagged as Agrarian Reform Beneficiaries (ARBs).				CARO/MARO
e. Once the enrolment form is duly signed by MAO/CAO, MAFC/CAFC Chairperson, and Barangay Official, the farmer shall receive enrollment stub *(with Reference/Control Number)*				MAO/CAO/AEW

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
from MAO/CAO. Said stub may be presented by the farmer to DA-Agencies as proof of eligibility and listing in the RSBSA. 2. MAO/CAO shall endorse the certified forms with Summary of Masterlist of Farmers to the DA-RFO addressed to the Regional Executive Director, for appropriate action.	RSBSA Unit shall: 1.Receive the documents and issue received copy of summary to the LGU representative. 2. Sort and classify forms according to municipality type of commodity, area of farms, below 1 ha. Above 1 ha., etc. 3. Validate the entries filled up in the forms and check attachments per ownership,	None None None	5 Minutes 5 Minutes/ Form 5 Minutes/ Form	RSBSA Staff RSBSA Sorters/ Classifiers RSBSA Validators

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	land location, signatories, etc.	None	Within the week	RSBSA Returning Staff
	4. Return all application forms with incomplete/ data	None	Daily	RSBSA Returning Staff
	5. Inform concerned LGU of eturned application forms	None	Upon completion	LGU RSBSA Staff
	6. Once completed, the forms must be returned to DARFO5 by concerned LGUs	None	25 mins including the scanning; depending on the internet capability (signal)	RSBSA Encoders
	7. Scanning & encoding of enrollment forms to the National (NFFIS)	None		RSBSA Encoders
	8. Scanned Pictures, tax declaration, Certificate of Land Transfer and other documents will be uploaded to the system			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	which will form part of the enrollment of the farmer to the NFFIS.	None		RSBSA Staff
	9. Soft copies via external drive will serve as back-up.	None		RSBSA Staff
	10. Forms shall be forwarded to DA-FOS for endorsement to the DA-ICTS.	None		RSBSA Staff
	11. DA reserves the right to conduct third-party validation including PAO to preserve the integrity of the RSBSA database.			

2. Accreditation of Civil Society Organizations (CSOs)

The accreditation of CSO is being conducted to ensure that government programs and projects are properly, efficiently and effectively carried out by the DA in partnership with CSOs and in order to recognize the role of CSOs in community development, acknowledge their capacities and capabilities in the successful implementation of agriculture and fisheries programs and projects in the region. A Regional Technical committee is created to facilitate the accreditation process to implement the guidelines for the accreditation of CSO to be engaged by DA as a partner in the implementation of agri-fishery projects.

Office or Division	**PLANNING, MONITORING AND EVALUATION DIVISION**
Classification	**Complex**
Type of Transaction	**G2C – Government to Citizen** **Blended (Virtual & Face to Face) Evaluation**
Who may avail	**Civil Society Organizations, Farmers Associations, Farmers' Organizations, Multi cPurpose Cooperatives** **Accreditation Criteria**: 1. Legal existence or presence of the CSO in its stated address and area of operation; 2. With identified membership and leadership and organizational structure; 3. In good standing (Provision of GAA 2017 Section 65) with all government agencies from which they have received public funds; 4. Not in default or in delay in liquidating any public funds received from any government agency; 5. For implementing CSOs, the CSO must have proven track record of performance and good standing in undertaking civil society works; 6. The CSO must not have any Director, Trustee, Officer or Key Personnel related within the fourth civil degree of consanguinity or affinity to any official involved in the processing of its accreditation, or any official of the government agency funding or implementing the program or project to be implemented by the CSO; and 7. The CSO must have proven legal existence; **8.** For beneficiary CSOs, the CSO must have the appropriate social preparation from the government agency providing the grant of financial assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished data sheet with organizational set up;	CSO, Farmers Association, Farmers Organization, Cooperatives

Online application may be done (Forms are downloadable online); bicol.da.gov.ph	
2. Certificate of good standing from Local Chief Executives or Head of a local religious organization where the program/project will be implemented;	Local Chief Executive, MLGU Head of Religious Organization
3. Valid Mayor's Permit and BIR Registration;	Mayor's Office; BIR Revenue Officer
4. Certificate of Registration and/or Certificate of Filing from SEC, CDA, or DOLE-BRW;	SEC, CDA. DOLE-BRW
5. Certificate of Good Standing from government agencies;	Government Agencies from which the CSO had received public funds or direct involvement
6. Omnibus Sworn Statement (Form attached as Annex B) Form may be downloaded from the DA website- bicol.da.gov.ph	CSO, Farmers Association, Farmers Organization, Cooperatives
7. Copy of Bio-data with recent photo of current Presiedent/Chairman and Article of Incorporation/Cooperation latest amend by law, showing the original incorporators / organizers and the Secretary's certificate for incumbent officers;	CSO, Farmers Association, Farmers Organization, Cooperatives
8. CSO that have been in operation for the last three (3) years, report of accomplishment or any equivalent proof certified by its President and Secretary that it had previously implemented similar projects shall be required, Sunset Provision of GPPB 17-2016;	CSO, Farmers Association, Farmers Organization, Cooperatives
9. Disclosure of the CSO Directors and Trustees of other related business, if any, and extent of ownership therein; and	CSO, Farmers Association, Farmers Organization, Cooperatives
10. Sworn affidavit of the CSO Secretary that 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 who are authorized to process accreditation application.	CSO, Farmers Association, Farmers Organization, Cooperatives

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Letter of Intent may be submitted online a. Thru email (darfo5pmed@gmail.com) b. Thru DA website (bicol.da.gov.ph) Upon filling up of the forms, attach all required documents	Pre evaluation of applicant online If qualified, notify the applicant and refer to downloadable forms which can be found at the website-bicol.da.gov.ph	**None**	3-5 minutes	Ms. Gladys Regondola, Planning Officer II
2. CSO to submit duly accomplished application for accreditation in triplicate to the Technical Committee on Accreditation Secretariat;	Secretariat to check the application form, as well as the completeness and validity of requirements submitted by CSO upon submission who shall immediately return the application form and supporting documents to the applicant if found to be incomplete;	None	3-5 minutes	Ms. Gladys Regondola, Planning Officer II
	Secretariat to post in the DA Website and in two (2) conspicuous places in the vicinity of the CSOs principal place of business such as bulletin board of the Provincial Capitol, city/Municipal Hall, and Barangay Hall for the period of seven (7) days, the following information:	**None**	7 days	Ms. Gladys Regondola, Planning Officer II

	Registered Name of CSO: Names of CSO Incorporators: Names of CSO Officers: Address of CSO: Nature of Services:			
	The post shall invite the public to submit to the DA sworn reports of any derogatory record of the applicant CSO;	None		Ms. Gladys Regondola, Planning Officer II
	The Secretariat shall conduct the background investigation,verification, and ocular inspection; for Regional Level upon receipt of application;	None	Not later than seven (7) working days	Regl Techl Committee on Accreditation Secretariat
	In case the CSO applicant is from the island provinces or distant mainland with strict implementation of health protocols, the Research Outreach Stations (ROSes) shall be authorized to conduct the background investigation, validation and ocular inspection to the CSO applicant's office/organization.	None	Not later than ten (10) working days	ROS Superintendent in the province
	The application of qualified CSO shall be forwarded to the Regional Technical Committee for deliberation The Regional Techl Committee shall	None	Within 15 working days	Regl Techl Committee on Accreditation Secretariat

	convene for a deliberation of the CSO applicant. May be done thru a. teleconference for those RMC members who cannot attend face to face; and b. face to face with the RTDS to preside in the deliberation Once the evaluation is completed and the CSO was able to present all required documents and information, an endorsement to the Secretary/Regional Executive Director for the approval of accreditation will be submitted fifteen (15) working days from the receipt of all documents in support of the application is allotted for this transaction. Once the accreditation is signed the CSO will be informed thru: a. Text b. E-mail c. Letter to the CSO			Regl Techl Committee on Accreditation Chair, Members & Secretariat
TOTAL		NONE	Within 30-45 days	

3. Conduct of Livelihood and Capability Building Trainings

Agriculture sector has crucial role in the economy of the Philippines. In this view, capacity building and training opportunities had been provided to farmers including rural women in order to help flourish sustainable agriculture development more rapidly. Keeping this in view, the livelihood programs and capability trainings were designed to equip farmers with proper skills and competencies for crop production and other business opportunities to raise their house hold income and improve their living standards.

Office or Division	Planning, Monitoring and Evaluation Division (PMED)-Special Concerns Unit
Classification	Simple
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government Blended Learning – Virtual & Face to Face
Who may Avail	1. Enrolled Officers or members of the Rural Improvement Clubs (RICs) 2. Gender Responsive for Economic Actions and Transformation (GREAT) Women Project Beneficiaries; 3. Officers and Members of Rural Based Orgaizations (RBOs); 4. Other individual farmers interested of the training

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Enrollment form or masterlist of RIC/RBOs, GREAT Women Project Beneficiaries.	1. ATI-5 RIC enrollment 2. IDU-FOD Directory of Rural Based Organizations (RBOs), 3. GAD Office 4. LGUs

CLIENT STEPS	**AGENCY ACTION**	**PROCES-SING TIME**	**FEES TO BE PAID**	**PERSON RESPONSIBLE**
	1. Prepare Activity/ Training Proposal. (Blended learning may be introduced by including provision for online participants in the proposal).	1 day	NONE	*Activity/ Training Coordinator*

	2. Approval of the proposed activity/training proposal	Within 1- 3 days	NONE	*Activity/Training Coordinator*
1. The participants will confirm their attendance to the training either thru: a. Text b. Messenger c. E-mail (darfo5pmed@gmail.com) d. LGU	3. Send letter of invitation to the participants and resource speakers/ trainers 4. For blended learning: a. Limit pax to 10 for face to face b. Other pax may convene at the LGU; accredited Learning or Farm Tourism Sites c. New Normal protocols must be observed for teleconferencing (face mask, social distancing, etc.)	Within 1 week Provide the ID No. and password of the web platform 1 day before the telecon	NONE	*Activity/ Training Coordinator*
2. Participants to report to the venue on specified date and time of the activity/training. a. Participants from nearby areas may be accommodated to the face to face learning; b. Other group participants may convene on site	5. Registration of the participants a. On site/on line participants register at their respective registration portals	Within 1 hour	NONE	*Secretariat*

	6. Distribute ID and training/activity kits/materials to face to face participants.	Within 1 hour	NONE	*Secretariat*
3. Active participation during the training/ activity proper • Participants online may access and communicate with the speaker and fellow participants at any time • Participants must have access thru cellphone, laptops, tablet, etc.	7. Conduct of training/ activity proper a. Set up the portal on site for the virtual activity b. Dispense with lengthy preliminaries c. Speaker must discuss/ demo briefly but concise;	depends on the approved activity/ training duration (8 hrs/day)	NONE	*Activity Coordinator/ Facilitator/ Trainers/ Resource Speakers*
4. Filling up of Client Satisfactory Form • Virtual participants must send accomplished CSF thru email or messenger	8. Issuance of Client Satisfaction Form thru Messenger/ email for virtual participants prior to the activity	5-15 minutes	NONE	*Secretariat*
5. Back to residence				

4. Conduct of Gad Related Activities/Support to Rural Based Organizations through Trainings/Seminars

In order to create and facilitate platforms to discuss good practices, gaps, challenges and commitments in pursuing Gender and Development (GAD) and engage women as stakeholders of government programs and services thus help strengthen implementation of the Magna Carta for Women (RA 9710), GAD related activities such as trainings and/or seminars for Rural Based Organizations (RBOs), particularly the women sector are being conducted by the Division.

