



Republic of the Philippines  
**DEPARTMENT OF AGRICULTURE**  
Regional Field Office I  
Aguila Road, Sevilla, San Fernando City, La Union  
Telephone No. (072) 242 1045/1046



# **DEPARTMENT OF AGRICULTURE REGIONAL FIELD OFFICE No. 1 Aguila Road, Sevilla, San Fernando City, La Union**

## **CITIZEN'S CHARTER 2020 (1<sup>st</sup> Edition)**





Republic of the Philippines  
**DEPARTMENT OF AGRICULTURE**  
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## I. Mandate:

The **Department of Agriculture** is mandated to promote agricultural development by providing the policy framework, public investments, and support services needed for domestic and export-oriented business enterprises. The agency's primary concerns are food security and improvement of farm income through the generation of work opportunities for farmers, fishermen, and other rural workers. To effectively do these, people's participation in the formulation of policies, plans and programs for agricultural development is ensured through their representation in policy-making bodies. The DA is mandated to ensure that there is social justice, equity, productivity, and sustainability in the use of agricultural resources.

## II. Vision:

A prime-mover towards a modernized and industrialized agriculture and fisheries sector.

## III. Mission:

To provide sustainable, timely, and innovative interventions for sustainable agriculture in the Ilocos Region.





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#### **IV. Service Pledge:**

WE, the officials and employees of DA RFO-1 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 1 website:





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## **ADMINISTRATIVE AND FINANCE SERVICES (External Services)**

Provision of administrative, management and financial assistance in the implementation of all DA RFO-1 programs and projects for the promotion of agricultural development and economic growth.







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## 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 1 Facebook page. Anyone can apply provided that 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.

<b>Office or Division:</b>	Administrative and Finance Division-Human Resource Management Section			
<b>Classification:</b>	Multi-Stage Process			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Regular Employee, Contract of Service, Job Order, Walk in Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Letter with the following requirements: <ul style="list-style-type: none"> <li>- Curriculum Vitae/ Personal Data Sheet with latest 2" x 2" picture</li> <li>-Authenticated photocopy of Certificate of Eligibility(ies)</li> <li>- Authenticated photocopy of transcript of Records</li> <li>-Other supporting documents, if any</li> </ul>			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





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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: <a href="mailto:Peronnelfo1@yahoo.com">Peronnelfo1@yahoo.com</a>				
2. (Pre-Assessment Phase)	First Shortlisting of Applicants  -(Determine not qualified, late submission, incomplete documents) - (Profiling: Qualified applicants)	None	5 days	HRMPSB/HRMS Chief
3. Exam & Interview	1. Conduct exam  2. Notify only applicants who pass the exam to proceed for interview	None	2 days	HRMS Staff





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	Second Shortlisting of Applicants  -Identify who passed the exam and interview	None	2 days	HRMPSB Staff & Division Chiefs
4. Behavioral Event Interview (BEI)	Conduct Behavioral Event Interview (BEI) to qualified applicants	None	5 days	HRMPSB/ HRMS Staff/Secretariat
5. HRMPSB deliberation (Assessment Phase)	1. Third Shortlisting and submission of top 5 ranking applicants to the recommending authority.	None	5 days	HRMPSB/HRMS 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	HRMS/HRMPSB Secretariat





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5. Submission of required documents	Inform the appointees and will be required to submit requirements for preparation of appointments	None	1 day	HRMS Staff
6. Appointment Preparation	Preparation of appointments	None	1 day	HRMPSB Secretariat/HRM S staff
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			
			<b>25 days &amp; 1 hour</b>	

## 2. On The Job Training (OJT) / Immersion

DA RFO 1 accepts job immersion or on the job training in support to DepEd K to 12 program.

<b>Office or Division:</b>	Administrative and Finance Division-Human Resource Management Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	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		Client





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√ Parent Consent				
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 1 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 1 represented by RED.	None	3 days	HRMS Staff
1. 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





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			<b>6 days and 3 hrs</b>	
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## 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

<b>Office or Division:</b>	Administrative and Finance Division- General Services/Cash Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G      C2C G2B			
<b>Who may avail:</b>				
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			
<b>New Normal</b>				
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 inter-branch 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.



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<b>Office or Division:</b>	Administrative and Finance Division- General Services/Cash Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G G2C G2B			
<b>Who may avail:</b>	Farmers, Individuals, Contractors, Suppliers and other Creditors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1- Payment order slip		Issuing Office where the services are availed		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





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<p>1. Present payment order slip to the cashier</p> <p>OD/Guard on duty will inform and/ or present order slip to the Cashier/Collecting Officer for OR</p> <p>To select the preferred bank to do transaction on line.</p> <p>Clients may also be done thru online transaction with payment options</p> <ol style="list-style-type: none"> <li>1. Bank deposit/online bank transfer</li> <li>2. Paypal/GCash</li> <li>3. Over the counter (payment channel)- Palawan,LBC, Mhuiller, Western Smart Padalla</li> </ol> <p>2. Present official receipt as basis for the release of goods/cert.</p>	<p>1. Collecting officer shall issue official receipt.</p> <p>Send the transaction receipt to serve as proof of payment by means of ____</p> <p>Or thru responsible personnel like (BAC),Regulator y)</p> <p>Collecting Officer will issue official receipt once proof of payment presented .</p>	<p>Depending on the services being availed</p> <p>Ensure to make payments only to the assigned bank account no. of D.A.</p>	<p>10 minutes</p>	<p>CASHIER/Collecting Officer</p>
			<p><b>10 minutes</b></p>	





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## **AGRIBUSINESS & MARKETING ASSISTANCE DIVISION (External Services)**





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## VISION

To capacitate regional agri-fishery based producers and small, medium enterprises, through the provision of services and technical assistance on training, agribusiness and marketing, among others, for higher productivity, profitability, and competitiveness; in the domestic and global market.

## MISSION

An empowered agri-fishery based producers and entrepreneurs in the region; market-driven in its production; globally competitive and profitable; confident and trusted partner of the government and the people, in its food security and sufficiency agenda.

FRONTLINE SERVICES	
1. Credit Facilitation	
2. Facilitation of Food Distribution (Enhanced KADIWA Ni Ani At Kita)	
3. Issuance of Food Pass	
4. Enterprise Profiling And Registration to Farmers and Fisherfolk Enterprise Development Information System (FFEDIS)	
5. Enterprise Assessment And Capacity Development Facilitation	
6. Market Linkage Facilitation Through Kadiwa Digital Portal	
7. Product Development And Promotion At The One Stop Agribusiness Center (Osac)	

## 1. CREDIT FACILITATION

This service aims to bring access to credit facilities designed to address the financial needs of the marginal and small farmers and fisherfolk by providing them easy access loans and facilitates the conduct of credit forum to create credit awareness to attached agencies and local government units.

<b>Office or Division</b>	Agribusiness and Marketing Assistance Division (AMAD)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Small Farmers and Fishers (SFF) , Micro and small Enterprises (MSEs), Young entrepreneurs (18-30 years old, Sole Proprietors, OFWs)
CHECKLIST OF REQUIREMENTS	
Enrolment of individual farmers in the Registry for Basic Sectors in Agriculture (RSBSA)	Respective City/Municipal Agriculture Office
Profiling of Farmers Cooperatives and Associations and Registration in the Farmers and Fisherfolk Enterprise Development Information System (FFEDIS)	AMAD-AISS, APS, MDS





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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. SFFs, OFWs, Youthpreneur, MSEs</b>				
Visit ACPC website: <a href="http://www.acpc.gov.ph">www.acpc.gov.ph</a>		Free		
Sign up to ACPC's Credit Programs through online and fill out google form and attach requirements		Free		
Attend on-line Program briefing	Conduct online briefing.	Free	1 hour	DA-ACPC
Attend Business Plan Preparation Workshop and relevant trainings	Conduct training	Free	2 hours	DA-ACPC/ATI
	Provide technical assistance (mentoring/coaching)	Free	1 hour	DA-RFO 1 AMAD
Online submission of the Business Plan	Review completeness of requirements and evaluate Business Plan	Free	3 days	DA-ACPC
	Endorse to partner Lending Conduits	Free	1 day	DA-ACPC
	Validation, approval and disbursement of funds	Free	7 days	Lending Conduits
<b>TOTAL</b>			<b>11 days &amp; 3 hours</b>	
<b>Office or Division</b>		Agribusiness and Marketing Assistance Division (AMAD)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen		
<b>Who may Avail</b>		FCAs interested to be Lending Conduits		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application with notarized Board Resolution authorizing the cooperative/association/NGO to apply as Lending Conduit and designating its authorized signatories to enter into an agreement with DA-ACPC and Organizational Profile	
2. Endorsement from DA-RFO I	DA-RFO I AMAD
3. Profiling of Farmers Cooperatives and Associations and Registration in the Farmers and Fisherfolk Enterprise Development Information System (FFEDIS)	DA-RFO I AMAD-AISS, APS, MDS







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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Lending Conduits</b>				
Submit application requirements to DA-RFO I	DA-RFO I to review the completion of the submitted requirements and endorse to DA-ACPC	Free	1 day	RED/ RTD FOD/ RACDO
<b>TOTAL</b>			1 day	

## 2. FACILITATION OF FOOD DISTRIBUTION (Enhanced KADIWA ni Ani at Kita)

This service aims to support the promotion and retail selling of locally produce agri-fishery products and sustain linkages/partnership with the private and agribusiness stakeholders. Ensures availability, accessibility and affordability of basic agricultural commodities in high-demand areas through the different KADIWA modalities such as KADIWA on Wheels, Agri Kart

<b>Office or Division</b>	Agribusiness and Marketing Assistance Division (AMAD)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Producers/Processors/FCAs

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/fisherfolk members	
4. Must be in good standing with government agencies	
5. Must be endorsed by LGU	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. KADIWA in Agri Kart</b>				
Project Partner signing of the Project Contract	DA-RFO I AMAD to prepare the Project Contract and facilitate signing of the contract between DA-RFO I and Project Partner	Agreed Price	1 day	Regional Executive Director and Project Partner (Malls)





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Participating FCA to completely accomplish the Form	Briefing with the participating FCA on the management of the Agri Kart  DA-RFO I AMAD to prepare the Profiling form	Free	3 hours	Ms. Ma. Christine de Leon Ms. Corazon Valdez/ Mr. Bernie Trinidad
Submit accomplished form and requirements thru AMAD email or courier	DA-RFO I AMAD to evaluate the submitted Profiles, screen and select the producer/processors to participate	Free	1 day	Ms. Corazon Valdez/ Mr. Bernie Trinidad
Display and Retail Selling at the KADIWA in Agri Kart	KADIWA in Agri Kart implementation	Free	Continuing activity	Ms. Corazon Valdez/ Mr. Bernie Trinidad
<b>TOTAL</b>			<b>2 days and 3 hours</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>2. KADIWA on Wheels</b>				
Participating Producers/Processors/FCAs to completely accomplish the Form	DA-RFO I AMAD to prepare the Profiling form and Interview interested participants	Free	1 day	Ms. Corazon Valdez/Mr. Bernie Trinidad/Ms. Lene Grace Cabahug
Submit accomplished form and requirements thru AMAD email or courier	DA-RFO I AMAD to evaluate the submitted Profiles, screen and select the producer/processors to participate	Free	1 day	Ms. Corazon Valdez/Mr. Bernie Trinidad/Ms. Lene Grace Cabahug
Display and Retail Selling at the KADIWA on Wheels	KADIWA on Wheels implementation	Free	1 day	Ms. Corazon Valdez/Mr. Bernie Trinidad/Ms. Lene Grace Cabahug
<b>TOTAL</b>			<b>2 days</b>	





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### 3. ISSUANCE OF FOOD PASS

This service aims to help agriculture and fishery suppliers and truckers to a hassle-free and unhampered flow of food supply to and from Metro Manila and other regions during the effectivity of the community quarantine period. The food pass shall be displayed at the windshield and visible from the outside.