Office or Division	Planning, Monitoring and Evaluation Division – PMED – Special Concerns Unit
Classification	Simple
Type of Transaction	G2G – Government to LGU; G2C – Government to Clients Blended Learning – Virtual & Face to Face
Who may Avail	In coordination with PLGU/MLGUs and active Rural Improvement Clubs (RICs), any rural women who are interested to engage in various Income Generating Projects (IGPs) like value-adding and food processing including awareness on various gender-related concerns/issues, may avail this GAD related trainings and activities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Any rural woman participant enrolled at the LGU Rural Based Organizations (RBOs) or Masterlist of RIC or GREAT Women Project beneficiaries.	LGU-MAOs/MA's Office, Agricultural Training Institute (ATI)- Region 5 and DA-RFO 5 Gender And Development Office

CLIENT STEPS	**AGENCY ACTION**	**PROCESSING TIME**	**FEES TO BE PAID**	**PERSON RESPONSIBLE**
	1. Prepare Activity/ Training Proposal	1 day	NONE	*Activity/ Training Coordinator*
	2. Approval of the proposed activity/ training proposal 3. May include blended learning provision in the activity proposal	Within 1- 3 days	NONE	*Activity/ Training Coordinator*

The participants will confirm their attendance to the training. a. Text b. Messenger c. E-mail (darfo5pmed @gmail.com) d. LGU	Send letter of invitation to the participants and resource speakers/ trainers For blended learning: a. Limit pax to 10 for face to face b. Other pax may convene at the LGU; accredited Learning or Farm Tourism Sites c. New Normal protocols must be observed for teleconferencing (face mask, social distancing, etc.)	Within 1 week a. Acknowledge online application within 24 hours And evaluate qualification of applicant	NONE	*Activity/ Training Coordinator*
6. Participants to report to the venue on specified date and time of the activity/training. a. Participants from nearby areas may be accommodated to the face to face learning; b. RIC members and other group participants will convene on site	4. Registration of the participants a. On site/on line participants register at their respective registration portals b. Acknowledge online pax as well as face to face pax	Within 1 hour	NONE	*Secretariat*

	5. Distribute ID and training/ activity kits/ materials to participants (for face to face)	Within 1 hour	NONE	*Secretariat*
a. Active participation during the training/ activity proper • Participants online can access and communicate with the speaker and fellow participants at any time • Participants must have access thru cellphone, laptops, tablet, etc.	6. Conduct of training/ activity proper a. Set up the portal on site for the virtual meeting b. Dispense with lengthy preliminaries c. Speaker must discuss/ demo briefly but concise;	depends on the approved activity/training duration (at least half day to 8 hours/day only)	NONE	*Activity Coordinator/ Facilitator/ Trainers/ Resource Speakers*
b. Filling up of Client Satisfactory Form • Virtual participants must send accomplished CSF thru email or messenger	7. Issuance of Client Satisfaction Form • thru Messenger or email for virtual pax prior to the start of the activity.	5 minutes (for face to face participants)	NONE	*Secretariat*

5. Support to Gawad Saka

The Philippines is an agricultural country. Most of the citizens live in the rural areas and support themselves through agriculture. The Filipino farmer and fisherfolk, who constitutes half of the national labor force, play a major role in economic recovery by contributing a quarter to the gross domestic product and generating 10% of the country's export revenues (World Bank, 2016). With this, the government has accorded highest priority to the development of the agricultural and fisheries sector not only to achieve an equitable distribution of benefits and opportunities, but also enable the farmers and fisherfolk to maximize their contribution to the Nation's wealth.

To duly recognize individuals and groups who contributed to the development of the agricultural and fishery sector, the Annual Gawad Saka is tagged as the most prestigious search of the DA. It aims to give honor and due recognition to dedicated individuals, groups, and institutions in the field of agriculture and fisheries, whose exemplary accomplishments in their field of endeavor and significant contribution to the advancement of our country's development, are worthy of emulation.

Office or Division	Planning, Monitoring and Evaluation Division - Special Concerns Unit
Classification	Simple
Type of Transaction	G2C - Government to Clientele Blended Evaluation
Who may Avail	1. Outstanding Farmers and Fisherfolk 2. Individual Farmers/Group/Institutions

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
'1. Checklist of requirements for the selected categories 2. Scrapbook (Nomination Form, Endorsement, other Executive Summary, Farmers'/ Organization Profile, Scoresheets, Photos and others depending on the categories wherein he/she/group is being nominated	DA RFO 5 GS Secretariat/ Provincial & Municipal LGU/ RAFC/PAFC Office

CLIENT STEPS	**AGENCY ACTION**	**PROCESSING TIME**	**FEES TO BE PAID**	**PERSON RESPONSIBLE**
	1. Send out communication to the P/MLGUs, attached agen-cies regarding the search criteria.	2 days 1 day	None None	Gawad Saka Secretariat Provincial Coordinators

Nomination form from any public official; farmer organization leader; religious/ civic groups, etc. may be submitted thru email (darfo5pmed@gmail.com) or handcarried to the DA Gawad Saka Secretariat 1. Prepare Scrapbook thru the assistance of Agriculture Extension Workers(AEWs)/ Municipal Agriculturist Office (MAO) '2. Submit Scrapbook to the Provincial Gawad Saka Secretariat 3. Submit enhanced Scrapbook together with required endorsements to DA RFO-5	2. Upload to the DA website (bicol.da.gov.ph) the Search Announcement, Criteria, Nomination Forms) 3.Conduct Meeting/Briefing for the Provincial Coordinators, Regional Technical Committees and attached Agencies involved to discuss guidelines, timetable and validation. The meeting may be conducted thru face to face and/or teleconferencing 4. Submit scrapbook of municipal entries 5. Conduct Provincial Field Validation 6. Submit scrapbook of provincial entries Scrapbook of any Nominee may be hand carried to the DA Gawad Saka Secretariat, thru LBC, JRS or other mail carriers for validation of the committee Regional Desk Evaluation and Selection of Finalists Regional field validation (on site) Presentation of the Regional Technical Committee to the Board of judges and Selection of the Regional Winners	1-2 weeks 1 day 2 days 3 weeks 2 days Within 2-3 2-2-	None None None None None None	Provincial Coordinators Provincial Coordinators Gawad Saka Secretariat And Documentation Team and RTWG Regional Gawad Saka Secretariat & TWG Provincial GS &

	May be conducted thru teleconferencing or face to face meeting 7. Enhancement of Scrapbook of regional winners and preparation of Video Documentation Submission of documents and videos to the national secretariat May be handcarried to DA Central Office or sent thru LBC, JRS, etc.	2-3 weeks 1 day	None	Regional Winners/ Assisting Technicians/ Provincial & Regional GS Secretariat and Documenta-tion Team Regional GS Secretariat
TOTAL		30 days		

Land Use Conversion/Reclassification Services

(External Services)

1. Issuance of Certification for Land Use Reclassification

Issuance of Certification for Land Use Reclassification covers all private agricultural lands to be converted to residential, commercial, industrial, institutional and other non-agricultural purposes, those lands to be devoted to another type of agricultural activity and to those lands already classified as residential, commercial, industrial or other non-agricultural uses on or after the effectivity of the Comprehensive Agrarian Reform Law (RA 6657).

Office or Division:	ORED/ Regional Committee on Land Use Reclassification (RTECLUM)
Classification:	Highly Technical
Type of Transaction:	Government to LGU Government to Private Landowners
Who may avail:	Owner of private agricultural land Agrarian Reform Program Beneficiaries Government Agencies, GOOC's and LGU's owning agricultural lands as part of their patrimonial property

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sworn Declaration of Application for Land Use Reclassification	Form available at ORED C/o applicant
Proof of Ownership of Land e.g. certified true copy of the Original Certificate of Title or Transfer of Certificate of Title (OCT/ TCT) and/ or other documents establishing ownership by the Registry of Deeds not later than thirty (30) days prior to filing If at time of application, the landholding is an untitled agricultural land, the following shall be required in lieu of a certified true copy of the title: Certification from DENR Community Environment and Natural Resources (CENRO) that the landholding has been classified as alienable and disposable. Certification from DENR CENRO (for administrative confirmation of imperfect title) or the Clerk of Court of regular courts (for judicial confirmation of imperfect title) that the titling process/ proceeding has commenced. and there are no adverse claimants.	Registry of Deeds DENR-CENRO
Certificate of Non-CARP Coverage	MARO/ PARO

Special Power of Attorney or Board Resolution if the owner is a Corporation			c/o applicant	
Vicinity Map of the area with sufficient reference points			c/o applicant	
Parcellary Map prepared and signed by a Licensed Geodetic Engineer indicating the Name of the Owner, Title No., Area and Geographic Coordinates			c/o applicant	
Zoning Certification			Housing and Land Use Regulatory Board	
Clear, colored photographs of the area (5R size) with captions			c/o applicant	
Certificate of Irrigation Coverage / Non-Coverage			National Irrigation Administration	
Certification from SRA (Certificate of Coverage/Non-Coverage)			Sugar Regulatory Administration	
Certificate of Inspection and Verification			Philippine Coconut Authority	
Certification from PhilFIDA, if applicable;			PhilFIDA	
Certification from BFAR, if applicable;			BFAR	
Certification from BAI, if applicable			BAI	
Official Receipt			Cashier	
Field Investigation Report by the RTECLUM			RTECLUM	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit duly accomplished Land Use Reclassification Form 1 together with the **original copies** of documentary requirement outlined above and another set of photocopies of the said documents	Receive, review and ensure the completeness of documentary requirements on LUR application **Application with incomplete documentary requirements and signs of pre-mature development will not be accepted**		5-10 minutes	Bettina Andrea B. Belen; Gizel E. Flores
If the said application is found to be complete the applicant or his/her	Issue official receipt based on the notice of payment given by the processor	15 hectares and below		Cashiers Office

representative will be advised to proceed to the cashiers office to pay the necessary fees;		Filing fee Php 1,750.00 Inspection Fee 5,000.00 Above 15 hectares to 30 hectares Application fee 2,000.00 Inspection Fee 7,500.00 More than 30 hectares Filing Fee 3,000.00 Inspection Fee 10,000.00 Soil Sampling Fee 2,300.00		
	Complete LUR Folder will be forwarded to the investigation team for field validation. Investigation team will then create a field investigation report, for consideration of the RTECLUM			RTECLUM Secretariat
	Convene as a Committee to process,			RTECLUM

	evaluate and provide initial recommendation as to eligibility/non-eligibility for land use reclassification;			
	RTECLUM shall forward the Field Investigation report, initial recommendation incorporated in a Resolution and LUR folder to NTECLUM through registered mail Applicants will also be notified through written mail.			RTECLUM Secretariat
	NTECLUM shall conduct further review and evaluation of the said application and may call on other agencies to assist them in the technical evaluation			NTECLUM Secretariat
	After thorough investigation, the NTECLUM will endorse the application, together with the validation report , to the DA Secretary or his authorized signatory			NTECLUM DA OSEC
			20 days	

REGIONAL AGRICULTURE AND FISHERIES INFORMATION SERVICES
(External Services)

1. Information Education and Communication (IEC)

Information, Education and Communication (IEC) play a vital role in the implementation of agricultural programs as the intended beneficiaries and stakeholders are informed about the various programs and interventions that the Department will provide how and where these can be accessed and what are the requirements for their availment. Moreover, new or improved technologies, best practices and feedbacks of other farmers and program/project beneficiaries are disseminated to the farmers and agri-stakeholders using various communication platforms such as print, broadcast, audio–video, and social media.

The Regional Agriculture and Fisheries Information Section (RAFIS) as the communication arm of the agency produces the IEC materials for the external clients which include the farmers, extension workers, rural based organizations, and the general public as well as for the internal clients which include its personnel and attached agencies. It also manages the social media account (FB page-Agriculture Bicol, twitter) and administers the agency's web page (http://bicol.da.gov.ph). Moreover, it monitors and responds to e-mail requests, messengers and group chats as well as snail mails addressed to the office.

Printed materials on various agricultural commodities, agricultural programs, and agricultural technologies are produced and distributed to the farmers and LGUs through the extension workers. Walk-in clients are also provided upon request.

Instructional and institutional videos, and documentaries of success stories and special events of the agencies are also produced and copies may likewise be requested.

Conduct of or sponsorship radio program is another means of disseminating supplemented by radio and TV guesting or interviews live or by phone patch.