<b>Office or Division</b>	Agribusiness and Marketing Assistance Division (AMAD)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Business owners with Truck for transporting Agri-fishery commodities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Forms Form A-Application Form Form B-Food Lane Reference Form C-Sworn Statement of Commitment	Forms can be downloaded at DA-RFO I AMAD thru <a href="http://agribusiness.da.gov.ph/implementation-procedures-related-to-foodlane-accreditation/">http://agribusiness.da.gov.ph/implementation-procedures-related-to-foodlane accreditation/</a> or text the following numbers for request of forms thru email of truckers @: 09175806822/09073533500/092 5717108
2. Latest 2 pcs. 1" x 1" ID picture of applicant	
3. Two (2) photos of truck/vehicle to be accredited (front and side views) with visible plate number	
4. Scanned/photocopy of Business permit with SEC registration/CDA Registration/DTI Permit (latest)	
5. Board resolution authorizing representative to transact business in relation to the Food lane Accreditation Project (for coops, corporation, associations), as it may apply	
6. Scanned/photo copy of Official Receipt (OR) and Certificate of Registration of truck (original copy will have to be presented)	
7. Scanned/photo copy of andler's license and accreditation of transport carriers issued by Bureau of Animal Industry (BAI) for live I and accreditation of meat and transport vehicle issued by National Meat Inspection Service (NMIS) for raw meat and meat products.	
8. Scanned/photo copy of Driver's License	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure application forms and checklist of requirements from	DA-RFO I AMAD to issue application forms and checklist	Free	3-5 minutes	Ms. Imelda Cornes/Ms.





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DA-RFO I AMAD or download from DA website	of requirements to the clients or thru email			April Joy Abucay
Submit duly filled up application forms and scanned/photo copy of all the requirements and original for verification	DA-RFO I AMAD to review and verify the veracity of the submitted documents	Free	10-30 minutes	Ms. Wilhelmina Castaneda/Ms. Edilyn C. Goldara
	DA-RFO I AMAD to prepare Certificate of Accreditation for signing of the Regional Executive Director (RED)	Free	5-10 minutes	Ms. Imelda Cornes/Ms. April Joy Abucay
	Approval and Signing of the Certificate of Accreditation by the RED	Free	15 minutes	Dir. Nestor D. Domenden

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive the Food Pass decal	DA-RFO I AMAD to notify the applicant on the date of release of the Certificate of Accreditation and sticking of the Foodlane Decal	Free	5-10 minutes	Ms. Edilyn C. Goldara/ Ms. Imelda Cornes/ Ms. April Joy Abucay
<b>TOTAL</b>			<b>1 hour 10 minutes</b>	

#### 4. ENTERPRISE PROFILING AND REGISTRATION TO FARMERS AND FISHERFOLK ENTERPRISE DEVELOPMENT INFORMATION SYSTEM (FFEDIS)





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This aims to facilitate the delivery of services to support farmers and fisherfolk beneficiaries thru enterprise profiling and registration to FFEDIS as a requirement to the acquisition of DA Support and assistance.

<b>Office or Division</b>	Agribusiness and Marketing Assistance Division (AMAD)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	FCAs/NGOs engaged in agriculture and fishery related undertakings

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled up Farmers and Fisherfolk Enterprise Development Information System (FFEDIS) Form	DA-RFO I AMAD
Certificate of Registration from SEC, CDA, DOLE	
Mayor's Permit	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and completely fill up FFEDIS form from DA-RFO I AMAD office or email @ <i>amad-da-region1@yahoo.com</i>	DA-RFO I AMAD to provide FFEDIS forms and conduct briefing and interview	Free	10-20 minutes	DA-RFO I AMAD-AISS, APS, MDS
	Encoding of Data/Information	Free	10-20 minutes	Imelda R. Cornes/ April Joy Abucay
Submit duly filled up FFEDIS forms with the required documents	DA-RFO I AMAD to review/verify the veracity of the submitted documents	Free	10-15 minutes	Imelda R. Cornes/ April Joy Abucay
	Registration to the system	Free	5-10 minutes	Imelda R. Cornes/ April Joy Abucay
	Approval, Signing and Release of FFEDIS Certificate	Free	15 minutes	Dir. Nestor D. Domenden, Ms. Wilhelmina P. Castaneda, Ms. Ma. Christine E. de Leon
<b>TOTAL</b>			<b>1 hour and 20 minutes</b>	





## 5. ENTERPRISE ASSESSMENT AND CAPACITY DEVELOPMENT FACILITATION

This aims to facilitate the delivery of services to support farmers and fisherfolk beneficiaries to 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 compliances to local and international market standards to enhance their productivity and income security.

<b>Office or Division</b>	Agribusiness and Marketing Assistance Division (AMAD)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	FCAs/NGOs engaged in agriculture and fishery related undertakings

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled up FFEDIS Form	DA-RFO I AMAD
Capacity Development Plan (CapDev)	DA-RFO I AMAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and completely fill up FFEDIS form from DA-RFO I AMAD office or email @ <a href="mailto:amad-da-region1@yahoo.com">amad-da-region1@yahoo.com</a>	DA-RFO I AMAD to provide FFEDIS forms and conduct briefing and interview	Free	10-20 minutes	DA-RFO I AMAD-APS
Submit accomplished and signed form	Evaluate completion and accuracy of documents	Free	1 hour	Rhoda Galban Rosel Tuba-ang Reynaldo Ancheta, Jr
	Conduct Needs Assessment and Prepare Capacity Development Plan	Free	1 day	Rhoda Galban/ Rosel Tuba-ang Reynaldo F. Ancheta, Jr.
	Provision of Technical Support/Assistance	Free	1 day	DA-RFO I AMAD-APS
	If financial assistance is necessary, refer to Lending Conduits	Free	15 minutes	ACPC- PMO/Lending Conduit





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<b>TOTAL</b>			<b>2 days, 1 hour and 35 minutes</b>	
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## 6. MARKET LINKAGE FACILITATION THROUGH KADIWA DIGITAL PORTAL

This aims to link local suppliers with buyers and sustain the linkages/partnerships between them. and assistance.

<b>Office or Division</b>	Agribusiness and Marketing Assistance Division (AMAD)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	FCAs/NGOs engaged in agriculture and fishery related undertakings

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Filled up Enrollment Form	DA-RFO I AMAD, MDS
Filled up Buyer/Supplier Form	DA-RFO I AMAD, MDS

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure and completely fill up Buyer or Supplier Form from DA-RFO I AMAD office or email @ <i>amad-da-region1@yahoo.com</i>	DA-RFO I AMAD to provide forms and conduct briefing and interview	Free	10-20 minutes	DA-RFO I AMAD-MDS
Submit duly filled up forms	Uploading in the Registry system  Facilitate linkage of buyer and supplier	Free	1 day	Corazon Valdez/ Bernie Trinidad/ Arsenia Padua
<b>TOTAL</b>			<b>1 hour and 20 minutes</b>	

## 7. PRODUCT DEVELOPMENT AND PROMOTION AT THE ONE STOP AGRIBUSINESS CENTER (OSAC)

This aims to provide a venue where producers and processors can promote their products, seek assistance for business counseling and get market information that are relevant to their enterprise. for promotion and development of





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local products in the domestic market and sustain linkages/partnership with private and agribusiness stakeholders.

<b>Office or Division</b>	Agribusiness and Marketing Assistance Division (AMAD)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Producers/Processors/FCAs engaged in agriculture and fishery related undertakings

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Supplier/Processor Profile	DA-RFO I AMAD, MDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and completely fill up Supplier/ Processor Form from DA-RFO I AMAD office or email @ <a href="mailto:amad-da-region1@yahoo.com">amad-da-region1@yahoo.com</a>	DA-RFO I AMAD to provide forms and conduct briefing and interview	Free	10-20 minutes	DA-RFO I AMAD-MDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly filled up forms	Uploading in the Registry system	Free	1 day	Corazon Valdez/ Bernie Trinidad/ Arsenia Padua
	Facilitate in the product development and promotion and forge direct linkaging.			Corazon Valdez/ Bernie Trinidad/ Arsenia Padua
<b>TOTAL</b>			<b>1 hour and 20 minutes</b>	





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## **REGIONAL AGRICULTURAL ENGINEERING DIVISION (External Services)**





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## 1. Validation of Requests for Farm-To-Market Road

The Regional Agricultural Engineering Division (RAED) provides assistance in the Provision of Farm-to-Market Road (FMR) projects through validation and endorsement of the technical feasibility of proposed site and institutional capability of recipients. This includes the construction of new barangay roads, road openings and upgrading or improvement of roads.

<b>Office/Division:</b>	Regional Agricultural Engineering Division (RAED)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Local Government Units (LGU) and 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/Proponent		
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/Proponent		
Prioritization template accomplished by the LGU/Proponent (Downloadable in BAFE Website).		LGU/Proponent		
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	RESPONSIBLE PERSON
1. Submit the complete requirements to DA – RFO 1 (through the Records Unit) or email at <a href="mailto:raed_reg01@yahoo.com">raed_reg01@yahoo.com</a> or <a href="mailto:infra.phf.fmr@gmail.com">infra.phf.fmr@gmail.com</a>	1. Received request at ORED forwarded to RAED. Request routed to the concerned staff/section for validation and evaluation instructions	None	1-2 Working days (WD)	RAED Chief



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	2. Review as to completeness of submitted documents. 2.1 For incomplete documents, return to the requesting party for compliance. 2.2 For mailed requests, with incomplete attachments, prepare communication or reply indicating the list of needed documents.	None	2-3 WD	RAED Technical Staff
	3. Refer to RAED Chief for Validation Instructions	None	1 WD	RAED Technical Staff, Chief- RAED
	4. Coordinate with the requesting party for schedule of validation thru electronic communication or transmittal letter.	None	5 WD	RAED Technical Staff
	5. Conduct Validation and evaluation as to technical feasibility of submitted proposal.	None	2 WD	RAED Technical Staff
	6. Preparation of Approval of Validation Report of processing of geotagged	None	5-10 WD (subject to the availability of signatories)	RAED Technical Staff, RAED Chief, RTD, RED



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	photos, and evaluation of the proposed project using the prioritization indicator.			
	7. Notification of the result of validation thru verbal communication or transmittal letter. If feasible, it shall be included in the target projects, subject to the availability of funds.	None	3-5 WD	RAED Technical Staff, RAED Chief
END OF TRANSACTION				

## 2. Endorsement of Feasible Farm-to-Market Road for Funding

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

<b>Office/Division:</b>	Regional Agricultural Engineering Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2G-Government to Government
<b>Who may avail:</b>	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







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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.	<b>LGU</b>			
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.	<b>LGU</b>			
Certification from the Local Chief Executive (LCE) of no road-right of way (RROW) Conflict.	<b>LGU</b>			
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).	<b>LGU/MENRO/PENRO</b>			
Certification from the National Commission on Indigenous People or Indigenous Cultural Communities (IP/ICCs) if applicable.	<b>NCIP</b>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit original copies of the requirements.	1. Received requirements forwarded from ORED.	None	1 WD	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.			
	2. Review and evaluate the validity of supporting documents/ requirements.	None	2-3 WD	RAED Technical Staff
	3. Endorse Project for Funding	None	5 WD	RAED, RTD, RED

END OF TRANSACTION

### 3. Provision of Small Scale Irrigation Projects (SSIPs) and Post-Harvest Facilities (PHF)

The Regional Agricultural Engineering Division (RAED) provides assistance on the Provision of Small Scale Irrigation Projects (SSIPs) thru validation of the technical feasibility; institutional and financial capability of the potential project recipient. SSIPs offered by the DA include the construction/establishment/rehabilitation/improvement of Diversion Dam (DD), Communal Irrigation Systems (CIS), Small Water Impounding Project (SWIP), Solar Powered Fertigation System (SPFS), and Small Farm Reservoir (SFR).