Office or Division:	Regional Agriculture and Fisheries Information Section (RAFIS)			
Classification:	Simple			
Types of transaction:	G2C-Government to Citizen; Government to Government			
Who may Avail:	Walk-in clients, letter sender (farmers, students, out-of-school youth, LGUs, POs, GOs, NGOs, media persons, other stakeholders			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
A. For walk-in clients requesting not more than 10 copies				
CLIENT STEPS	**AGENCY ACTION**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**	**FEES**
1. Go to the Officer-of-the Day and sign in the logbook and inform the officer of the day about one's purpose.	1. Officer-of-the Day will give the client's request form for IEC materials and direct the client's attention to the IEC materials on display in the shelves.	2 minutes	Officer-of-the Day	none
2. Walk-in client fills up acknowledgement receipt.	2. If the IEC materials needed by the walk-in client is available and enough, the Officer-of-the Day gives the client a copy/copies and an acknowledgement receipt for his signature.	1 minute	Officer-of-the Day	none
3. Client proceeds to RAFIS office.	3. If the requested IEC material is not available or not enough, the Officer-of-the Day directs the client to go to the RAFIS Office.	1 minute		
4. Approach RAFIS staff and ask for the needed material.	4. RAFIS staff gives request form for IEC materials and locates the needed material. If the requested material is a file or a limited copies or for reference only,	5 minutes	-Lita Estrella -Marites Dilla -Vincent Emil Pasumbal -Michelle Angela Alfigura	none

	photocopy (ies) will be provided.			
5. Fill up Acknowledgement Receipt and Client Satisfaction form.				
B. For Letter/Email Sender (requesting information on particular topic (s) or copies of IEC materials				
1. Write and send letter to RAFIS. (email address: darafid5@yahoo.com)	1. Record incoming letter in the logbook.	1 minute		
	If it is a simple request, locate the material and prepare letter of acknowledgement and attach requested material and acknowledgement form and send by mail or email.	1 day		
	If information requested is complex and confidential, forward letter to Chief of RAFIS.	1 day	RAFIS Chief or OIC	
	RAFIS Chief may give the requested information or refer to division/section concerned.	1 to 3 days		
2. Wait for a reply from RAFIS within 15 days.	2. If the information being requested is not available or considered classified, prepare and send reply letter.		RAFIS Chief	

3. If the client opts to invoke his FOI right, he should be advised to fill up the FOI request form and send to the head of agency (Regional Executive Director).	3. RAFIS staff will prepare letter to requesting party with FOI form and instruction.			

Administrative and Finance Services

(External Services)

Provision of administrative, management and financial assistance in the implementation of all DA RFO-5 programs and projects for the promotion of agricultural development and economic growth.

A. HUMAN RESOURCE MANAGEMENT SERVICES

1. Job Application

Under the New Normal. Filing of application is not hampered

Job Vacancies are posted at the DA bulletin board at the lobby of the Administrative & Finance Division, Field Operations Division, Research Division, Human Resource Management Section and also posted to CSC Website and DA RFO 5 facebook page. Anyone can apply providedthat a prospective applicant meets the qualifications required for the job opening.

The Human Resource Merit Promotion and Selection Board screen and recommend the qualified applicants.

Office or Division:	Administrative and Finance Division-Human Resource Management Section
Classification:	Multi-Stage Process
Type of Transaction:	G2C
Who may avail:	Regular Employee, Contract of Service, Job Order, Walk in Applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application Letter with the following requirements: -Curriculum Vitae/ Personal Data Sheet with latest 2" x 2" picture -Authenticated photocopy of Certificate of Eligibility(ies) - Authenticated photocopy of transcript of Records -Other supporting documents, if any	List of vacancies available in Human Resource Management Section, DA Website, CSC Website, Bulletin Board and other Three Conspicuous places including Research Outreach Stations

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit application letter together with the requirements	1. Acknowledge receipt of application	None	1 day	HRMS Staff, Chief, HRMS

Walk in applicants can mail their application with Complete documents Email: darfu5.personnel2019@gmail.com				
2. (Pre-Assessment Phase)	First Shortlisting of Applicants -(Culling of not qualified, late submission, incomplete documents) (Profiling: Qualified applicants)	None	5 days	HRMPSB
3. Exam & Interview	1. Conduct exam 2. Notify only applicants who pass the exam to proceed for interview	None	2 days	HRMPSB Staff
	Second Shortlisting of Applicants -Identify who passed the exam and interview	None	2 days	HRMPSB Staff
4. Behavioral Event Interview (BEI)	Conduct Behavioral Event Interview (BEI) to qualified applicants	None	5 days	Assigned HRMPSB Staff
5. HRMPSB deliberation (Assessment Phase)	1. Third Shortlisting and submission of top 5 ranking applicants to the recommending authority.	None	5 days	HRMPSB Secretariat

	2. Submission to Office of Secretary (OSEC) of top 5 ranking applicants and proposed appointees for approval of DA Secretary. Email to DA Central Office: 1. Transmittal to DA OSEC with complete attachments and requirements. 2. All original copy for mail	None	2 days	HRMPSB Secretariat
5. Submission of required documents	Inform the appointees and will be required to submit requirements for preparation of appointments	None	1 day	HRMPSB Staff
6. Appointment Preparation	Preparation of appointments	None	1 day	HRMPSB Secretariat
7. Oath Taking -Thru Virtual Oath Taking for those who are in far place	Oath taking and assumption to duty	None	1 hour	Regional Executive Director, Division Chief/s concerned
	Submission of appointment for attestation/validation of CSC			
			25 days & 1 hour	

2. On The Job Training (OJT) / Immersion

DA RFO 5 accepts job immersion or on the job training in support to DepEd K to 12 program.

Office or Division:	Administrative and Finance Division-Human Resource Management Section
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Schools, Student/s

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
√ Request Letter √ Memorandum of Agreement (MOA) √ Schedule of On-The-Job Training √ Personal data Sheet √ Medical Certificate √ Parent Consent	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Letter Request.	1. Received Letter request from schools to undergo OJT in DA RFO 5 subject for approval of RED.	None	1 day	HRMS Staff RED
2. Submit Memorandum of Agreement MOA.	2. Execute Memorandum of Agreement (MOA) between the School Principal and DA RFO 5 represented by RED.	None	3 days	HRMS Staff
3. Submit Schedule of OJT, PDS, Medical Certificate and Parent Consent,	3. Approval of Memorandum of Agreement and Submission of other requirements	None	2 days	RED

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Preparation of Memorandum and schedules of On-The-Job Training.	None	1 hour	HRMS Staff
	5. Orientation of students and delegating to assigned office.		2 hours	Chief, HRMS HRMS Staff
			6 days and 3 hrs	

B. GENERAL SERVICES -CASHIERING

1. Issuance of Check

The Cash Unit under the General Services Section is responsible in the issuance of checks, direct payment to individual bank account not only to internal clients and employees to pay obligation to the suppliers, contractors and other clients like issuance of official receipts for collections; remittance/ deposit of collections to accredited depository banks and to BTR. To strictly require the end user

Office or Division:	Administrative and Finance Division- General Services/Cash Unit
Classification:	Simple
Type of Transaction:	G2G C2C G2B
Who may avail:	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly approved disbursement voucher for payment to creditors	Office of the approving officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review/check the completeness of voucher as to authorized signatories are in place.	1. Release of payment	None	20 minutes	Disbursing Officer
	2. Release BIR 2306 and 2307 upon payment	None	20 minutes	Releasing Staff

Segregate vouchers, Issue/process for payment thru checks, LDDAP IC or LDDAP ADA according to source of funds. Require the suppliers, contractors to issue Official Receipt or Sales/Cash invoice upon payment of agency obligations	or mail 2306/2307 to claimants upon sending address to cashier			
New Normal				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inform payee through text message or call that check is ready for release 2. Advise to issue Official Receipt	With permission / authority given to Deposit check to their LBP account Mail BIR Certificate (2306 and 2307) to payees	With bank charge if interbranch Charge to claimant	Undetermined time due to new normal bank transactions procedure	Cashier/Collecting officer

2. Receipt of Collection

All payment for various services with fee shall be pay directly to the cashier's office. This will facilitate immediate release of goods to the clientele.

To accept and acknowledge payment among others using electronic data message system, adopt paperless/Egovernance practices. This will facilitate immediate transactions to the clients for comfort of their work place with better transition into new normal.

Office or Division:	Administrative and Finance Division- General Services/Cash Unit
Classification:	Simple
Type of Transaction:	G2G G2C G2B
Who may avail:	Farmers, Individuals, Contractors, Suppliers and other Creditors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1- Payment order slip		Issuing Office where the services are availed		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present payment order slip to the cashier OD/Guard on duty will inform and/ or present order slip to the Cashier/Collecting Officer for OR To select the preferred bank to do transaction on line. Clients may also be done thru online transaction with payment options 1. Bank deposit/online bank transfer 2. Paypal/GCash 3. Over the counter (payment channel)- Palawan,LBC, Mlhuiller, Western Smart Padalla 2. Present official receipt as basis for the release of goods/cert.	1. Collecting officer shall issue official receipt. Send the transaction receipt to serve as proof of payment by means of __ _____. Or thru responsible personnel like (BAC),Regulatory) Collecting Officer will issue official receipt once proof of payment presented .	Depending on the services being availed Ensure to make payments only to the assigned bank account no. of D.A.	10 minutes	CASHIER/Collecting Officer
			10 minutes	

Conduct Procurement of Goods, Infrastructure and Services

(External Services)

1. Issuance of “Order of Payment” to the interested bidder

Procurement of Goods & Services and Infrastructure through public bidding.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	Simple			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Bidders/Suppliers			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Invitation to Bid, duly approved and posted • Scheduled for Public Bidding (P1,000,000.00 and above) • Authority to Procure (optional for ABC with P50,000,000.00 and above) •			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1. Request for “Order of Payment”	Receive/acknowledge request and issue an “order payment” with corresponding amount depending on the approved budget.	None	1-30 Minutes	*BAC Secretariat* BAC Staff
	TOTAL	None	30 Minutes	

2. Submission of Bid Docs

Procurement of Goods & Services and Infrastructure through public bidding.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	Simple			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Bidders/Suppliers			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Duly issued Order Payment • Duly submitted bid envelopes			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1. Submission of sealed bid docs with 2-Envelope System	1. Acknowledgement and recording of the bid docs. 2. Stamp for date and time received.	None	1-3 Minutes	*BAC Staff* BAC Office
	TOTAL	None	3 Minutes	

3. Conduct of Post Qualification and Evaluation

Procurement of Goods & Services and Infrastructure through public bidding.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	MULTI STAGE			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	BIDDERS/SUPPLIERS			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Duly issued Order Payment • Duly submitted bid envelopes • Pre-Bidding Conference, if required • Bidding Conference			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1. Conduct of Post Qualification and Evaluation	The BAC TWG would convene and submit the post qualification reports within period as prescribed by RA 9184, 7 days from bid evaluation: 1.1. Conduct of assessment and inspection for post-qualification report with 12 days for post qualification. 2.2. Creation of post-qualification report.	None	1-45 Days	*BAC TWG* *BAC Secretariat*
	TOTAL	None	45 Days	

4. Delivery of Notice of Award / Contract / NTP by the winning bidder

Procurement of Goods & Services and Infrastructure through public bidding.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	COMPLEX			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	BIDDERS/SUPPLIERS			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Duly issued Order Payment • Duly submitted bid envelopes • Pre-Bidding Conference, if required • Bidding Conference • Post Qualification			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
	The BAC shall proceed with the following: 1.1. Resolution recommending for Award. 1.2. Posting of Performance Bond. 1.3. Contract Signing. 1.4. Notice to Proceed.	None	15-42 Days	*BAC Secretariat* BAC Office
	Transmittal of the documents to the End User	None	1 Day	*BAC Staf*
	TOTAL	None	43 Days	

Office of the Regional Executive Director

(Internal Services)

1. Processing of Requests and Complaints Lodged at The Presidential Complaint Center

An initiative of President Rodrigo Roa Duterte, the Presidential Complaint Center, also known as the 8888 Citizens Complaint Hotline, was launched to serve as a venue for Filipino Citizens to file and monitor their requests, concerns and other grievances pertaining to the delivery of services from various agencies.

Exercise general authority on all matters within the jurisdiction of the Regional Field Unit and ensure the enforcement of laws and regulations pertaining to it.

Office or Division:	Office of the Regional Executive Director
Classification:	Simple
Type of Transaction:	G2G G2C
Who may avail:	All Concerned Citizens

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
(Memorandum from the Office of the President and the Office of the Director, Internal Audit Service, containing viable information on the nature of the Complaint)	(Transmitted from the OP and IAS)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Upon receipt of the forwarded notice from IAS, ORED Staff shall stamp the receiving copy	None	5 minutes	ORED Receiving Staff

	with the following information: name of receiver, date and time received. IAS is then copy furnished with the stam]ped receiving copy			
	2. Route the said memorandum to concerned office(s)/ individuals for their appropriate Action	None	15 minutes	OIC RED/ DA RFO 5 OIC in case the RED is unavailable
	3. Gather facts and documents relative to the said complaint and discuss the same to the concerned office/ head of agency.	None	2.5 days	Concerned office/ individual/ ORED
	4. Create action document based on the discussion and facts gathered, for approval and signature of the head of agency	None	30 minutes	ORED Staff

	5. Signed action document is submitted to the records section for processing and mailing to the Presidential Action Center, copy furnishing concerned individuals	None	10 minutes	ORED Releasing Staff
			2.6 days	

2. Creation of Office Issuances pursuant to Orders issued by the Secretary

Establish and implement controls pursuant to General Memorandum Orders issued by the Secretary for efficient and legal use of government resources.

Office or Division:	Office of the Regional Executive Director
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Regular Employee, Contract of Service, Job Order,

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Memorandum, Special Order from Office of Secretary	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Receive and log into the	None	30 minutes	ORED Receiving Staff

	document tracking system pertinent information regarding the communications received			
	2. Route to concerned offices and request for inputs regarding the said subject or raise the subject during ManCom Meeting	None	20 minutes	Regional Executive Director
	3. Create Office Issuance based on the information and points gathered	None	30 minutes	ORED Staff
	4. Signing of the Office Issuance	None	10 minutes	Regional Executive Director
	5. Release signed Office Issuance to the Records Section for Filling and dissemination to concerned personnel	None	3 minutes	Records Section
			1 hour and 33 minutes	

3. Approval and signing of various documents

Establish and implement controls pursuant to General Memorandum Orders issued by the Secretary for efficient and legal use of government resources

Office or Division:	Office of the Regional Executive Director
Classification:	Simple
Type of Transaction:	G2G G2B
Who may avail:	Contractors/ Service Providers/ employees/ other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Accomplished Travel Orders • Accomplished Trip Tickets • Accomplished Project/Activity proposals • Accomplished Purchase Requests • Accomplished Purchase Orders • Accomplished BAC Actions • Accomplished Plans and Designs • Accomplished Detailed Estimates • Accomplished Gasoline Withdrawals Accomplished RIVS/RIS • Accomplished Gate Pass	Requesting office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for approval	1. Receive documents of concern and check for completeness of attachment or signatory	None	30 minutes	ORED Receiving Staff

	and log into database 2. approval/ signing of the head of agency 3. Release of the signed document	 None None	 30 minutes 20 minutes	 Regional Executive Director ORED Releasing Staff
			1 hour and 20 minutes	

4. Approval and signing of official documents

Office or Division:	Office of the Regional Executive Director
Classification:	Simple
Type of Transaction:	G2G G2B
Who may avail:	Regular Employee, Contract of Service, Job Order, Other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Memorandum of Agreement • Invitation letters • Notice of Meeting • Certifications • Justification • Request for Travel Authority • Application for Leave • Narrative/ Validation Reports • Endorsements • ATI Sattelite Form	Requesting office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for approval	1. Receive documents of concern and check for completeness of attachment or signatory and log into database	None	5 minutes	ORED Receiving Staff
	2. approval/ signing of the head of agency	None	15 minutes	Regional Executive Director
	3. Release of the signed document to appropriate office/ individual	None	3 minutes	ORED Releasing Staff
			23 minutes	

5. Selection of Recommended Appointee

Employ and assign personnel to applicable position, in accordance to the provisions of the Civil Service Law and General Memorandum Orders issued by the Secretary.

Office or Division:	Office of the Regional Executive Director
Classification:	simple
Type of Transaction:	G2C
Who may avail:	Regular Employee, Contract of Service, Job Order, Walk in Applicants

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PSB resolution recommending the applicant/s for the position to be filled	(HRMPSB)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Receive list of top 5 ranking applicants from the HRMPSB in a sealed envelope and enter into the communications database the applicable information	None	5 minutes	ORED Receiving Staff
	2. Selection of Recommended Appointee	None	1 day	Regional Executive Director

	3. Return the approved shortlist of nominees to the HRMS for transmittal to the Office of the Secretary	None	3 minutes	HRMPSB Secretariat
	4. Swear into office the DA Secretary approved applicant/ appointee	None	1 day	Records Section
			2 days and 8 minutes	

6. Approval and Designation of attendees to seminars, workshops and trainings

Support programs and systems for staff development

Office or Division:	Office of the Regional Executive Director
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Regular Employee, Contract of Service, Job Order

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Signed invitation from accredited learning service provider	Learning service provider offering the activity

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request, invitation or endorsement to attend the said activity being offered	1. Receive enter into the communications database the applicable information		3 minutes	ORED Receiving Staff
	2. approval/ disapproval of the request		1 day	Regional Executive Director
	2.1. If approved: forward to HRMS for drafting of Memorandum			ORED releasing staff

	2.2. If disapprove: Return to requesting party 3. Approval and signing of the memorandum 4. Release signed Office Issuance to the Records Section for Filling and dissemination to concerned personnel		3 minutes 1 day 5 minutes	 Regional Executive Director ORED Releasing staff
			2 days and 11 minutes	

Office of the Regional Technical Director for Research & Regulations

(Internal Services)

1. Approval/Recommending Approval of Various Documents

Office or Division:	Office of the RTD for Research and Regulations
Classification:	Simple
Type of Transaction:	Government to Government & other Agri-Fishery Stakeholders
Who may avail:	Requesting Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Accomplished Travel Orders • Accomplished Trip Tickets • Accomplished Project/Activity proposals • Accomplished Purchase Requests • Accomplished Purchase Orders • Accomplished BAC Actions • Accomplished Plans and Designs • Accomplished Detailed Estimates • Accomplished Gasoline Withdrawals Accomplished RIVS/RIS • Accomplished Gate Pass	Requesting Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit for approval or recommendation of various documents.	2. Receive for Approval/Recommending Approval of Various Documents (Travel Orders, Trip Tickets, Sudy/Project/Activity proposals, Purchase Requests, Purchase Orders, BAC Actions, Plans and Designs, Detailed Estimates, Gasoline Withdrawals, RIVS/RIS', Gate Pass)	None	2-5 minutes	RTD for R&R Staff RTD for R&R
			5 minutes	

2. Initials/Signatures to Various Official Communications

Office or Division:	Office of the RTD for Research and Regulations
Classification:	**Simple**
Type of Transaction:	Government to Government & other Agri-Fishery Stakeholders
Who may avail:	Requesting Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished various official letters and communications	Requesting Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit for initial or signature various communications/invitations/letters/Memorandum and others.	2. Receive for Initials/Signatures to Various Official Communications (Invitation Letters/Reply Letters/Letter Requests/Information Disseminations, Quotations, Office Memorandum, ADA/LDDAP Advise, Vouchers, OBRS)	None	2-5 minutes	RTD for R&R Staff RTD for R&R
			5 minutes	

Office of the Regional Technical Director for Operations

(Internal Services)

1. Approval/Recommending Approval of Various Documents

Office or Division:	Office of the RTD for Operations
Classification:	**Simple**
Type of Transaction:	Government to Government
Who may avail:	Requesting Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Accomplished Travel Orders • Accomplished Trip Tickets • Accomplished Project/Activity proposals • Accomplished Purchase Requests • Accomplished Purchase Orders • Accomplished BAC Actions • Accomplished MOA • Accomplished SWA • Accomplished Plans and Designs • Accomplished Detailed Estimates • Accomplished Gasoline Withdrawals Accomplished RIVS/RIS • Accomplished Gate Pass • Accomplished Leave of absence • Accomplished Contract/Service Agreement	Requesting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for approval or recommendation of various documents.	1. Receive for Approval/Recommending Approval of Various Documents (Travel Orders, Trip Tickets, Sudy/Project/Activity proposals, Purchase Requests, Purchase Orders, BAC Actions, Plans and Designs, Detailed Estimates, Gasoline Withdrawals, RIVS/RIS', Gate Pass	None	2-5 minutes	RTD for Operations Staff OIC-RTD for Operations

	leave of absence, contract/service agreement, minutes of meeting, justification, certifications)			
			5 minutes	

2. Initials/Signatures to Various Official Communications

Office or Division:	Office of the RTD for Operations
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Requesting Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished various official letters and communications	Requesting Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit for initial or signature various communications/invitations/letters/Memorandum and others.	1. Receive for Initials/Signatures to Various Official Communications (Invitation Letters/Reply Letters/Letter Requests/Information Disseminations, Quotations, Office Memorandum, ADA/LDDAP Advise, Vouchers, OBRS)	None	2-5 minutes	RTD for Operations Staff OIC-RTD for Operations
			5 minutes	

Regional Agricultural Engineering Services
(Internal Services)

1. Prepare Project Estimate (New Construction, Rehabilitation, Repair) Of Ros's and DA's Regional Office for Funding Purposes

The Regional Agricultural Engineering Division (RAED) serves as the field implementing arm of DA across all banner programs. Major activities of RAED include preparation of Program of Works (POWS) & Detailed Engineering Design (DED) construction/ rehabilitation of DA facilities and Research Outreach Stations including all agricultural infrastructures.

Office/Division:	Regional Agricultural Engineering Division			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Divisions, ROS's			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Intent		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Letter of Request.	1. Received requests forwarded from ORED.	None	30 mins	RAED Officer of the Day
	2. Forward to RAED Chief for validation instructions	None	30 mins	RAED Officer of the Day
	3. Review the request and forward to the Engineering Plans and Designs Specifications	None	1 day	EPDS Section Chief

	2. Conduct site inspection and validation	None	2 days	RAED-EPDS Staff
	3. Prepare Plans and Design	None	7 days	RAED-EPDS Staff
	4. Prepare Cost Estimate	None	7 days	RAED-EPDS Staff
	5. Submit Plans and Designs and; Cost Estimate for Approval	None	2 days	ORED/RTD/ END USER
	5. Forward the Plans and Designs and; Cost Estimate to the Requesting Party	None	2 days	RAED
	TOTAL		20 days	
End of Transaction				

2. Supervision of Construction & Improvement Projects of Da Facilities

Construction/Improvement and rehabilitation projects are implemented thru the Regional Agricultural Engineering Division. Under this division is the Program and Project Management section that monitors project implementation upon issuance of the Notice of Proceed of every project.

Office/Division:	Regional Agricultural Engineering Division			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Divisions, ROS's			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Issue Notice of Proceed to Project Contractor	None		c/o Records Section
	2. Assign Project In Charge	None	1 day	RAED-PPMS
	3. Monitor project Implementation.	None	120 days	RAED
	TOTAL		121 days	
End of Transaction				

Supervision of construction/improvement of DA Facilities is qualified for multi-stage processing.

3. Inspection of Projects for Billing Purposes

Inspection of projects for billing purposes is a measure to ensure that perform works as per approved plan, design and specifications.