The RAED provides assistance on the Provision of PHF thru validation of the technical feasibility, institutional and financial capability of the potential project recipient. PHFs offered by the DA include the construction/establishment/rehabilitation/improvement of Multi-Purpose Drying Pavement (MPDP), Warehouse, Rice Processing Centers (RPCs), and Flat Bed Dryers and other facilities that reduce post-harvest losses and provide good quality products.

<b>Office/Division:</b>	Regional Agricultural Engineering Division (RAED)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Organized Group of Farmers
<b>CHECKLIST OF REQUIREMENTS</b>	
Letter of Intent	<b>WHERE TO SECURE</b> Requesting Party



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Board Resolution stating the need for the project and the capacity of the applicant to maintain and operate the facility signed by majority of members of the Board of Directors		Requesting Party		
Project Utilization Proposal		Requesting Party		
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-RFO 1 (RAED)		
MAO/PAO/CAO Endorsement		MAO/PAO/CAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
4. Submit the complete requirements to DA – RFO 1 (through the Records Unit)	8. Received request at ORED forwarded to RAED. Request routed to the concerned staff/section for validation and evaluation instructions	None	1-2 Working days (WD)	RAED Chief
	9. Review as to completeness of submitted requirements	None	1-2 WD	RAED Technical Staff
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	10. Coordinate with the applicant regarding lacking documents and/or schedule of validation thru electronic communication or transmittal letter.	None	5 WD	RAED Technical Staff
	11. Conduct Validation or evaluation as to technical feasibility of submitted proposal	None	2 WD	RAED Technical Staff
	12. Preparation and Approval of Validation Report	None	5-10 WD (Subject to the	RAED Technical Staff, RAED Chief, RTD, RED



			availability of signatories)	
	13. Conduct of Topographic Survey	None	7 WD	RAED Technical Staff
	14. Notification of the result of validation thru verbal communication or transmittal letter. If feasible, it shall be included in the target projects, subject to the availability of funds.	None	3-5 WD	RAED Technical Staff, RAED Chief
	15. Preparation of Detailed Engineering Design (DED), Program of Work (POW) and Specifications	None	14 WD	RAED Technical Staff
	16. Check and Review and approval of DED, POW and	None	14 WD (subject to the availability of	RAED Chief, RTD, RED
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	Specs		signatories)	
	17. Project for Implementation (with signed Notice of Award, Construction Contract, and issued Notice to Proceed)	None		RAED
	18. Construction supervision and monitoring and updating of Statement of Work Accomplishment (SWA) to project completion	None	Within the project contract duration	RAED Technical Staff



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	19. Inspection and Regulation of Completed Project	None	3 WD	
2. Signing of Memorandum of Agreement (MOA) with the project recipient for the operation and maintenance of the project	13. Signed documents forwarded to ORED for signature of MOA.	None	10 WD (subject to the availability of signatories)	RAED Technical Staff
3. Acceptance of the completed project	14. Coordination with the recipient for the turn-over of project.	None	2 WD	RAED, RTD, RED and Recipient





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## RESEARCH SERVICES (External Services)







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## **Station Facilities**

Ilocos Integrated Agricultural Research Center (ILIARC), Ilocos Norte Research and Experiment Center (INREC) and Pangasinan Research and Experiment Center (PREC) are under the Office of the Regional Technical Director for Research and Regulations under the supervision of the Research Division. These has two (2) provincial research centers and two (2) satellite stations are strategically located along Region 1 to cater the four (4) provinces. PREC Sta Barbara with satellite station at Sual and INREC Batac with satellite Station at Dingras.

## **Research Division**

Aguila Rd., Sevilla, San Fernando City, La Union  
Consuelo N. Belarmino, Chief, Research Division

## **Ilocos Integrated Agricultural Research Center (ILIARC)**

DMMMSU Cmpd., Sapilang, Bacnotan, La Union  
Editha C. Estacio, Station Manager

## **Ilocos Norte Research and Experiment Center (INREC)**

### **Batac Station**

Tabug, Batac City, Ilocos Norte  
Larina G. Zabala, DVM, OIC-Center Chief

### **Dingras Station**

Cali, Dingras, Ilocos Norte  
Evelyn delos Reyes, Chief

## **Pangasinan Research And Experiment Center (PREC)**

### **Sta Barbara Station**

Tebag East, Sta Barbara, Pangasinan





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Ma. Remedios Pajatin, DVM, OIC-Center Chief

### **Sual Station**

Poblacion, Sual, Pangasinan

Mary Jane Alcedo, PhD., OIC-Chief

### **A. Provision of Quality Seeds and Planting Materials for free**

Planting materials shall be ready to be given to intended customers (walk-in and with request letter) with all the requirements for release and distribution were accomplished/approved.

#### **1. Legumes, improved grasses and forage planting materials**

Ilocos Integrated Agricultural Research Center (ILIARC), Ilocos Norte Research and Experiment Center – Dingras Station (INREC-Dingras), and Pangasinan Research and Experiment Center – Sual (PREC-Sual) provides 20 pieces of forage seedlings of any kind to individual farmers while more than 20 pieces to associations. 30 grams of legume seeds are given to individual farmers while 300 grams for associations.

#### **2. Grafted mango seedlings**

Quality planting materials of grafted mango seedlings are being produced and distributed by five (5) stations/centers in the Ilocos Region under the Research Division. These planting materials can be requested from Ilocos Integrated Agricultural Research Center (ILIARC), Ilocos Norte Research and Experiment Center (Batac and Dingras) and Pangasinan Research and Experiment Center (Sta Barbara and Sual). Interested walk-in-clientele may avail maximum of five (5) seedlings while clients with approved letter request can avail the requested quantity depending on the availability of planting materials.





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### **3. Vegetable seeds**

Both stations at INREC Batac and Dingras produce and distributes various open pollinated varieties (OPV) of vegetable crops of which can be availed by interested individuals. Interested individuals may avail three (3) grams of vegetable seeds per head.

### **4. Herbs**

Pangasinan Research and Experiment Center stationed at Sual, Pangasinan (PREC-Sual) provides different kinds of herb to interested clients. 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.

### **5. Other fruit bearing trees**

ILIARC, INREC-Batac, INREC-Dingras, PREC-Sta Barbara and PREC-Sual provides fruit bearing trees such as cacao, citrus, guyabano, santol, pomelo, etc. to any interested clientele. Walk-in-clientele can avail of five (5) pieces of planting materials.





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### Requirements for the services:

<b>Office or Division:</b>	Ilocos Integrated Agricultural Research Center (ILIARC) Ilocos Norte Research and Experiment Center (INREC) Pangasinan Research and Experiment Center (PREC)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government
<b>Who may avail:</b>	Individual Farmer Local Government Units Non-Government Organization/Private Institutions Farmer's Organization/Association Schools Religious Sect Entrepreneur Other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request letter (bulk request)	Provided by the client
Master list of farmers/recipients (bulk request)	Provided by the client
Customer's Logbook	Staff of respective stations
Request and Issue Slip	Staff of respective stations
Client Satisfaction Feedback Form	Staff of respective stations
Release and Acceptance Form	Staff of respective stations
Gatepass	Staff of respective stations



### HOW TO AVAIL OF THE SERVICES:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client must register to visitor's logbook		none	3 minutes	Officer of the day
Inquiry on the availability of requested supply	Officer of the day will coordinate with the project leader	none	10-15 minutes	Project Leader
	Client will be then notified for the availability of planting materials requested	none		Officer of the day
Fill out request and issue slip form	Assist client in accomplishing the form	none	5-10 minutes	Officer of the day
Approval of the RIS	Assist the client in facilitating and processing of the approval of RIS Form	none	20 minutes	Officer of the day
Present the approved RIS	Receive the approved RIS and prepare the requested seeds/planting materials	None	3 minutes	In charge of seeds/planting materials
Fill out release and acceptance form	Release of planting materials	none	5 minutes	In charge of seeds/planting materials
Fill out Client Satisfaction Feedback form and gate pass	Receive the CSF with complete details and approved gate pass	none	5 minutes	Officer of the day
Present approved gatepass upon exit of the station	Guard on duty will received a copy of the gatepass and check all the items	none	3 minutes	Guard on duty
Total Time			<b>44 inutes</b>	

## B. Provision of Quality Mushroom Spawn and fruiting bags

Mushroom production is one of the activities of the Research Division to enhance community nutrition utilize farm waste materials, increase farm production and income in rice-based farming community. Mushroom spawn and fruiting bags are available to all interested clientele.

<b>Office or Division:</b>	Ilocos Norte Research and Experiment Center – Dingras Station Pangasinan Research and Experiment Center – Sta Barbara Station			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	All interested client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer's Logbook		Official Staff		
Request and Issue Slip		Official Staff		
Client Satisfaction Feedback Form		Official Staff		
Release and Acceptance Form		Official Staff		
Gatepass		Official Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client must register to visitor's logbook		none	3 minutes	Officer of the day





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Inquire on the availability of Quality mushroom spawn and fruiting bags	Officer of the day will coordinate with the project leader	none	10-15 minutes	Project Leader
	Determine the volume of needed quality mushroom spawn and fruiting bags	None	5 minutes	Mushroom production-In-charge
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
Pay to the Cashier	Issue official receipt	Php25.00/ fruiting bag & Php35.00/ spawn	10 minutes	Cashier/ Alternate cashier
Present the official receipt to the incharge and get the quality mushroom fruiting bag and spawn	Check official receipt and release the quality mushroom spawn and fruiting bag	None	5 minutes	Mushroom production-In-charge
	Total		25 minutes	



### C. Provision of Native Pig, Native Chicken and Ducks

Research Outreach Station in Sual raises and produces native pigs, native chicken and, Mallard and Muscovy ducks for clientele who want to avail of the stocks.

<b>Office or Division:</b>	Pangasinan Research and Experiment Center – Sual Station
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G -Government to Government
<b>Who may avail:</b>	Farmers Organization/Association Individual farmers Walk-in clients and others Non-Government Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to the Regional Executive Director Accomplished Order Slip	Official Staff Official Staff Cashier/Collecting Officer

### HOW TO AVAIL OF THE SERVICES:

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
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
Pay the amount	Issue Official Receipt (OR)	Please refer to the price list	5 minutes	Collecting Officer
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
Prepare/Approval of Gate Pass.	Check the gate pass and record		3 minutes	Production In-Charge
Present the Gate Pass to the guard on duty on the way out.				Guard on duty
	Total		<b>43 minutes</b>	



## 1. Provision of Trainings

### Training on mushroom production

The Ilocos Norte Research and Experiment Center at Dingras station and Pangasinan Research and Experiment Center at Tebag, Sta. Barbara, Pangasinan provides training on mushroom production. The training is free to all interested clientele. After the training, participants (group) will be provided with 200-500 spawns as starter kits. Walk-in participants will also be provided with five (5) fruiting bags each after the training. (During this pandemic, limited number of interested clientele will be accepted). Certificate of training will be provided to trainees who complete the required number of days.