Office/Division:	Regional Agricultural Engineering Division
Classification:	Highly Technical
Type of Transaction:	G2C-Government To Client
Who may avail:	DA Supplier and Contractor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request for Payment	Requesting Party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the request for payment.	1. Received requests forwarded from ORED.	None	30 mins	RAED Officer of the Day
	2. Forward to RAED Chief for instruction.	None		Chief, RAED
	3.. Review the request and forward to the Program and Project Management Section (PPMS)		1 day	PPMS Section Chief
	4. Conduct of site inspection and validation		5 day	Assigned Project Engineer

	5. Prepare Inspection Report		2 days	Assigned Project Engineer
	6. Submit Inspection Report for review and approval		3 days	PPMS Section/RTD/ORED
	TOTAL		**11 days 30 mins**	
End of Transaction				

4. Assist on the Maintenance of DA Facilities

The Regional Agricultural Engineering Division (RAED) provides assistance to maintenance thru inspection and giving recommendations base on observations.

Office/Division:	Regional Agricultural Engineering Division
Classification:	Highly Technical
Type of Transaction:	G2G-Government to Government
Who may avail:	Divisions, ROS's
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Intent	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request..	1. Received requests forwarded from ORED and forward to RAED Chief,	None	30 mins	RAED Officer of the Day
	2. Review the request and forward to the Engineering Plans and Designs Specifications	None	1 day	EPDS Section Chief
	3. Conduct site inspection.	None	7 days	RAED-EPDS Staff

	3. Prepare inspection report.	None	2 days	RAED-EPDS Staff
	4. Review inspection report.	None	1 day	Chief, RAED
	5. Forward report to the requesting division/Ros's.	None	1 day	RAED Staff
	TOTAL		12 days, 30 mins.	
End of Transaction				

5. Inspection of Procured Machinery and Equipment

Inspection of all agricultural machinery and equipment ensures that delivered machinery/equipment conforms to required specifications.

Office/Division:	Regional Agricultural Engineering Division
Classification:	Highly Technical
Type of Transaction:	G2G-Government to Government
Who may avail:	Supplier of Farm Equipment and Machinery

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Delivery Receipt	Requesting Party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Delivery Receipt	1. Review the items and no. of units and other important details on the delivery receipt.	None	1 hr 45 mins	PACD
	2. Affix signature on the Delivery Receipt	None	15 mins	RAED
	TOTAL		2 hrs	
End of Transaction				

Administrative and Finance Services

(Internal Services)

A. HUMAN RESOURCE MANAGEMENT SERVICES

1. Issuance of Service Record, Certificate of Employment and other Certifications

DA employees and former employees may request for copies of service records, certificates of employment and other certifications from the Administrative Division.

These are usually required for:

- Salary loans and other form of loans
- Credit card applications
- Promotions
- Retirement and Terminal leave purposes
- Application for employment to other firms/agencies upon resignation from the agency.

Office or Division:	Administrative and Finance Division-Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Regular Employees, Retirees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplish request form	HR Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Filled-up Request Form. Check your particular document/certification needed and indicate its purpose.	1. Acknowledge request.	None	10 minutes	HRMS Staff

2. Acknowledge receipt	2. If found in order or valid prepare the necessary documents. 3. Document/s for signature 4. Issue the document/s	None None None	1 hour 10 minutes 5 minutes	HRMS Staff Chief, HRMS HRMS Staff
			1 hour and 25 minutes	

2. Provision of Employees Records pertaining to Daily Attendance Report (Biometric Daily Time Record), leave of absences, accrued leave credits, overtime request, appointments, promotions, transfers, documentary requirements for retiree/s and other HRMS transactions.

DA employees and former employees may request for certificates of accrued leave credits, copy of appointment, promotions, transfer, documentary requirements for retiree/s and other HRMS transactions.

Office or Division:	Administrative and Finance Division-Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2C G2G
Who may avail:	Regular Employee & Retirees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplish request form	HR Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Filled-up Request Form. Check your particular document/certification needed and indicate its purpose.	1. Acknowledge request.	None	5 minutes	HRMS Staff
2. Wait while the employee in-charge prints the document you specified/ requested.	2. Prepare required documents	None	15 minutes	HRMS Staff
	3. Document/s for signature	None	15 minutes	OIC-Chief HRMS
3. Acknowledge receipt.	4. Issue the document/s	None	5 minutes	HRMS Staff
			40 minutes	

3. Services on all matters concerning availment of benefits, salary increase, step increment, salaries, training

DA employees and former employees may request for copies of salary increase, step increment, salaries and training.

Office or Division:	Administrative and Finance Division-Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Regular Employees

CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Filled-up Request Form. Check your particular document needed and indicate its purpose.	1. Acknowledge request.	None	5 minutes	HRMS Receiving Staff
	2. Prepare/print required documents	None	15 mins	HRMS Staff
1. Acknowledge receipt	Issue request documents	None	5 mins	HRMS Staff
			25 mins	

4. Issuance of General Clearance

The Human Resource Management Section is responsible in the issuance of General Clearance to those retiring/transferring employees.

Office or Division:	Administrative and Finance-Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2C
Who may Avail:	Retiring/Transferring employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form	HRMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Issuance of Clearance Form	1. Receive request for clearance form	None	5 minutes	HRMS Staff
	Preparation and Issuance of General Clearance to Client for signature	None	15 minutes	HRMS Staff
			20 minutes	

B. GENERAL SUPPORT SERVICES

I. Supply And Property Management Service

1. Stock Availability, Verification and Issuance

The Property Unit of the General Services Section is responsible in the acceptance, stocking and issuance of office supplies, materials and equipment.

Office or Division:	Administrative and Finance Division- General Services/Property Unit
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	All Employees, LGU's,

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requisition and Issue Slip (RIS)	Property Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit duly accomplished RIS	1. Determine if goods is available in stock or not available	None	10 minutes	Property Officer/Custodian
	1.1 Goods is not in stock-NOT AVAILABLE is STAMP at the RIS and returned to the end user.		5 minutes	Property Officer/Custodian
	1.2 Goods is/are available in stock		1 hour	Property Officer/Custodian

	To prepare the following and must be signed before release of the items requested. 1.2.1. Property Acknowledgement Receipt (PAR) Php. 15 thousand and above, 1.2.2. Inventory Custodian Slip (CIS) Php 14,999 and below, 1.2.3. Invoice Receipt of Property (IRP) For LGUs and other outside recipients.			
			1 hour and 15 minutes	

2. Designation of Control Number of Inspection and Acceptance Report (IAR)

Complete deliveries of goods and equipment as per contract is ready for payment. Duly accomplished Inspection and Acceptance reports with designated control number is a requirement for processing and payment.

Office or Division:	Administrative and Finance Division- General Services/Property Unit			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may Avail:	Liaison officer			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Voucher with complete attachments			Accounting section/ end user	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Disbursement Voucher with complete attachment required by accounting section.	Assign and record of designated IAR control number, secure photo copies of contract, PO, OR/SI/CI, DR, NTP, NOA for records and references purposes. After recording, documents are returned to the End User.	None	5 min	Property Staff
			5 minutes	

3. Numbering Trip Ticket and Facilitate Issuance of Fuel, Oils and Lubricants

Trip ticket and Fuel, Oil, Lubricants requisition and withdrawal slip is controlled and properly recorded for record and references purpose.

Office or Division:	Administrative and Finance Division- General Services Section
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	All Employees, Liaison officer

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Approve Trip Ticket and Requisition/ withdrawal slip	General Services Section

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present Trip Ticket duly signed by approving authority.	1. Verify and designate control number for the Approved Trip Ticket and retain copy for records purposes.	None	5 min	Property staff
2.Submit Requisition and withdrawal slip	Designate control number, name of gasoline station, validity date to the Requisition and Withdrawal Slip. Trip Ticket and /or Withdrawal Slip is given back to the end user	None	5 min	Property staff
			10 minutes	

4. Facilitate insurance and Registration of Motor Vehicles

The GSS is responsible in the updating the annual insurance and registration of all running/serviceable motor vehicle.

Office or Division:	Administrative and Finance Division- General Services Section
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	Employees with assigned vehicle

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Statement of Insurance and LTO registration	General Services Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request renewal of insurance and LTO Registration	1. Secure billing statement from Insurance Company (GSIS) and Land Transportation Office (LTO)	None	halfday	Liaison officer
	2. Preparation of documents for payment (Obligation Request Form & Disbursement Voucher and other supporting documents)		30 mins	Liaison officer
	3. Facilitate payment for insurance, and registration.		1 day	Liaison officer

			1 day, 4 hours and 30 minutes	

5. Facilitate insurance of Building and Property, Plant and Property (PPE)

The GSS is responsible in the updating the annual insurance of building and PPE.

Office or Division:	Administrative and Finance Division-General Services Section
Classification:	Simple
Type of Transaction:	G2G
Who may Avail:	Chief, Administrative Officer

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Statement of Insurance	General Services Section

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Request update for insurance of Buildings and PPE's (renewal)	Preparation and submission of Building and PPE Insurance application form duly signed for computation of premium of insurance.	None	halfday	Admin support staff
	Preparation of voucher for payment of insurance premium for buildings and PPE	none	30 min	Admin support staff
	Facilitate payment and	none	1 day	Admin support staff

	receipt of insurance policy from issuing agency.			
			1 day, 4 hours and 30 minutes	

6. Warehousing and Issuance of Goods, Materials and Equipment

The GSS/Property unit is responsible in warehousing of goods, materials and equipment to temporary measure to secure items up until the distribution.

Office or Division:	Administrative and Finance Division- General Services/Property Unit
Classification:	Simple
Type of Transaction:	G2G
Who may Avail:	Program coordinator/ liaison officer/ report officer

CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request warehousing of deliveries	1. Immediate Storage & Warehousing of delivered goods, supplies, equipment and agricultural inputs. Minimal deliveries Bulk deliveries	None	 30 mins 1 day	Property Officer/Custodian Warehouse personnel

2. Present Requisition and Issuance Slip (RIS), Gate Pass and Invoice Receipt for Property (IRP) issued by the Program Concerned with duly signed by approving authority	2. Preparation of Property Transfer Receipt (PTR) and numbering of RIS, affixed signature by the requisitioner, approving officer, and the issuing officer	None	20 mins	Property staff
	3. Issuance of goods, materials and equipment upon completion of documents Minimal Bulk		 30 mins half day	Warehouse personnel
			Minimal- **1 hour and 20 minutes** **Bulk-** **1 day, 4 hours and 20 minutes**	

II. Cashering Services

7. Payment of Salaries, Wages and Payment to creditors

The Cash Unit of the General Services Section is responsible in the payment of the salaries and wages of all employee.

Office or Division:	Administrative and Finance Division- General Services/Cash Unit
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	All Employees including Regular and Contract of Service

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1- Duly approved disbursement voucher ready for payment for Wages and other Obligations	Accounting Section

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly a accomplish voucher for payment.	1. Received, review, record Disbursement Voucher.	None	15 minutes	Receiving Staff -101/NTA -Trust Fund -PRDP
	2. Preparation of Check (Name of Creditor, amount, object code)	None	5 minutes	Cash Staff
		None	10 minutes	Cash Staff

	3. Preparation of Advice 4. Encode report of Check Issuance 5. Signing of Check 6. Recording & Transmittal of Check for countersigning of approving authority. 7. Receiving and recording of countersigned check. 8. Issuance of check to walk-in clients or deposit to banks for LDDAP.	None None None None None	15 minutes 2 minutes 10 minutes 5 minutes 30 minutes	Cash Staff Cashier Cash Staff Receiving Staff Cashier
			1 hour and 32 minutes	

8. Remittances/ Deposit of Collections- Bir/ Pag-Ibig/ Philhealth, Gsis and Bank Loan Remittances

The remittances and collections from the payment of loans are being sorted and deposited to the depository banks by the Cash unit.