<b>Office or Division:</b>	Ilocos Norte Research and Experiment Center – Dingras Station			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	MGO, LGU, NGO, farmer's organization/association, schools, researchers, line agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request addressed to RED		Provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request address to the Regional Executive Director	RED will approve request letter and forward to the office of	none	1 day	Regional Executive Director



	RTD for Research and Regulations / Division Chief			RTD for Research and Regulations
	Chief of Research Division provide action and route letter request to Center Chief		2 days	Chief of Research Division
	Center Chief will coordinate to the training In-charge regarding the request		1 day	Center Chief
Follow up Request	Assist the client to the Training-In Charge	None	1 week after submission of request	Center Chief
	Schedule date of training based on requested date			Training-In-charge
Report for training on the specified and agreed date	Assist the trainee/client during daily training activities	None	3 days	Training-In-charge
Issue Certificate of Training				Training Management Team
	Total		<b>2 weeks</b>	



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## **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.

<b>Office or Division:</b>	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
<b>Classification</b>	Simple			
<b>Type of Transaction:</b>	G2B – GOVERNMENT TO BUSINESS ENTITY			
<b>Who may avail:</b>	Bidders/Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Invitation to Bid, duly approved and posted</li> <li>• Scheduled for Public Bidding (P1,000,000.00 and above)</li> <li>• Authority to Procure (optional for ABC with P50,000,000.00 and above) <input type="checkbox"/></li> </ul>			BAC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	None	30 Minutes	



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## 2. Submission of Bid Docs

Procurement of Goods & Services and Infrastructure through public bidding.

<b>Office Division:</b>	or	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE		
<b>Classification</b>	Simple			
<b>Type of Transaction:</b>	G2B – GOVERNMENT TO BUSINESS ENTITY			
<b>Who may avail:</b>	Bidders/Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"><li>Duly issued Order Payment</li><li>Duly submitted bid envelopes</li></ul>			BAC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>BAC Staff</i> BAC Office
	<b>TOTAL</b>	None	3 Minutes	



### 3. Conduct of Post Qualification and Evaluation

Procurement of Goods & Services and Infrastructure through public bidding.

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



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	<b>TOTAL</b>	None	45 ays	

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

Procurement of Goods & Services and Infrastructure through public bidding.

<b>Office or Division:</b>	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
<b>Classification</b>	COMPLEX			
<b>Type of Transaction:</b>	G2B – GOVERNMENT TO BUSINESS ENTITY			
<b>Who may avail:</b>	BIDDERS/SUPPLIERS			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Duly issued Order Payment</li> <li>• Duly submitted bid envelopes</li> <li>• Pre-Bidding Conference, if required</li> <li>• Bidding Conference</li> <li>• Post Qualification</li> </ul>			BAC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





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	<p>The BAC shall proceed with the following:</p> <p>1.1. Resolution recommending for Award.</p> <p>1.2. Posting of Performance Bond.</p> <p>1.3. Contract Signing.</p> <p>1.4. Notice to Proceed.</p>	None	15-42 Days	<p><i>BAC Secretariat</i>  <i>BAC Office</i></p>
	Transmittal of the documents to the End User	None	1 Day	<i>BAC Staff</i>
	<b>TOTAL</b>	None	43 Days	





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## **PLANNING, MONITORING AND EVALUATION SERVICES (External Services)**







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## 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 could easily identify the beneficiaries for the interventions that will contribute to increase the productivity of the agriculture and fishery sector

<b>Office or Division</b>	Planning, Monitoring and Evaluation Division (PMED) – ICT Unit
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	<p>All Local Government Units are entitled to update the list of farmers in the RSBSA of their respective municipalities.</p> <p>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:</p> <ol style="list-style-type: none"> <li>Filipino citizen;</li> <li>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</li> <li>Farmers, farm laborers/workers and/or fisherfolk/fishery operators/fishworkers as defined in Section 6 of this RSBSA Updating Guidelines.</li> </ol>





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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The Municipal Agriculturists shall require the farmers to submit the following requirements:</p> <ol style="list-style-type: none"> <li>1. RSBSA Enrollment Form</li> <li>2. Latest 2x2 ID picture taken not more than 6 months</li> <li>3. One (1) copy of original land title, rent agreement or other legal document which certifies that he/she owns the land.</li> <li>4. One (1) copy of valid Government ID</li> </ol>	<ul style="list-style-type: none"> <li>• MAO/CAOs' Offices/DA RFO-1 or online</li> <li>• Client</li> <li>• Client</li> <li>• Issuing government agency</li> </ul>



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		Joseph James Flores CMT, PMED – MIS
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 ( <i>with Reference/Control Number</i> )				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.		None	5 Minutes	RSBSA Staff
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	5 Minutes/ Form	RSBSA Sorters/ Classifiers
		None	5 Minutes/ Form	RSBSA Validators

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

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.			
	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.	None		RSBSA Staff





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## 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.

<b>Office or Division</b>	<b>PLANNING, MONITORING AND EVALUATION DIVISION</b>
<b>Classification</b>	<b>Complex</b>
<b>Type of Transaction</b>	<b>G2C – Government to Citizen Blended (Virtual &amp; Face to Face) Evaluation</b>
<b>Who may avail</b>	<b>Civil Society Organizations, Farmers Associations, Farmers' Organizations, Multi cPurpose Cooperatives</b>  <b>Accreditation Criteria:</b> <ol style="list-style-type: none"> <li>1. Legal existence or presence of the CSO in its stated address and area of operation;</li> <li>2. With identified membership and leadership and organizational structure;</li> <li>3. In good standing (Provision of GAA 2017 Section 65) with all government agencies from which they have received public funds;</li> <li>4. Not in default or in delay in liquidating any public funds received from any government agency;</li> <li>5. For implementing CSOs, the CSO must have proven track record of performance and good standing in undertaking civil society works;</li> <li>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</li> <li>7. The CSO must have proven legal existence;</li> <li>8. For beneficiary CSOs, the CSO must have the appropriate social preparation from the government agency providing the grant of financial assistance</li> </ol>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	





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1. Accomplished data sheet with organizational set up;	CSO, Farmers Association, Farmers Organization, Cooperatives
Online application may be done (Forms are downloadable online); <a href="http://bicol.da.gov.ph">bicol.da.gov.ph</a>	
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;	
4. Certificate of Registration and/or Certificate of Filing from SEC, CDA, or DOLE-BRW;	Mayor's Office; BIR Revenue Officer
5. Certificate of Good Standing from government agencies;	SEC, CDA. DOLE-BRW
6. Omnibus Sworn Statement (Form attached as Annex B) Form may be downloaded from the DA website- <a href="http://bicol.da.gov.ph">bicol.da.gov.ph</a>	Government Agencies from which the CSO had received public funds or direct involvement
7. Copy of Bio-data with recent photo of current President/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	
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	CSO, Farmers Association, Farmers Organization, Cooperatives





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degree to the officials of the implementing agency who are authorized to process accreditation application.

CSO, Farmers Association,  
 Farmers  
 Organization,  
 Cooperatives

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 ( <a href="mailto:pmedrfu1@gmail.com">pmedrfu1@gmail.com</a> ) b. Thru DA website ( <a href="mailto:ilocos@da.gov.ph">ilocos@da.gov.ph</a> )  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- <a href="http://bicol.da.gov.ph">bicol.da.gov.ph</a>	None	3-5 minutes	Ms. Milagros Dela Rosa, Planning Officer III
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. Milagros Dela Rosa, Planning Officer III





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	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. Milagros Dela Rosa, Planning Officer III
	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. Milagros Dela Rosa, Planning Officer III
	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





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	<p>The application of qualified CSO shall be forwarded to the Regional Technical Committee for deliberation</p> <p>The Regional Techl Committee shall</p>	None	Within 15 working days	Regl Techl Committee on Accreditation Secretariat
	<p>convene for a deliberation of the CSO applicant. May be done thru</p> <p>a. teleconference for</p> <p>b. face to face with the RTDS to preside in the deliberation</p> <p>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:</p> <p>a. Text</p> <p>b. E-mail</p> <p>c. Letter to the CSO</p>			Regl Techl Committee on Accreditation Chair, Members & Secretariat







<b>TOTAL</b>		<b>NONE</b>	<b>Within 30-45 days</b>	
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### 3. 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.

<b>Office or Division</b>	Planning, Monitoring and Evaluation Division - Special Concerns Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clientele Blended Evaluation			
<b>Who may Avail</b>	1. Outstanding Farmers and Fisherfolk 2. Individual Farmers/Group/Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
'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 1 GS Secretariat/ Provincial & Municipal LGU/ RAFC/PAFC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>







	1. Send out communication to the P/MLGUs, attached agencies regarding the search criteria.	2 days	None	Gawad Saka Secretariat
		1 day	None	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	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.	1-2 weeks	None	Provincial Coordinators
1. Prepare Scrapbook thru the assistance of Agriculture Extension Workers(AEWs)/ Municipal Agriculturist Office (MAO)		1 day	None	Provincial Coordinators
2. Submit Scrapbook to the Provincial Gawad Saka Secretariat	The meeting may be conducted thru face to face and/or teleconferencing	2 days	None	Gawad Saka Secretariat
3. Submit enhanced Scrapbook together with required endorsements to DA RFO-5	4. Submit scrapbook of municipal entries	3 weeks	None	And Documentati on Team and RTWG
	5. Conduct Provincial Field Validation			
	6. Submit scrapbook of provincial entries	2 days	None	Regional Gawad Saka Secretariat & TWG
	Scrapbook of any Nominee may be			





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	<p>hand carried to the DA Gawad Saka Secretariat, thru LBC, JRS or other mail carriers for validation of the committee</p> <p>Regional Desk Evaluation and Selection of Finalists</p> <p>Regional field validation (on site)</p>	<p>Within 2-3 2-2-</p>	<p>Ne</p>	<p>Provincial GS &amp; Regional Winners/ Assisting Technicians/ Provincial &amp; Regional GS Secretariat and Documentation Team</p> <p>Regional GS Secretariat</p>
	<p>Presentation of the Regional Technical Committee to the Board of judges and Selection of the Regional Winners May be conducted thru teleconferencing or face to face meeting</p> <p>7. Enhancement of Scrapbook of regional winners and preparation of Video Documentation</p>	<p>2-3 weeks</p> <p>1 day</p>		





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	<p>Submission of documents and videos to the national secretariat</p> <p>May be handcarried to DA Central Office or sent thru LBC, JRS, etc.</p>			
<b>TOTAL</b>		30 days		





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## **FIELD OPERATIONS DIVISION (External Services)**



## 1. Provision of Agricultural Inputs, Materials, Machineries and Equipment under the Livestock Program

Agricultural inputs, materials, machineries, and equipment (e.g., breeder stocks, forage seeds, veterinary drugs and biologics, semen) are provided to qualified farmer cooperative and associations.