Office or Division:	Administrative and Finance Division- General Services/Cash Unit
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	All Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly approved disbursement voucher ready for payment for various remittances/premium contributions	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Cashier or the Collecting Officer to remit with in the prescribe period.	Sorting as to depository banks Actual deposit: - Naga City - Pili, Camarines Sur - Provinces	None	I hour 1 day	Collecting Officers/Cashier Collecting Officers/Cashier
			1 day and 1 hour	

III. Records Management Services

9. Recording & Routing of Mailed or Hand Carried Letters Received

Office or Division:	Administrative and Finance Division- General Services/Records Unit
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may Avail:	All Employee

CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Mailed and Hand Carried Letters addressed to ORED, RTDs, Division Chiefs, Program coordinators, ROS'es and all employees.	1. Letters are sorted/classified as to official or personal. 1.1. Official mail is opened, routed to Office of the RED. 1.2. Personal cum official mail, recorded and routed to addressee unopened. 2. Recording of communication received from the Office of the RED with noted routing slip. 3. Reproduce and route/distribution	None None None None None	10 mins 15 min 5 min 15 min 30 min	Chief, Records Unit Records staff Chief, Records Unit Records staff Chief, Records Unit Records staff Chief, Records Unit Records staff Chief, Records Unit Records staff

	to concerned personnel.			
			1 hour and 15 minutes	

10. Receiving E-mailed Communication

Office or Division:	Administrative and Finance Division- General Services/Records Unit			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. E-Mailed matters addressed to ORED, RTDs, Division Chiefs, Program coordinators, ROS'es and all employees, Sent via e-mail address: da5recordsunit@gmail.com	1.Open, Print and send acknowledgement receipt of e-mail. 2. Record, Reproduce and route/distribution to concerned personnel	None None	5 mins 5 min	Chief, Records Unit Records staff Chief, Records Unit Records staff
			10 minutes	

11. Mailing/Sending Outgoing Communication

Office or Division:	Administrative and Finance Division- General Services/Records Unit
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	Employees

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Outgoing mails/ correspondence received for dispatch from agency officials and employees	1. Received and acknowledge the outgoing mails. 2.Outgoing Mails are sorted/classified and check for completeness For mailing -secure file copy -ensure proper packaging and complete information of addressee -endorse to the courier services. For issuances -reproduce copies -disseminate/ distribution.	None None None None	5 minutes 15 minutes 1 day Half day	Chief, Records Unit Records staff Chief, Records Unit Records staff Chief, Records Unit Records staff Chief, Records Unit Records staff
			1 day, 4 hours and 20 minutes	

12. Request for Copy of Official Documents

Office or Division:	Administrative and Finance Division- General Services/Records Unit
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	All Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Records Request Form (RRF)	Records Unit Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employees to present accomplished Records Request Form	1.Recieve Request Form	None	5 minutes	Chief, Records Unit Records staff
	2.Search File	None	2 minutes	
	3.Photocopy documents	None	5 minutes	
	4.Aunthenticate (if necessary)	None	3 minutes	
2. Acknowledge receipt	5.Issue documents	None	5 minutes	Releasing Staff
			20 minutes	

IV. Motorpool Services

13. Referral of Vehicle for Repair

The Motorpool Unit is responsible in the repair and proper maintenance DA-RFO5 Service Vehicles.

Office or Division:	Administrative and Finance Division- General Services/Motor pool Unit
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	Employee with assigned vehicles

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Pre-Repair Inspection Report Form	GSS/Motorpool

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit vehicle needing repair	1. Assessment, inspection and determination scope work for the repair.	None	Halfday	Chief, Motorpool Unit Mechanic
	2. Preparation and signing of Pre repair Inspection Report.	None	10 mins	Chief, Motorpool Unit Admin Support Staff
3. Driver will bring vehicle to service provider (auto shop)		None	1 hour	Designated Driver
			5 hours and 10 minutes	

14. Dispatch of Vehicle

The Motorpool Unit is responsible in the dispatch of some DA-RFO5 Service Vehicles with assigned drivers.

Office or Division:	Administrative and Finance Division- General Services/Motorpool Unit
Classification:	Simple
Type of Transaction:	G2G Government to Government, G2C Government to Client
Who may Avail:	Employee with assigned vehicles

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Vehicle Request Form	GSS/Motorpool

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit accomplished vehicle request form	1. Assess the request for vehicle, verify availability of vehicle fit for the purpose of travel.		1 hour	Chief, Motorpool Unit
	2. Assuming availability of vehicle and driver, Preparation of Trip Ticket, affix signatures.		30 minutes	Admin Support staff Chief, Motorpool Unit Chief, GSS
3. Insure approval of Trip Ticket and Fuel Withdrawal Slip.			30 minutes	Designated driver or/ liaison officer
			2 hours	

15. Minor Repair of Motor Vehicle

The Motorpool Unit is responsible in the repair and proper maintenance DA-RFO5 Service Vehicles.

Office or Division:	Administrative and Finance Division- General Services/Motor pool Unit
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	Employee (driver) with assigned vehicle

CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit vehicle needing repair	1. Assessment, inspection and determination scope work for the repair	None	Half day	Chief, Motorpool Unit Mechanic
	2. Assuming the availability of parts, repair of vehicle will be performed	None	2 days	Mechanic
	3. Conduct roadworthiness test	None	10 minutes	Mechanic Driver
			2 days, 4 hours and 10 minutes	

V. Maintenance Services

16. Building, Grounds Maintenance, and Janitorial Services

The Unit ensures the upkeep, proper maintenance and cleanliness of buildings and surrounding of the agency.

Office or Division:	Administrative and Finance-General Services/Maintenance Unit
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	Concerned Employee

CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. All Offices	1.Janitorial Services - per office -Ground Maintenance	None None	30 mins Half day	Chief, Maintenance Unit Building & Ground Maintenance unit
	2.Electrical Services -Troubleshooting -Replacements	None	30 mins Half day	Building & Ground Maintenance unit
	3.Minor Repair of building	None	Half day	Building & Ground Maintenance unit
			1 day and 5 hours	

C. BUDGET SERVICES

1. Facilitates allocation of funds (Earmarking)

Budget section is responsible for allocation of fund per program.

Office or Division:	Administrative & Finance Division- Budget Section
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Employees, Contractors and Suppliers, Service Providers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished ORS, PR, Activity Proposal & other required documents for earmarking	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished ORS, PR, Activity Proposal & other required documents for earmarking.	1. Evaluate, received and record complete documents. 1.1 Forward to Fund controller	None	5 minutes	Budget Receiving Staff
	2. The fund controller will analyze the transaction and allocate fund for transactions included in the approved Fiscal year programming. 2.1. If not, this will be returned to the end user.		10 minutes	Respective fund controller

	2.2. If yes, fund controller will allocate/earmark fund. 3. Certify/affix signature for the availability of fund. 4. Recording and transmittal to BAC office.		10 minutes 5 minutes	Budget Officer Budget Staff
			30 minutes	

2. Obligation of fund to creditor for payment

Office or Division:	Administrative & Finance Division- Budget Section
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may Avail:	Concerned Employee

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished vouchers	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished voucher together with the supporting documents.	1. Evaluate, received and record complete documents. 1.1 forward to fund controller	None	5 minutes	Budget Receiving Staff
	2. Budget controllers analyze the transaction for fund allocation. 2.1. Allocate fund per approved programming and requires attachments of supporting documents.	None	10 minutes	Budget Officer/ Controller
	3. Fund controller will designate obligation number to ORS/BURS and	None	10 minutes	Fund controller

	Purchase Order forms.			
	4. Certify the availability of allotment and obligation.	None	10 minutes	Budget Officer
	5. Recording and transmittal to Accounting section or End User	None	5 minutes	Budget Staff
			40 minutes	

D. ACCOUNTING SERVICES

1. Process Vouchers for payment

Facilitate payment of obligations to contractors, suppliers, service providers, other government agencies and employees.

Office or Division:	Administrative & Finance Division- Accounting Section
Classification:	Simple
Type of Transaction:	G2G G2C G2B
Who may avail:	Liaison officers per Division and Research Outreach Stations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished vouchers	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished voucher together with the supporting documents per checklist.	1. Record the transaction 1.1 Forward to processor	None	5 minutes	Receiving Staff
	2. Processor shall check the completeness and validity of all supporting documents. 2.1 Simple transactions	None	10 mins.	Processors

	2.2 Not simple 2.3 For transaction that requires other supporting documents returned to the End-User thru the receiving staff. Forward to indexer		2 hours	
	3. Record in their particular Ledger Forward to NCA/Trust Fund Controller		10 mins.	Indexing Staff
	4. Provide cash allocation. Forward to Accountant		5 minutes	Cash Controller
	5. Certifies as to cash availability and completeness of supporting documents.		20 minutes	Chief, Accountant/OIC
	6. Forward to approving officers.		5 minutes	Outgoing Staff
			2 hours and 55 mins.	

2. Remittance Print-out

Office or Division:	Administrative & Finance Division- Accounting Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Encoding of various remittance based on the letter request. 2. Posting of all remittance to individual ledger.		30 minutes	In charge of Remittances

Conduct Procurement of Goods, Infrastructure and Services

(Internal Services)

1. Request & Evaluation of Purchase Request

Procurement of Goods & Services and Infrastructure through Public Bidding and Small Value Procurement.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Approved Purchase Request/Detailed Engineering Design, duly signed			End User Office	
• Certification of Availability of Funds			Budget Section	
• With clear specifications **Technical Specs:** **Goods and Services** - Quantity, Description, Authority to Procure (only for P50 Million and above) **Catering** (Target location, amenities, tentative dates, menu, other concerns and requirements of the activity) **Infrastructure** - Plan, BOQ, permits (if applicable), Authority to procure (only for P50 Million and above), Work and Financial Plans			End User Office, BAC TWG, RAED	
• Requirements depending on the Modality of Procurement			BAC Secretariat Office	
• With submitted Project Procurement Management Plan (PPMP)				
• Certification as to the inclusion of project in the Annual Procurement Plan (APP)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1. Submission of Purchase Request	Receive and check submitted documents if complying with the requirements as duly accomplished and approved by authorized officer.	None	5 Minutes	*BAC Staff*

2.	Entry of Control Number, as to the following: **[Date]_[Control Number],**	None	3 Minutes	*BAC Staff* BAC Office
3.	Review the following: a. Completeness of specification and other requirements b. Determination of Mode of Procurement c. Apply Internal policies and other updates from COA, DBM, and GPPB	None	10 Minutes	*BAC Secretariat Head* BAC Office
4.	Assign the project to the Focal Person:	None	3 Minutes	*BAC Sec. Focal Person* BAC Office
	TOTAL	None	16 Minutes	

2. Conduct of the Pre Procurement Conference

Procurement of Goods & Services and Infrastructure through Public Bidding and Small Value Procurement. (**Mandatory:** Goods with ABC above 2M; **Infra Projects** with ABC above 5M)

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	Highly Technical			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Approved Purchase Request/Detailed Engineering Design, duly signed			End User Office	
• Notice for BAC Conference Meeting			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1.	1. Schedule the project for Pre-Procurement on BAC Conference.	None	1-7 Days	*BAC Focal Person* BAC Office

	2. Inclusion of project to the Notice of the BAC Conference Meeting under Pre-Procurement agenda *Scheduled at the next BAC Conference			*End User*
2.	Received duly approved and signed Notice and/or Supplemental Notice for the BAC Conference Meeting	None	1 Day	*BAC Staff* BAC Office
3.	Conduct Procurement Conference, the following shall be determined by the BAC Committee: 3.1. Confirm the description and scope of the contract, the ABC, and contract duration; 3.2. Ensure that the procurement is in accordance with the PPMP and APP; 3.3. Determine the readiness of the procurement at hand; 3.4. and others as prescribed by 2016 IRR of RA 9184.		1 Day *RA 9184	*BAC Committee* BAC Office *BAC TWG* BAC Office *BAC Secretariat* BAC Office *End User*

3. Posting of Invitation to Bid

Procurement of Goods & Services and Infrastructure through Public Bidding and Small Value Procurement.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	Highly Technical			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Duly authorized project for procurement • Conduct of Pre-Procurement Conference if required			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1.	Prepare the bidding documents.	None	1-8 Days	*BAC Secretariat* BAC Office
2.	Advertisement/ posting of Invitation to Bid (ITB): 2.1. The PhilGEPS website, 2.2. DA RFO 5 website (bicol.da.gov.ph), and 2.3. At any conspicuous place in the premises of the DA RFO 5	None	1 Day	*BAC Sec. Focal Person* BAC Office
	TOTAL	None	9 Days	