<b>Office or Division:</b>	Field Operations Division – Livestock Banner Program
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Government G2C – Government to Citizen
<b>Who may avail:</b>	1. Local Government Units 2. Accredited cooperative, association, and people's organization
CHECKLIST OF REQUIREMENTS	
<b>Farmer Cooperative, Association, and organization</b>	
Letter of Intent	Applicant
Certificate of accreditation/registration	Cooperative Development Authority Security Exchange Commission Department of Labor and Employment
Endorsement from Local Government Unit	Office of the City/Municipal Agriculturist
RSBA registration	Office of the City/Municipal Agriculturist
<b>Local Government Unit (LGU)</b>	
Letter of intent	Requesting LGU
Project proposal	Requesting LGU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in client: Subject himself/herself for body temperature reading	1. Takes body temperature	None	2 minutes	General Services Section Chief
Walk-in client: Step on the foot bath	2. Assist the applicant	None	2 minutes	General Services Section Chief
Walk-in client: Accomplish the health declaration from and/or sign the logbook	3. Assist the applicant	None	2 minutes	General Services Section Chief
Proceed to the Records office and file the letter	4. Receives the document and forward	None	10 minutes	Records Section Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of intent and other documentary requirements	the same to the Office of the Regional Executive Director Offices			
	5. Regional Executive Director routes the request to the Regional Technical Director	None	15 minutes	Regional Executive Director
	6. Regional Technical Director routes the request to the Chief of Field Operations Division	None	15 minutes	Regional Technical Director
	7. Chief of the Field Operations Division routes the request to the Focal Person for Livestock Program	None	15 minutes	Field Operations Division Chief
	8. Focal Person for Livestock Program schedule a validation of the site, if applicable.	None	15 minutes	Focal Person for Livestock program
Guide the validation team and supply the required information	9. Provincial Coordinator, APCO and City/Municipal Agriculture/Vet	None	1 day	Field Operations Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	erinary Office conducts validation. Recipient will be brief with the guidelines and availability of the farm inputs requested. Should the recipient qualifies with the requirement, request will be included in the list of qualified beneficiaries and lined up for the provision of farm inputs request.			
Attend a training or briefing	10. Facilitate conduct of training and/or technical briefing	none	1 day to 6 months depending on the type of input requested	Focal Person for Livestock program
	11. Procurement / production of the requested farm input	None	3 – 6 months depending on the method of procurement	Regional Executive Director
Sign the memorandum of agreement (MOA)	12. Facilitate signing of MOA	None	20 minutes	Focal Person for Livestock program
Sign the acceptance form and client	13. Facilitate delivery of the farm input	None	1 day	Focal Person for Livestock program





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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
satisfaction feedback. Receive the farm input requested	requested, signing of acceptance form and CSF.			
Total			180 days 1 hour 36 minutes	

FCAS and LGUs may send their letter of intents and other pertinent documents at [ilocos@da.gov.ph](mailto:ilocos@da.gov.ph). Processing time maybe shorten or take longer depending on the availability of supplies and allocation per province.

## 2. Provision of Rice Seeds and other Agricultural inputs under the National Rice Program for Free

The Rice Program provides quality seeds and other agricultural inputs 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.

<b>Office or Division:</b>	Field Operations Division – Rice Banner Program	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen	
<b>Who may avail:</b>	1. Local Government Units 2. Accredited cooperative, association, and people’s organization	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Local Government Unit (LGU)</b>		
Letter of intent and/or Endorsement		Requesting LGU
Premasterlist of Farmer beneficiaries (RSBA Registered)		Requesting LGU
<b>Farmer Cooperative, Association, and organization</b>		
Letter of Intent		Applicant
Endorsement from Local Government Unit		Office of the City/Municipal Agriculturist
<b>Walk-in client/individual farmer</b>		
Letter of intent and/or Endorsement from LGU		Office of the City/Municipal Agriculturist
RSBSA Registration		Office of the City/Municipal Agriculturist



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in client: Subject himself/herself for body temperature reading	1. Takes body temperature	None	2 minutes	General Services Section Chief
Walk-in client: Step on the foot bath	2. Assist the applicant	None	2 minutes	General Services Section Chief
Walk-in client: Accomplish the health declaration from and/or sign the logbook	3. Assist the applicant	None	2 minutes	General Services Section Chief
Proceed to the Records office and file the letter of intent and other documentary requirements	4. Receives the document and forward the same to the Office of the Regional Executive Director Offices	None	10 minutes	Records Section Chief
	5. Regional Executive Director routes the request to the Regional Technical Director	None	15 minutes	Regional Executive Director
	6. Regional Technical Director routes the request to the Chief of Field Operations Division	None	15 minutes	Regional Technical Director
	7. Chief of the Field Operations Division routes the request to the Focal Person for Rice Program	None	15 minutes	Field Operations Division Chief
	8. Focal Person for Rice Program to route the request to Provincial Rice Program Coordinator in DA-Station	None	15 minutes	Focal Person for Rice program



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provincial Rice Program Coordinator to coordinate preparation and approval of RIS/RIV	Provincial Rice Program Coordinator process, approval and numbering of RIS/RIV	None	15 minutes	Provincial Rice Program Coordinator or Rice Program Staff
Provincial Rice Program Coordinator to coordinate with GSS the release of seeds and Sign the "Received" portion of the RIV and get the requested seeds	Provide the requested seeds	None	15 minutes	Provincial Rice Program Coordinator or Rice Program Staff
For Walk-in: Fill-up the Client Satisfaction Feedback (CSF), and Postmasterlist form	For Feedback of the Clients	None	15 minutes	Provincial Rice Program Coordinator or Rice Program Staff
For LGUs/FCAs: Get Client Satisfaction Feedback (CSF), and Postmasterlist form for filling up by the enlisted farmer beneficiaries	For Feedback of the Clients	None	2 weeks to 1 month depending on the volume of seeds requested and number of farmer beneficiaries	APCO Concerned/ Provincial Rice Program Coordinator or Rice Program Staff

FCAS and LGUs may send their letter of intents and other pertinent documents at [ilocos@da.gov.ph](mailto:ilocos@da.gov.ph). Processing time maybe shorten or take longer depending on the availability of supplies and allocation per province.



### 3. Provision of Corn Seeds under Corn Seed Assistance Program of the Corn Banner Program

The Corn Program focuses on increasing the productivity of Farm Clusters in major corn producing areas in Ilocos Region to achieve self-sufficiency in corn as well as to produce quality corn and cassava for food, feed and industrial use to sustain the increasing demands for these crops and help stabilize price in the local market.

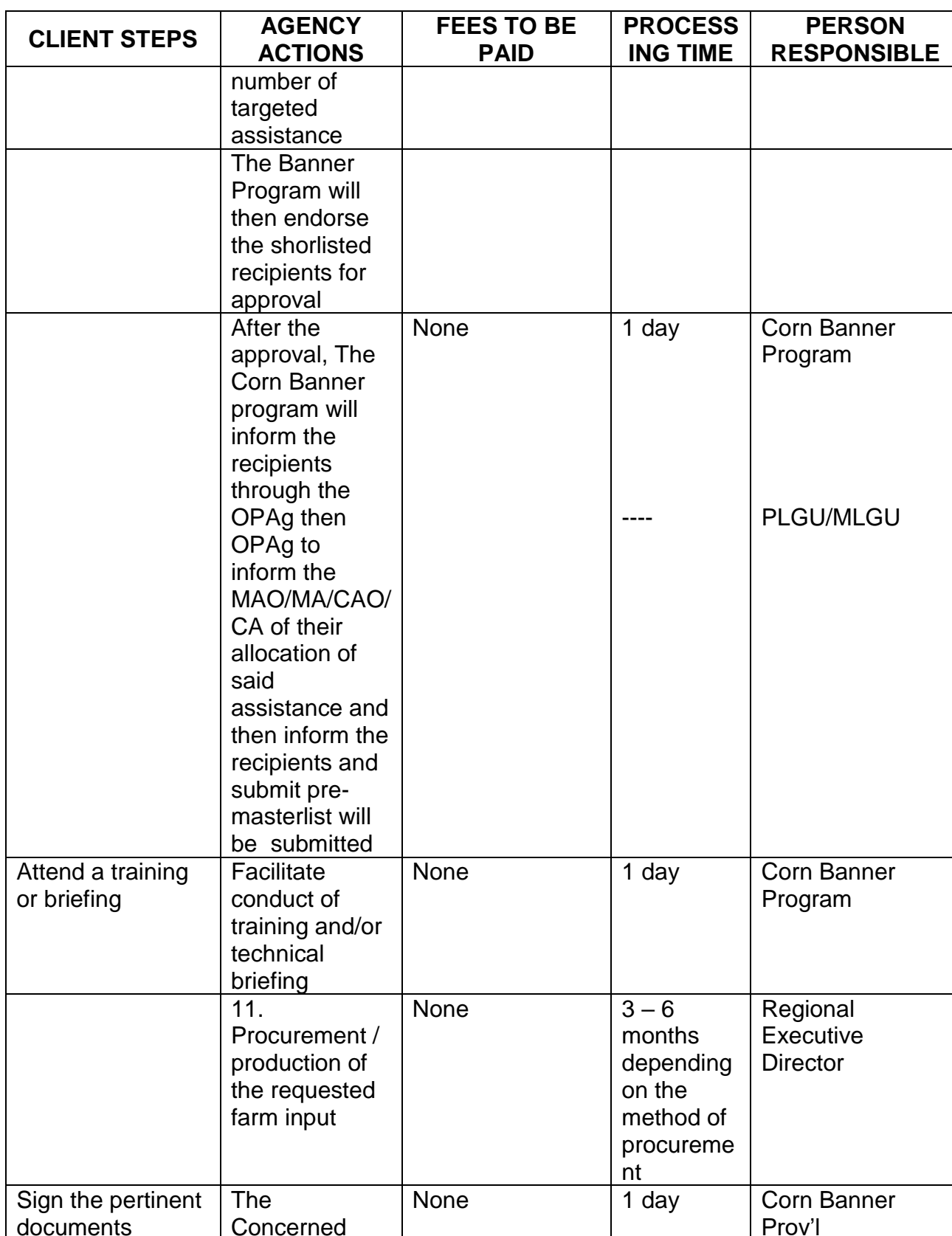
<b>Office or Division:</b>	Field Operations Division – Corn Banner Program
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	1. Duly registered Corn Cluster Associations/Organizations with 75 has or more areas panted to corn
CHECKLIST OF REQUIREMENTS	
<b>Corn Cluster Associations/ Organizations</b>	
RSBA/FFRS registration	Office of the City/Municipal Agriculturist
Letter of Intent	Applicant
Copy of Certificate of Registration	
Pre masterlist of recipients	
Endorsement from Local Government Unit	Office of the City/Municipal Agriculturist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in client: Subject himself/herself for body temperature reading	Takes body temperature	None	2 minutes	General Services Section Chief
Walk-in client: Step on the foot bath	Assist the applicant	None	2 minutes	General Services Section Chief
Walk-in client: Accomplish the health declaration from and/or sign the logbook	Assist the applicant	None	2 minutes	General Services Section Chief
Proceed to the Records office and file the letter of intent and other documentary requirements	Receives the document and forward the same to the Office of the Regional Executive Director Offices	None	10 minutes	Records Section Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Regional Executive Director routes the request to the Regional Technical Director	None	1 day	Regional Executive Director
	Regional Technical Director routes the request to the Chief of Field Operations Division	None	30 minutes	Regional Technical Director
	Chief of the Field Operations Division routes the request to the Focal Person for Corn Program	None	30 minutes	Field Operations Division Chief
	Focal Person for Corn Program schedule a validation of the site and inform the validation team.	None	30 minutes	Focal Person for Corn Program
Guide the validation team and supply the required information	Provincial Coordinator of the Banner, APCO and City/Municipal Agriculture/ OPAg will conduct on-site validation. Recipient will be briefed with	None	1 day	Field Operations Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
	<p>the guidelines of the project.</p> <p>*Should the recipient qualifies with the criteria, the association will be included in the shortlist of qualified beneficiaries</p> <p>* However, if the recipients don't qualify, the team shall notify the Banner Program, and the Banner Program shall send letter to the concerned MLGU for them to inform the applicant</p> <p>Assumption: Validation date was already finalized and in place and all the team members agreed</p>			
	<p>The validation Team will convene for deliberation and endorse to the Banner Program the shortlisted recipients based on the</p>	None	1 day	Field Operations Dicion Validating Team







CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Banner Program Provl Coordinator and APCO will facilitate signing of the documents			Coordinator/ APCO
Sign the acceptance form and client satisfaction feedback. Receive the farm input requested	Facilitate delivery of the farm input requested, signing of acceptance form and CSF.	None	1 day	Corn Banner Prov'l Coordinator/ APCO
<b>Total</b>				

FCAS and LGUs may send their letter of intents and other pertinent documents at [ilocos@da.gov.ph](mailto:ilocos@da.gov.ph). Processing time maybe shorten or take longer depending on the availability of supplies and allocation per province and action from the LGU on the submission of pre masterlist.

#### 4. Provision of Agricultural Machineries and Equipment under the National Rice, Corn HVCDP Program

The National Banner Program provides production and postproduction machineries, equipment and facilities to qualified Farmer Cooperative and/or Associations. This intervention increases farmer's productivity and reduce postharvest losses.

<b>Office or Division:</b>	Field Operations Division – Rice, Corn and High Value Crops Development Programs		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2B – Government to Government G2C – Government to Citizen		
<b>Who may avail:</b>	1. Local Government Units 2. Accredited cooperative, association, and people's organization		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>Farmer Cooperative, Association, and organization</b>			
Letter of Intent		Applicant	
Endorsement from Local Government Unit and MAFC		Office of the City/Municipal Agriculturist and MAFC	
CDA registration and certificate of compliance and/or SEC registration and certificate of good standing		CDA/SEC	
DA accreditation		DA-RFO 1	

Documentary Requirements (FA/IA Constitution and By-laws, Project Proposal, List of Members with corresponding area, Financial Statement, Machinery Utilization Proposal, Geotagged photo of Machinery Shed and service/production area, Passbook)		Applicant		
<b>Local Government Unit (LGU)</b>				
Letter of Intent		Applicant		
Endorsement from Local Government Unit and MAFC		Office of the City/Municipal Agriculturist and MAFC		
Approved Resolution Authorizing the LCE to sign documentary requirements		Sangguniang Bayan		
Documentary Requirements (Project Proposal, Machinery Utilization Proposal, Geotagged photo of Machinery Shed and Service/production area)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in client: Subject himself/herself for body temperature reading	1. Takes body temperature	None	2 minutes	General Services Section Chief
Walk-in client: Step on the foot bath	2. Assist the applicant	None	2 minutes	General Services Section Chief
Walk-in client: Accomplish the health declaration from and/or sign the logbook	3. Assist the applicant	None	2 minutes	General Services Section Chief
Proceed to the Records office and file the letter of intent and other documentary requirements	4. Receives the document and forward the same to the Office of the Regional Executive Director Offices	None	10 minutes	Records Section Chief
	5. Regional Executive Director routes the request to the Regional Technical Director	None	15 minutes	Regional Executive Director

	6. Regional Technical Director routes the request to the Chief of Field Operations Division and RAED	None	15 minutes	Regional Technical Director
	7. Chief of the Field Operations Division routes the request to the Banner Programs Focal Persons and APCO in coordination with RAED	None	15 minutes	Field Operations Division Chief
	8. Banner Programs Focal Persons to route the request to Farm Machinery Focal Person of the Banner Programs	None	15 minutes	Focal Person for Rice program
	9. Farm Machinery Focal Person of the Banner Program to coordinate with Provincial Validation and Evaluation Team to conduct Validation	None	10 minutes	Focal Person for Rice program and Farm Mech Focal Person
	10. The Provincial Validation and Evaluation Team shall coordinate with the P/MLGU concerned for the schedule of validation	None	10 minutes	Provincial Validation/ Evaluation Team headed by APCO concerned
Guide the validation team and supply the required information	Conduct of on-site validation	None	1-2 days depending on the number of FCAs	Provincial Validation/ Evaluation Team headed by APCO concerned
	Conduct of table evaluation after validation	None	1-2 days depending on the number of FCAs	Provincial Validation/ Evaluation Team headed by APCO concerned

	Preparation of short list of FCAs. If FCAs complied with all the requirements, they will be included in the shortlist, if not, they will notify the FCA on the result of validation/evaluation	None	1 day	Provincial Validation/ Evaluation Team headed by APCO concerned
	Submission of short list of FCAs. For endorsement to Chief Field Operations Division	None	15 minutes	Farm Mech Focal Person
	Endorsement for recommending approval of shortlisted FCAs For endorsement to RTD for Operations	None	15 minutes	Field Operations Division Chief
	Endorsement for approval of shortlisted FCAs to Office of the Regional Executive Director	None	1 day	Field Operations Division Chief
	Notification of FCAs as shortlisted and identified recipients of farm machinery	None	1-2 days depending on the number of FCAs	Field Operations Division Chief
	Farm Mechanization Focal to prepare MOA and other documentary requirements in coordination with the FOD in DA-Station	None	1-2 days depending on the number of FCAs	Farm Mech Focal Person and FOD DA-Station
	Field Operations Chief, Provincial Program Coordinator, APCO concerned, RAED and invited technical sales representative to facilitate and conduct technical briefing	None	1 day	Field Operations Division Chief

Accomplish gate pass and other documentary requirements	Provincial Program Coordinator process, approval and numbering of gate pass and other documentary requirements	None	15 minutes	Provincial Program Coordinator or FOD Staff in DA-Station
	Provide and release the machinery. Provincial Rice Program Coordinator to coordinate with GSS the release of farm machinery and equipment and Sign the "Received" portion of the gate pass, photo documentation in front of the machinery availed and released the machinery	None	15 minutes	Provincial banner Program Coordinator or Staff
Fill-up the Client Satisfaction Feedback (CSF),	For Feedback of the Clients	None	15 minutes	Provincial Banner Program Coordinator or Staff

FCAS and LGUs may send their letter of intents and other pertinent documents at [ilocos@da.gov.ph](mailto:ilocos@da.gov.ph). Processing time maybe shorten or take longer depending on the availability of supplies and allocation per province

### High Value Crops Development Program Citizen's Charter

NOTE: Assumption was requested items are available in the office/ Stations.

Procurement process is not included in the process.

#### 1. Provision of Vegetable Seeds/ Planting Materials and other Farm inputs under High Value Crops Development Program (HVCDP)

- The High Value Crops Development Program responsible in the promotion of Production, Distribution, Marketing of High Value Crops Such as **Vegetables** (lowland, upland, spices and indigenous), **Major fruits** (mango, banana and pineapple), **Local/regional fruits with seasonal and local demand** (durian, pili, cashew, etc.), **Industrial/plantation crops** (coffee, cacao, rubber and bamboo), **Alternative staple food crops** (banana-saba and rootcrops).



<b>Office or Division:</b>	Field Operations Division – HVCDP Banner Program
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	1. Duly registered Farmers Associations/Organizations/ LGU's/ NGO's/ SUC's/ Schools/ Individual Farmer/ with areas suitable for High Value Crops.
CHECKLIST OF REQUIREMENTS	
<b>Local Government Unit (LGU)/ SUC's/ Schools</b>	
Letter of intent and/or Endorsement / Project Proposals	Requesting LGU/Entity
Premasterlist of Farmer beneficiaries (RSBA Registered)	Requesting LGU/ Entity
<b>Farmer Cooperative, Association, and organization</b>	
Letter of Intent	Applicant
Endorsement from Local Government Unit	Office of the City/Municipal Agriculturist
<b>Walk-in client/individual farmer</b>	
Letter of intent and/or Endorsement from LGU	Office of the City/Municipal Agriculturist
RSBSA Registration	Office of the City/Municipal Agriculturist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in client: Subject himself/herself for body temperature reading	1.Takes body temperature	None	2 minutes	General Services Section Chief
Walk-in client: Step on the foot bath	2.Assist the applicant	None	2 minutes	General Services Section Chief
Walk-in client: Accomplish the health declaration from and/or sign the logbook	3.Assist the applicant	None	30 minutes	General Services Section Chief
Proceed to the Records office and Submit the	4.Receives the document and 5.forward the	None	30 minutes	Records Section Chief



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
letter of intent and other documentary requirements	same to the Office of the Regional Executive Director Offices			
	6.Regional Executive Director routes the request to the Regional Technical Director	None	30 minutes	Regional Executive Director
	7.Regional Technical Director routes the request to the Chief of Field Operations Division	None	30 minutes	Regional Technical Director
	8.Chief of the Field Operations Division routes the request to the Banner Program	None	30 minutes	Field Operations Division Chief
Provides necessary information about the request (Location, Area, Availability of Irrigation etc.)	9.Banner Program validates the request and check the availability of the requested items including release clearances.	None	30 minutes	Banner Program
Sign the pertinent documents	The Banner Program facilitates allocation of	None	1 hour	Banner Program





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	inputs/ requested items/  Communicate with the counterparts in the station for the preparation of the requested items			
Attend a briefing on basic production technology/ receive production guide	Banner Program will Facilitate a short technical briefing/ Provide production guide.	None	1 hour	Banner Program
Sign the acceptance form and client satisfaction feedback. Receive the farm input requested	Facilitate release of the farm input requested (signing of RIS/ Gate Pass, acceptance form and CSF with Photo Documentation	None	1 hour	Banner Program
<b>Total</b>				

FCAS and LGUs may send their letter of intents and other pertinent documents at [ilocos@da.gov.ph](mailto:ilocos@da.gov.ph). Processing time maybe shorten or take longer depending on the availability of supplies and allocation per province and action from the LGU on the submission of pre masterlist.

### Provision of Agricultural Inputs under the Organic Agriculture Program

To Organic Agriculture Program provides agricultural inputs such as molasses, net, drums and other agri-inputs to the qualified individual farmers, farmer cooperative and

associations. This aims to promote, propagate, develop further and implement the practice of organic agriculture.