4. Conduct Pre-Bidding Conference

Procurement of Goods & Services and Infrastructure through Public Bidding only. (**Mandatory** - ABC 1M or more; **Discretionary** - ABC less than 1M)

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	COMPLEX			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Duly authorized project for procurement • Conduct of Pre-Procurement Conference if required • Invitation to Bid			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1.	Schedule the project for Pre-Bidding on BAC Conference	None	7 Days	*BAC Secretariat* BAC Staff
2.	Attendance of BAC TWG and End User is required to discuss the eligibility requirements and he technical and financial components.	None	1 Day	*BAC Committee* *BAC TWG* *BAC Secretariat* *End User*
3.	Notify the End-User For issuance of supplemental bid bulletin, if there's any.	None		*BAC Sec. Focal Person* BAC Office

5. Conduct of Bidding Conference

Procurement of Goods & Services and Infrastructure through Public Bidding and Small Value Procurement.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	Highly Technical			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Duly authorized project for procurement • Pre-Procurement Conference if required • Invitation to Bid • Pre-Bidding Conference, if required			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1. Schedule of Bidding Conference	Schedule the project for Bid Opening on BAC Conference	None	12 Days *RA 9184	*BAC Secretariat* BAC Office
2. Opening of bidding documents	**Determine** Pass and Fail Criterion 2.1. Eligibility documents (*Bidder's compliance and eligibility*) 2.2. Checklist of requirements	None	1 Day	*BAC Committee* BAC Office *BAC TWG* BAC Office *BAC Secretariat* BAC Office *End User*
	TOTAL	None	13 Days	

6. Conduct of Post Qualification and Evaluation

Procurement of Goods & Services and Infrastructure through Public Bidding and Small Value Procurement.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	MULTI STAGE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Duly authorized project for procurement • Pre-Procurement Conference if required • Invitation to Bid • Pre-Bidding Conference, if required • Bidding Conference			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1	The BAC TWG would convene, conduct inspection, and submit the post qualification reports within period as prescribed by RA 9184, 7 days from bid evaluation: 1.1. Conduct of assessment and inspection for post-qualification report with 12 days for post qualification. 1.2. Creation of post-qualification report.	None	1-45 Days	*BAC TWG* BAC Office *BAC Secretariat* BAC Office
	TOTAL	None	45 Days	

7. Schedule of Award

Procurement of Goods & Services and Infrastructure through Public Bidding and Small Value Procurement.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	MULTI - STAGE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
• Duly authorized project for procurement • Pre-Procurement Conference if required • Invitation to Bid • Pre-Bidding Conference, if required • Bidding Conference • Post Qualification			BAC Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESS-ING TIME**	**PERSON RESPONSIBLE**
1.	Proceed for Resolution recommending for Award. The BAC Sec shall draft the ff: 1.1. Resolution recommending for Award 1.2. Notice to Award.	None	1-15 Days	*BAC Secretariat*
2.	Notify winning bidder to post appropriate kind of performance bond	None	1-10 Days	*BAC Secretariat*
3.	Transmit the following documents to the End User for the signing of contract agreement: 3.1. Contract Agreement; 3.2. Bidding Documents; 3.3. Winning bidder's bid, including the Eligibility requirements, Technical and Financial Proposals,	None	1-10 Days	*BAC Secretariat*

	and all other documents/ statements submitted; 3.4. Performance Security; 3.5. Notice of Award of Contract; and others			
4. Notice to Proceed	The concerned PE shall issue the Notice to Proceed together with a copy/ies of the approved contract to the successful bidder within seven (7) Days from the date of approval of the contract by the appropriate government approving authority	None	1-7 Days	*Regional Executive Director / HoPE* DA RFO 5 *BAC Secretariat* BAC Office *End User*
	TOTAL	None	42 Days	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback is sent to the office through the following: • Client Satisfaction Feedback Forms given during turn over/distribution of interventions • Feedback Forms at the Public Assistance and Complaints Desk (PACD) • Through email or mail to the Regional Executive Director or to divisions concerned. The contact numbers and email addresses of DA officials are posted in the web and in the transparency seal • Through comments in the DA RFO 5 facebook account Agriculture Bicol
How feedbacks are processed	1. The submitted suggestions at the PACD are being sorted monthly and complaints are being verified 2. Feedbacks on Facebook are being answered immediately by the FB administrators. 3. Requests through facebook and emails were forwarded to the concerned Divisions or answered directly by the receiver. How to file a complaint? 1. Through Complaint Form available at the PACD 2. Through email or mail to the Regional Executive Director or to divisions concerned. The contact numbers and email addresses of DA officials are posted in the web and in the transparency seal

	3. Through comments in the DA RFO 5 facebook account Agriculture Bicol 4. Internal clients may submit complaint to the Grievance Committee of the agency
How to file a complaint	Complaint is sent to the office through the following: • Complaint Form at the PACD • Through email or mail to the Regional Executive Director or to divisions concerned. The contact numbers and email addresses of DA officials are posted in the web and in the transparency seal • Through comments in the DA RFO 5 facebook account Agriculture Bicol
How complaints are processed	How complaints are processed? 1. Complaints to the Grievance are being addressed by convening the committee 2. Complaints received through email or social media were forwarded to the Director or to concerned divisions.
Contact Information of CONTACT CENTER NG BAYAN (CCB)	16565 or 0918-88-16565

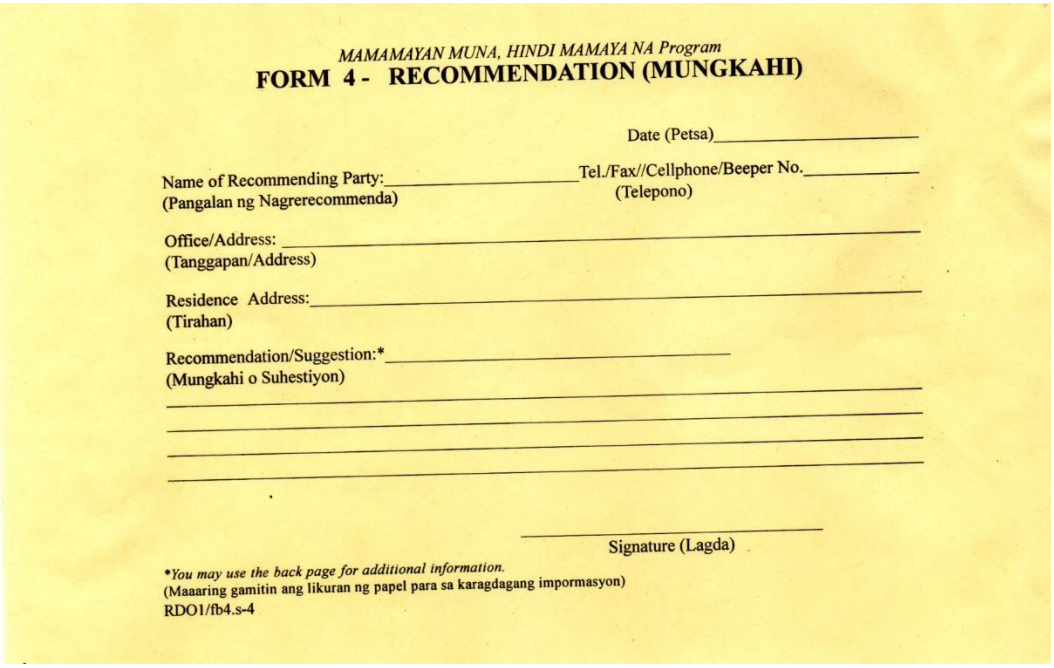
LIST OF OFFICES

OFFICE/HEAD	ADDRESS	CONTACT INFORMATION
DIRECTORY OF OFFICIALS		
RODEL P. TORNILLA, MABE Regional Executive Director	New Admin Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur da5ored@yahoo.com	(054) 477-0381
EDGAR R. MADRID, DPM RTD for Research & Regulations	Crops Research Quadrangle DA RFO 5 San Agustin, Pili, Cam. Sur oic-rtd5@yahoo.com	(054) 4777-448
LUZ R. MARCELINO RTD for Operations	FOD Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur luzcelinomar@yahoo.com	(054) 477-2122
DIVISION CHIEFS		
ALOHA GIGI I BAÑARIA Chief, Planning, Monitoring and Evaluation Division	New Planning Office, DA RFO 5 San Agustin, Pili, Cam. Sur da5planning@yahoo.com	(054) 477-1533
MARY GRACE DP. RODRIGUEZ, Ph.D. OIC-Chief, Field Operations Division	2nd Floor Operations Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur	(054) 4777-254
ROSITA M. IMPERIAL Chief, Regulatory Division	New Regulatory Building DA RFO 5 San Agustin, Pili, Cam. Sur	(054) 4777-146
CORAZON A. ORBON OIC-Chief, Research Division	Research Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur Cora_orbon@	(054) 477-0475
ROSARIO C. SALES Chief, Administrative and Finance Division	Ground Floor, New Admin. Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur	(054) 4777-226

ADELINA A. LOSA Chief, Agribusiness & Marketing Assistance Division	AMAD Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur da5agribusiness@yahoo.com	(054) 477-2122
TIRSO O. PERLAS OIC-Chief, Integrated Laboratories Division	RCPC Office, DA RFO 5 San Agustin, Pili, Cam. Sur	(054) 477-0068
ENGR. NILDA T. ALBAÑO Chief, Regional Agricultural Engineering Division	Engineering Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur daraed@yahoo.com	
BANNER PROGRAM COORDINATORS		
LORENZO L. ALVINA Agri'l Center Chief III Rice/Corn Program Regional Coordinator	2nd Floor Operations Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur	(054) 4777-263
MARY GRACE DP. RODRIGUEZ, Ph.D. Supervising Sci. Res Specialist High Value Crops Development Program Regional Coordinator	2nd Floor Operations Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur	(054) 4777-263
MARISA E. GUILLERMO, DVM Veterinarian III Livestock and Poultry Program Regional Coordinator	2nd Floor Operations Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur	(054) 4777-263
OTHER KEY OFFICIALS		
EMILIA B. BORDADO Resident Ombudsman and Chief, Regional Agriculture and Fisheries Information Section	Crops Research Quadrangle DA RFO 5 San Agustin, Pili, Cam. Sur darafid5@yahoo.com	(054) 477-5113

MARILOU D. BORDON OIC-Chief, Human Resource Management Section	2nd Floor New Admin. Bldg. DA RFO 5 San Agustin, Pili, Cam. Sur darfu5.personnel2019@gmail.com	(054) 477-2126

FEEDBACK FORMS



MAMAMAYAN MUNA, HINDI MAMAYA NA Program

FORM 4 - RECOMMENDATION (MUNGKAHI)

Date (Petsa)_____

Name of Recommending Party:_____ Tel./Fax//Cellphone/Beeper No._____
(Pangalan ng Nagrerecommenda) (Telepono)

Office/Address: _____
(Tanggapan/Address)

Residence Address:_____
(Tirahan)

Recommendation/Suggestion:*_____
(Mungkahi o Suhestiyon)