<b>Office or Division:</b>	Field Operations Division – Organic Agriculture Program
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Government G2C – Government to Citizen
<b>Who may avail:</b>	1. Local Government Units 2. Accredited cooperative, association, and people's organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Local Government Unit (LGU)</b>	
Letter of intent and/or Endorsement	Requesting LGU
Premasterlist of Farmer beneficiaries	Requesting LGU
<b>Farmer Cooperative, Association, and organization</b>	
Letter of Intent	Applicant
Endorsement from Local Government Unit	Office of the City/Municipal Agriculturist
Premasterlist of Farmer beneficiaries	Applicant
<b>Walk-in client/individual farmer</b>	
Letter of intent and/or Endorsement from LGU	Office of the City/Municipal Agriculturist

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in client: Subject himself/herself for body temperature reading	1. Takes body temperature	None	2 minutes	General Services Section Chief
Walk-in client: Step on the foot bath	2. Assist the applicant	None	2 minutes	General Services Section Chief
Walk-in client: Accomplish the health declaration from and/or sign the logbook	3. Assist the applicant	None	2 minutes	General Services Section Chief
Proceed to the Records office and file the letter of intent and other documentary requirements	4. Receives the document and forward the same to the Office of the Regional Executive	None	10 minutes	Records Section Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Director Offices			
	5. Regional Executive Director routes the request to the Regional Technical Director	None	15 minutes	Regional Executive Director
	6. Regional Technical Director routes the request to the Chief of Field Operations Division	None	15 minutes	Regional Technical Director
	7. Chief of the Field Operations Division routes the request to the Focal Person for Organic Program	None	15 minutes	Field Operations Division Chief
	8. Focal Person for Organic Program schedule a validation of the site, if applicable.	None	15 minutes	Focal Person for Organic program
Guide the validation team and supply the required information	9. Provincial Coordinator, APCO and City/Municipal Agriculture Office conducts validation. Recipient will	None	1 day	Field Operations Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	be brief with the guidelines and availability of the farm inputs requested. Should the recipient qualifies with the requirement, request will be included in the list of qualified beneficiaries and lined up for the provision of farm inputs request.			
	10. Procurement / production of the requested farm input.	None	3 – 6 months depending on the method of procurement	Regional Executive Director
Sign the acceptance form and client satisfaction feedback. Receive the farm input requested	11. Facilitate delivery of the farm input requested, signing of acceptance form and CSF.	None	1 day	Focal Person for Organic program/ Provincial Coordinator

FCAS and LGUs may send their letter of intents and other pertinent documents at [ilocos@da.gov.ph](mailto:ilocos@da.gov.ph). Processing time maybe shorten or take longer depending on the availability of supplies and allocation per province.



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## **INTEGRATED LABORATORIES DIVISION (Regional Crop Protection Center)**



## 1. Plant Pest Diagnosis (Laboratory Analysis)

To provide accurate identification/ diagnosis through microscopic examination and laboratory assay and to come up with proper pest (insect and disease) management options for recommendation to mitigate losses it may cause.

<b>Office or Division:</b>	Regional Crop Protection Center/ Integrated laboratories			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Individual Farmer, Farmers Association, Cluster Areas, Irrigators Association, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fresh Specimen			Regional Crop Pest management 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
2.Fill up Request Form	2. Provide request form	None	2 minutes	Technical staff
3. Submit specimen	3. Receive and process specimen, inform client on the date of result release	None	5 minutes	Technical Staff
	3.1 Microscopy, documentation, cross reference and (note: for plant disease difficult to identify, perform 2.2)		5 hours	Entomologist/ Pathologist
	3.2 Prepare culture media and specimen, isolate causal organism, inoculate into media, incubate, perform microscopy and documentation		7-30 days	

	3.4 prepare laboratory result and recommendation		30 minutes	
	3.5 Review/analyze and sign result		10 minutes	Chief RCPC and ILD chief
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
	<b>TOTAL</b>	<b>None</b>	5 hours 53 minutes to 30 day	

## 2. Provision of Biological Control Agent

The utilization of biological control agent (BCA) is one of the effective tools in managing pest population in the field to a level where they no longer cause damage to crops. It could be integrated with other pest management strategies to reduce environment pollution caused by chemical pesticide as well as ensure food safety.

<b>Office or Division:</b>	Regional Crop Protection Center/ Integrated laboratories			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Individual Farmer, Farmers Association, Cluster Areas, Irrigators Association, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request or Biological Control Agent Request Form			Regional Crop Pest Management 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
2. Submit letter of request or dully filled-out Biological	2. Receive request letter; provide and receive	None	3 minutes	Office of the Day



Control Agent Request Form (BCARF)	accomplished BCARF			
	2.1 Forward request letter request to the project leader/ lab in-charge for evaluation and release schedule	None	2 minutes	Officer of the day
	2.2 Approve request then instruct concerned staff to prepare the requested biological control agent	None	5 minutes	Chief, RCPC
	2.3 Inform the client by on the scheduled date of release.	None	5 minutes	Project leader/ Laboratory in-charge/
	2.4 Prepare BCA for release	None	15 minutes	In-charge of Biocon Lab./Tech. Staff
3.Fill up CSF and sign BCA release form	3.Provide CSF and BCA release form	None	2 minutes	Technical Staff
	3.1 Approve BCA release form	None	2 minutes	Chief RCPC/ Project leader/ laboratory in-charge
	3.2 prepare/pack BCA for release	None	10 minutes	Lab In-charge
4. Receive Biological Control Agent	4. Release Biological Control Agents	None	2 minutes	Lab In-charge
<b>TOTAL</b>		<b>None</b>	<b>48 minutes</b>	



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## **INTEGRATED LABORATORIES DIVISION (Regional Feed Chemical Analysis Laboratory)**





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## **I. Mandate:**

The Regional Feed Chemical Analysis Laboratory (RFCAL), a component laboratory under the Integrated Laboratories Division (ILD), provides laboratory testing services of feed products, feed ingredients on quality and safety aspects mainly to support the execution of DA-RFO1's regulatory functions, pursuant to the provisions of RA 1556 and RA 10611 otherwise known as "Livestock and Poultry Feeds Act" and "Food Safety Act of 2013", respectively. Additionally, the ILD-RFCAL provides laboratory and technical services in support to research & development & extension (RD&E), production, marketing, and other endeavors of the agriculture sector, particularly the livestock industry.

## **II. Vision:**

The ILD-RFCAL envisioned to be among the finest modern feed testing laboratories in the country

## **III. Mission:**

The ILD-RFCAL is committed to deliver reliable, fast, consistent and accurate laboratory testing services, to support regulatory, production, marketing, and RD&E endeavors of the feed and livestock industry in the Ilocos Region.

## **IV. Service Pledge:**

WE, the officials and employees of ILD-RFCAL with the help of almighty God, DO HEREBY PLEDGE to deliver:

R – eliable

F – ast

C – onsistent

A – ccurate

L – aboratory testing services





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## LIST OF SERVICES

### EXTERNAL SERVICES

#### Laboratory Services

1. Nutrient Analysis of Feed Products, Feed Ingredients
2. Aflatoxin Analysis of Feed Products, Feed Ingredients

#### 1. Nutrient Analysis of Feed Products, Feed Ingredients

<b>Office or Division:</b>	DA-RFO1/ ILD/ <b>REGIONAL FEED CHEMICAL ANALYSIS LABORATORY</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
<b>Who may avail:</b>	Farmers; Feed industry; Students (academe); Researchers; In-house; other government agencies; Private individuals/groups
CHECKLIST OF REQUIREMENTS	
Accomplished Testing Application Form (TAF) <ul style="list-style-type: none"> <li>- Complete client identification;</li> <li>- Complete and specific description of the sample;</li> <li>- Date and, where relevant, time of sample collection;</li> <li>- Tests requested;</li> <li>- Name and contact information of the client(e.g. telephone number and address, e-mail address)</li> </ul>	ILD-RFCAL, RIAL Building, Tebag, Sta. Barbara, Pangasinan
Submission of Sample(s) <ul style="list-style-type: none"> <li>- At least 250 g for solid samples; at least 1 L for liquid samples</li> <li>- Must be in good physical condition and in a suitable clearly labeled container</li> </ul>	c/o Client
Payment of Fees (per sample) <ul style="list-style-type: none"> <li>- Sample Preparation: PhP150.00</li> <li>- Moisture/Dry Matter: PhP200.00</li> <li>- Ash Content: PhP300.00</li> <li>- Crude Protein: PhP250.00</li> <li>- Crude Fat: PhP250.00</li> <li>- Crude Fiber: PhP350.00</li> <li>- Calcium (Ca): PhP400.00</li> <li>- Phosphorus (P): PhP400.00</li> <li>- Potassium (K): PhP400.00</li> <li>- Sodium (Na): PhP400.00</li> </ul>	c/o Client





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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire of availability of desired laboratory testing service: cost, turn-around time, required sample quantity	Provide information on available testing services including cost, turnaround time and sample quantity requirement	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
Fill out Testing Application Form (TAF)	Assist client on filling up TAF (client information, sample description, test requested, etc.)	None	10-15 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
Submit sample and inquire due date of the test report	Inspect sample (quantity, type of sample, sample condition, and its suitability for laboratory testing) according to SOP	None	10-25 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
	Receive, accept and code sample according to SOP	None	10-25 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
	Inform due date of test report	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
Pay total cost of laboratory testing	Validate total cost to be paid (refer to schedule of fees)	Depends on laboratory services availed and number of samples	10-15 minutes	Chemist/ Laboratory Chief
	Prepare Statement of Account (SOA)		10-15 minutes	Chemist/ Laboratory Chief
	Prepare Official Receipt (OR)		5-10 minutes	Cashiering Office



Wait for the testing result (Refer to the report due date)	<p>Prepare and process sample for analysis according to SOP</p> <p>Conduct laboratory analysis according to SOP (depending on the test parameter/s requested)</p> <p>Process raw data and verify and report testing result</p> <p>Review and certify testing result</p> <p>Acquire confirmation of testing result (Noted by)</p> <p>Release testing result</p>	None	15 working days	<p>Laboratory Technician/ Laboratory Aide</p> <p>Chemist/ Laboratory Technician</p> <p>Chemist/ Laboratory Technician</p> <p>Chemist/ Laboratory Chief</p> <p>ILD Chief</p> <p>Chemist/ Laboratory Technician/ Laboratory Aide</p>
Claim test report	Verify receipt and release test report	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
Fill out Client Satisfaction Feedback Form	Provide Client Satisfaction Feedback Form	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
<b>TOTAL</b>		Depends on laboratory services availed and number of samples	15 working days (maximum)	





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## 2. Aflatoxin Analysis of Feed Products, Feed Ingredients

<b>Office or Division:</b>	<b>DA-RFO1/ ILD/ REGIONAL FEED CHEMICAL ANALYSIS LABORATORY</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity			
<b>Who may avail:</b>	Farmers; Feed industry; Students (academe); Researchers; In-house; other government agencies; Private individuals/groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Testing Application Form (TAF) <ul style="list-style-type: none"> <li>- Complete client identification;</li> <li>- Complete and specific description of the sample;</li> <li>- Date and, where relevant, time of sample collection;</li> <li>- Tests requested;</li> <li>- Name and contact information of the client(e.g. telephone number and address, e-mail address)</li> </ul>		ILD-RFCAL, RIAL Building, Tebag, Sta. Barbara, Pangasinan		
Submission of Sample(s) <ul style="list-style-type: none"> <li>- At least 1000 g</li> <li>- Must be in good physical condition and in a suitable clearly labeled container</li> </ul>		c/o Client		
Payment of Fees (per sample) <ul style="list-style-type: none"> <li>- Sample Preparation: PhP150.00</li> <li>- Moisture/Dry Matter: PhP200.00</li> <li>- Total Aflatoxin: PhP1,300.00</li> </ul>		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquire of availability of desired laboratory testing service: cost, turn-around time, required sample quantity	Provide information on available testing services including cost, turnaround time and sample quantity requirement	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
Fill out Testing Application Form (TAF)	Assist client on filling up TAF (client information, sample description, test requested, etc.)	None	10-15 minutes	Chemist/ Laboratory Technician/ Laboratory Aide