_____

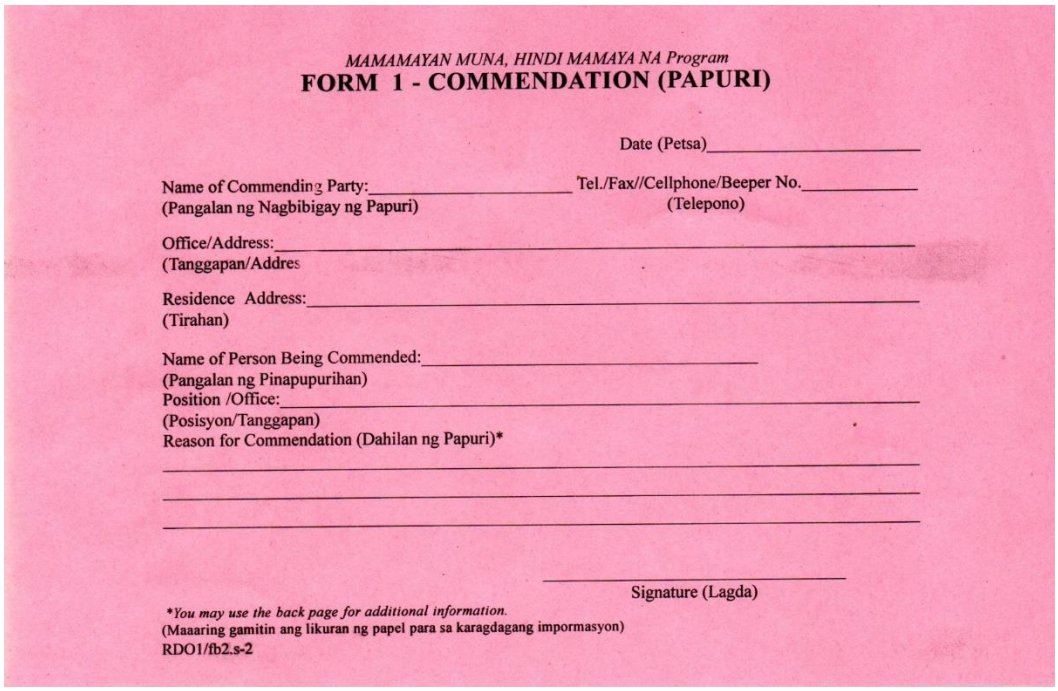
_____

_____

_____

_____
Signature (Lagda)

**You may use the back page for additional information.*
(Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon)
RDO1/fb4.s-4



MAMAMAYAN MUNA, HINDI MAMAYA NA Program

FORM 1 - COMMENDATION (PAPURI)

Date (Petsa)_____

Name of Commending Party:_____ Tel./Fax//Cellphone/Beeper No._____
(Pangalan ng Nagbibigay ng Papuri) (Telepono)

Office/Address:_____
(Tanggapan/Addres

Residence Address:_____
(Tirahan)

Name of Person Being Commended:_____
(Pangalan ng Pinapupurihan)
Position /Office:_____
(Posisyon/Tanggapan)
Reason for Commendation (Dahilan ng Papuri)*

_____

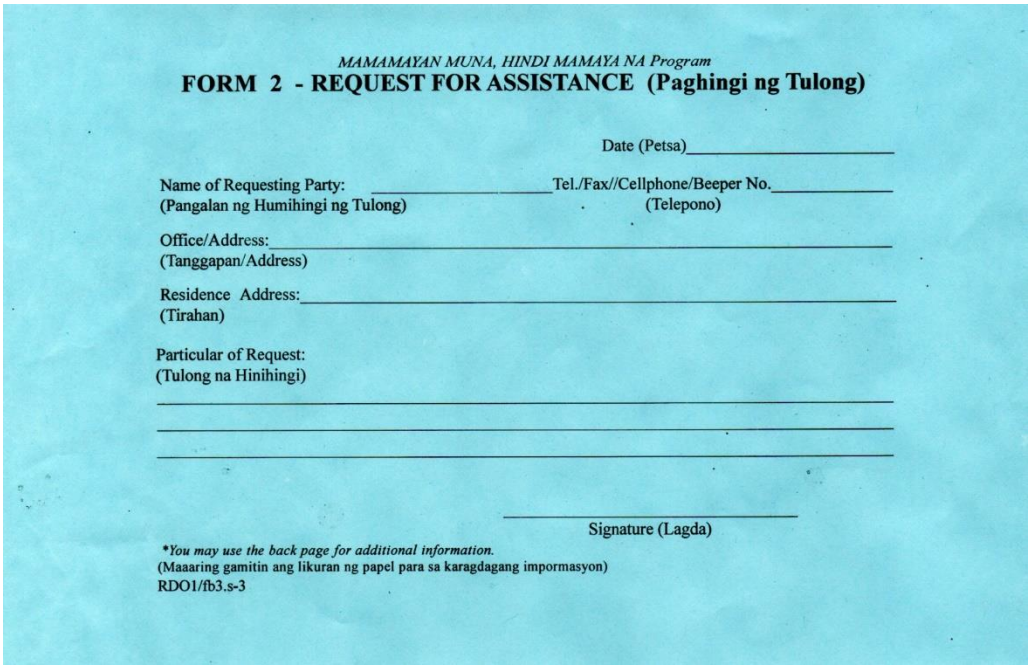
_____

_____

_____
Signature (Lagda)

**You may use the back page for additional information.*
(Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon)
RDO1/fb2.s-2

FEEDBACK FORMS



MAMAMAYAN MUNA, HINDI MAMAYA NA Program

FORM 2 - REQUEST FOR ASSISTANCE (Paghingi ng Tulong)

Date (Petsa)_____

Name of Requesting Party: _____ Tel./Fax//Cellphone/Beeper No._____
(Pangalan ng Humihingi ng Tulong) (Telepono)

Office/Address:_____
(Tanggapan/Address)

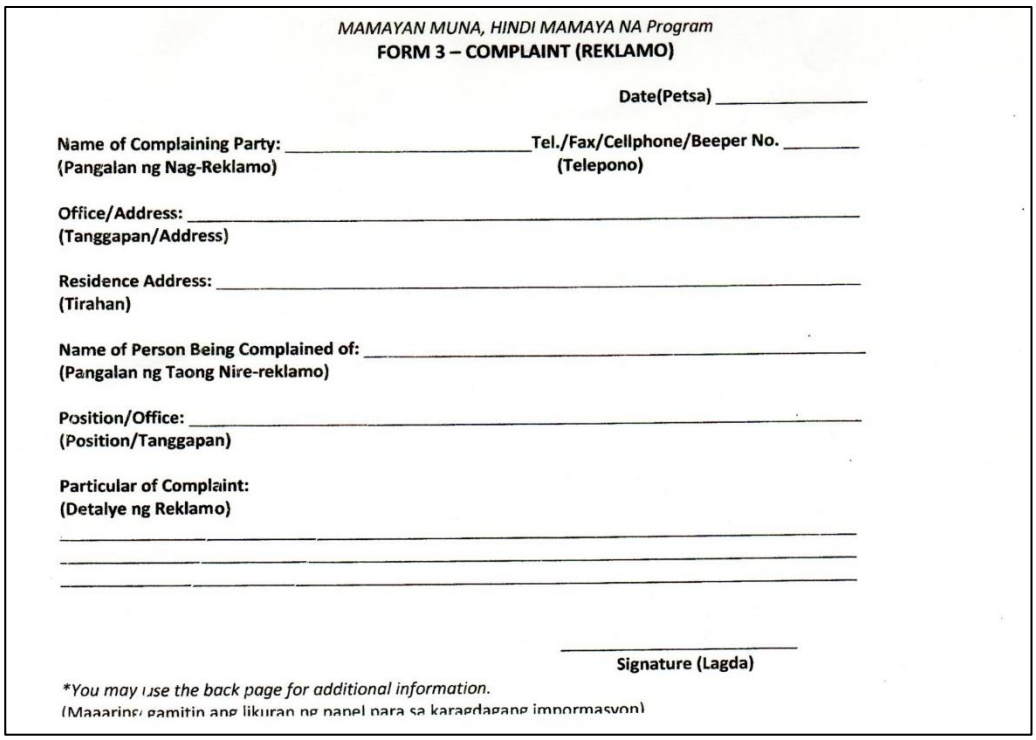
Residence Address:_____
(Tirahan)

Particular of Request:
(Tulong na Hinihingi)

_____
_____
_____

_____
Signature (Lagda)

**You may use the back page for additional information.*
(Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon)
RDO1/fb3.s-3



MAMAYAN MUNA, HINDI MAMAYA NA Program

FORM 3 – COMPLAINT (REKLAMO)

Date(Petsa) _____

Name of Complaining Party: _____ **Tel./Fax/Cellphone/Beeper No.** _____
(Pangalan ng Nag-Reklamo) **(Telepono)**

Office/Address: _____
(Tanggapan/Address)

Residence Address: _____
(Tirahan)

Name of Person Being Complained of: _____
(Pangalan ng Taong Nire-reklamo)

Position/Office: _____
(Position/Tanggapan)

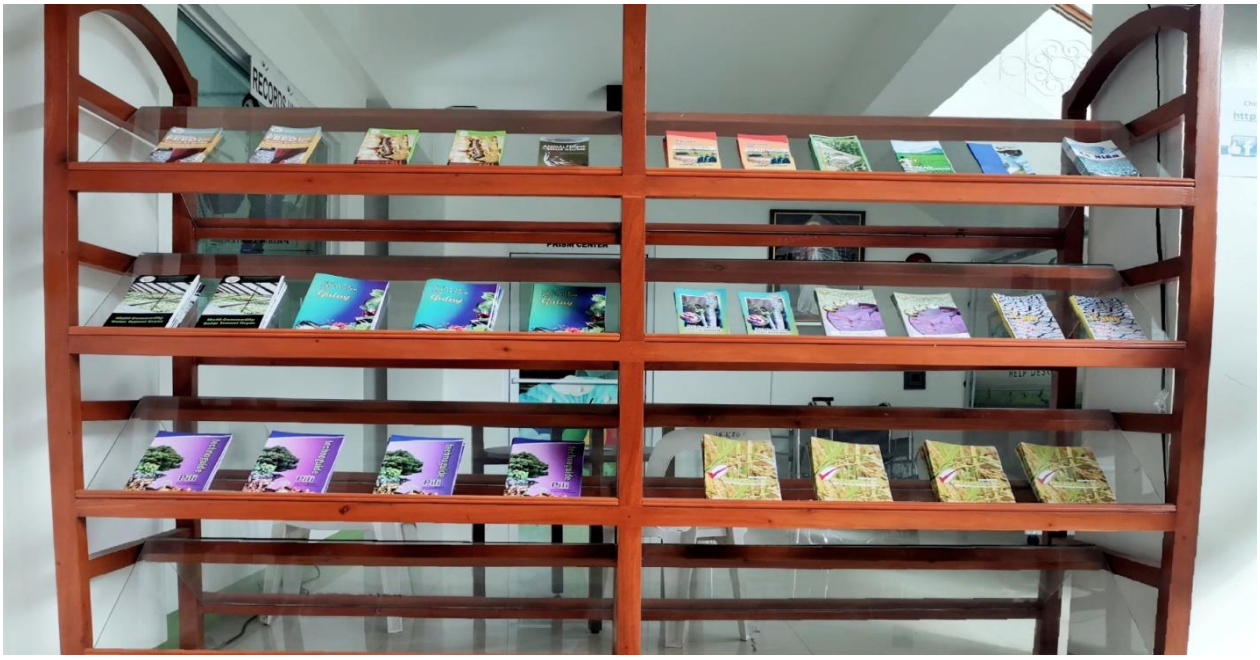
Particular of Complaint:
(Detalye ng Reklamo)

_____
_____
_____

_____
Signature (Lagda)

**You may use the back page for additional information.*
(Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon)

PICTURES



PICTURES

MANDATE
VISION
A competitive, sustainable, and technology-based agriculture and fishery sector, driven by productive and progressive farmers and fisherfolk, supported by efficient value chains well integrated in the domestic and international markets, contributing to inclusive growth and poverty reduction.
MISSION
To help and empower the farming and fishing communities and the private sector to produce enough, accessible and affordable food for every Filipino and a decent income for all.
Department of Agriculture
DA-Regional Field Office No. 5
Orthomosaic Image Map
Legend

NO
NOON BREAK
MAMAMAYAN MUNA PROGRAM
FEEDBACK FORMS
Ang FIXER ay MANDURUGAS
FIXER, BAYAN TALO
CCB
Text 0908 881-6565
Call 1-6565
Log-on to
Your direct line to quality government service
NO TO
FIXER

CSC CORNER

CSC CORNER
NO TO
FIXER
NO
NOON BREAK
STRICTLY
NO SMOKING
WE GIVE PRIORITY TO SENIOR CITIZENS, PREGNANT WOMEN AND PERSONS WITH DISABILITY.
"FIXER" HANDOUGAS
• FIXER, BAYAN T TALO
"THIS IS A DRUG-FREE WORKPLACE; LET'S KEEP IT THIS WAY!"

RAMP

WHEELCHAIR AND WALKER