Submit sample and inquire due date of the test report	Inspect sample (quantity, type of sample, sample condition, and its suitability for laboratory testing) according to SOP	None	10-25 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
	Receive, accept and code sample according to SOP	None	10-25 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
	Inform due date of test report	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
Pay total cost of laboratory testing	Validate total cost to be paid (refer to schedule of fees)	Depends on the number of samples	10-15 minutes	Chemist/ Laboratory Chief
	Prepare Statement of Account (SOA)		10-15 minutes	Chemist/ Laboratory Chief
	Prepare Official Receipt (OR)		5-10 minutes	Cashiering Office
Wait for the testing result (Refer to the report due date)	Prepare and process sample for analysis according to SOP	None	15 working days	Laboratory Technician/ Laboratory Aide
	Conduct laboratory analysis according to SOP (depending on the test parameter/s requested)			Chemist/ Laboratory Technician
	Process raw data and verify and report testing result			Chemist/ Laboratory Technician

	Review and certify testing result			Chemist/ Laboratory Chief
	Acquire confirmation of testing result (Noted by)			ILD Chief
	Release testing result			Chemist/ Laboratory Technician/ Laboratory Aide
Claim test report	Verify receipt and release test report	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
Fill out Client Satisfaction Feedback Form	Provide Client Satisfaction Feedback Form	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
<b>TOTAL</b>		Depends on the number of samples	15 working days (maximum)	

### 3. RECEIVING OF LABORATORY SAMPLES

#### Examine condition of sample

Each laboratory sample must arrive in good physical condition and in a suitable clearly labeled container and be accompanied by Testing Application Form. Note sample physical state (i.e. solid, liquid, etc.), form, and other relevant information upon arrival (i.e. pellet, crumble, whole grain, cracked, grits, powder, etc.).

#### Accept or reject sample

Sample rejection may occur due to potential contamination due to leakage, broken container, mixing of samples shipped together, insufficient sample for the required test(s) and improperly shipped or identified samples. Physical deteriorated sample may be accepted upon prior consent with the customer and the Laboratory Chief/ Chemist. Such condition of the sample shall be noted in the report of analysis or Certificate of Analysis.

#### Code Sample

A unique sample code is assigned to each sample and is used in the laboratory to track the sample throughout the testing process, i.e. samples, storage, containers, retained sample, certificates of analysis, documents, and worksheets, among others.



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### Initial tasks upon receipt of sample

1. Document the date and time the sample was received.
2. Assign a sample code to be used as sample identification in the laboratory
3. Verify if the client identification on the Testing Application Form matches the identification on the sample.
4. Examine the sample visually to evaluate for acceptability.
5. Review and evaluate the test request for suitability of the type of sample collected for the test.
6. Determine the suitability, with respect to the test(s) requested, of the transport conditions, including the following:
  - Transport medium or preservative for the sample
  - Condition of the sample upon receipt
  - Length of time between sample collection and receipt
  - Transport container intact, i.e. no leaks or cracks.

### Testing Application Form required information

Required information on the accomplished Testing Application Form includes the following:

1. Complete client identification;
2. Complete and specific description of the sample;
3. Date and, where relevant, time of collection;
4. Tests requested;
5. Name and contact information of the client(e.g. telephone number and address, e-mail address)

### Actions for when samples are rejected

1. If the unacceptable sample can be replaced, notify the client.
2. Document the reason for the sample rejection and request another sample.

### Plant Tissue Analysis

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

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





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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 1 – 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	Receiving Officer
2. Submit samples for analysis and fill up Laboratory Testing Application Form (LTAF).	2.Receive samples and the filled-up LTAF 2.1 Interview client(s) and fill up LTAF.	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.	Sample Preparation = 100 php/sample	5 minutes	Receiving Officer
		Total Nitrogen = 250 php / sample  Total Phosphorus = 300 php/sample  Total Potassium = 250 php/sample		



		Total Micronutrients (Zn, Mn, Cu, Fe) = 640 php/sample		
4. Return on the scheduled date for the release of Laboratory Test Result.	4. Conduct of plant tissue analysis.	None	20-30 working days	Laboratory Analyst / Chemical Technician
	4.1 Encode and sign the Laboratory Test Result			
	4.2 Review and sign the Laboratory Test Result	None		Laboratory Head
5. On the date of return present the Official Receipt	5. Record O.R. number and issue Laboratory Test Result.	None	15 minutes	Releasing Officer
5.1 Claim the Laboratory Test Result				
5.2 Fill up Client Satisfaction Feedback Form (CSF).	5.1 Collect filled-up CSF			
<b>TOTAL</b>		<b>1540.00 / sample</b>	<b>30 days and 37 minutes</b>	



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## Fertilizer Analysis

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

<b>Office or Division</b>	Integrated Laboratories Division-Regional Soils Laboratory			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail</b>	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 1 – 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	Receiving Officer
2. Submit samples for analysis and fill up Laboratory Testing Application Form (LTAF).	2.Receive samples and the filled-up LTAF 2.1 Interview client(s) and fill up LTAF.	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.	<p>pH = P 100.00/ sample</p> <p>Electrical conductivity = P 160.00/ sample</p> <p>Total Nitrogen = 250 php / sample</p> <p>Total Phosphorus = 200 php/sample</p> <p>Total Potassium = 160 php/sample</p> <p>Total Micronutrients (Zn, Mn, Cu, Fe) = 640 php/sample</p> <p>Moisture Content = P 100.00/ sample</p>	5 minutes	Receiving Officer
4. Return on the scheduled date for the release of Laboratory Test Result.	5. Conduct of plant tissue analysis.	None	20-30 working days	Laboratory Analyst / Chemical Technician
	4.1 Encode and sign the Laboratory Test Result			
	4.2 Review and sign the Laboratory Test Result	None		Laboratory Head





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6. On the date of return present the Official Receipt	6. Record O.R. number and issue Laboratory Test Result.	None	15 minutes	Releasing Officer
6.1 Claim the Laboratory Test Result				
6.2 Fill up Client Satisfaction Feedback Form (CSF).	5.1 Collect filled-up CSF			
<b>TOTAL</b>		<b>1610.00 / sample</b>	<b>30 days and 37 minutes</b>	

### 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.

<b>Office or Division</b>	Integrated Laboratories Division-Regional Soils Laboratory			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail</b>	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 1 – Cashiers Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





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1. Sign in the client Log book in the Office Lobby	1. Present the Log Book	None	2 minutes	Receiving Officer
2. Submit samples for analysis and fill up Laboratory Testing Application Form (LTAF).	2. Receive samples and the filled-up LTAF;  2.1 Interview client(s) and fill up LTAF.	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
<b>TOTAL</b>		<b>P100/sa mple</b>	<b>5 days and 37 minutes</b>	





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## 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.

<b>Office or Division</b>	Integrated Laboratories Division-Regional Soils Laboratory			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail</b>	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 1 – 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	Receiving Officer
2. Submit samples for analysis and fill up Laboratory Testing Application Form (LTAF)	2. Receive samples and the filled-up LTAF; 2.1 Interview client(s) and fill up LTAF.	None	15 minutes	Receiving Officer
3. Secure Request for Laboratory	3.1 Issue Request for Laboratory Services as	pH = P 100.00 / sample	5 minutes	Receiving Officer



Services as proof of billing.	proof of billing indicating also the date of return.	<p>Electrical Conductivity =P 160.00 / sample</p> <p>Organic Carbon / Organic Matter=P 250.00 / sample</p> <p>Available Phosphorus (P) = P 250.00 / sample</p> <p>Available Potassium (K) = P 160.00/ sample</p> <p>Available Micronutrients (Zn, Cu, Mn, Fe) = P 640.00/ sample</p> <p>Texture = P 100.00/ sample</p> <p>Moisture Content = P 100.00/ sample</p>		
4. Return on the scheduled date for the release of Laboratory Test Result.	4. Conduct of soil analysis:	None	20-30 working days	Laboratory Analyst / Chemical Technician / Laboratory Head
	4.1 Encode and sign the Laboratory Test Result			
	4.2 Review and			



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	sign the Laboratory Test Result			Laboratory Head
5. On the date of return present the Official Receipt,	5. Record O.R. number and issue Laboratory Test Result.	None	15 minutes	Releasing Officer
5.1 Claim the Laboratory Test Result.				
5.2 Fill up Client Satisfaction Feedback Form (CSF).	5.1 Collect filled-up CSF			
<b>TOTAL</b>		<b>P 1760.00 / sample</b>	<b>30 days and 37 minutes</b>	

## 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.

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





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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 1 – 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	Receiving Officer
2. Submit samples for analysis and fill up Laboratory Testing Application Form (LTAF).	2. Receive samples and the filled-up LTAF  2.1 Interview client(s) and fill up LTAF.	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 100.00 / sample  Electrical Conductivity =	5 minutes	Receiving Officer







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		P 160.00 / sample  Potassium = P 160.00 / sample  Sodium = P 160.00 / sample  Calcium = P 160.00 / sample  Magnesium = P 160.00 / 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	20 days	Laborator y Analyst / Chemical Technicia n
	Review and sign the Laboratory Test Result	None		Laborator y 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
<b>TOTAL</b>		<b>900.00 / sample</b>	<b>20 days and 37 minutes</b>	





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## **OFFICE OF THE RTD FOR RESEARCH & REGULATORY (Internal Services)**





Republic of the Philippines  
**DEPARTMENT OF AGRICULTURE**  
 Regional Field Office I  
 Aguila Road, Sevilla, San Fernando City, La Union  
 Telephone No. (072) 242 1045/1046



## 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.

<b>Office or Division:</b>	Office of the RTD for Research & Regulatory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G G2C			
<b>Who may avail:</b>	All Concerned Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
(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)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Upon receipt of the forwarded notice from ORED, RTD Staff shall stamp the receiving copy with the following information: name of receiver, date and time received. ORED is then copy furnished with the stamped receiving copy	None	5 minutes	RTD Receiving Staff



	2. Route the said memorandum to concerned office(s)/ individuals for their appropriate Action	None	15 minutes	RTD with concerned Division chief
	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/
	4. Create action document based on the discussion and facts gathered, for approval and signature of the head of agency	None	30 minutes	RTD 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	RTD releasing staff
			<b>2.6 days</b>	



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## 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.

<b>Office or Division:</b>	Office of the RTD for Research & Regulatory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Regular Employee, Contract of Service, Job Order,			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Memorandum, Special Order from Office of Secretary				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receive and log into the	None	30 minutes	RTD Receiving Staff



	document tracking system pertinent information regarding the communication s received			
	2. Route to concerned offices and request for inputs regarding the said subject or raise the subject during ManCom Meeting	None	20 minutes	RTD
	3. Create Office Issuance based on the information and points gathered	None	30 minutes	RTD staff
	4. Signing of the Office Issuance			
	5. Release signed Office Issuance to the Records Section for Filing and dissemination to concerned personnel	None	10 minutes	RTD
		None	3 minutes	Records Section
			<b>1 hour and 33 minutes</b>	





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### 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

<b>Office or Division:</b>	Office of the RTD for research & Regulatory
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G G2B
<b>Who may avail:</b>	Contractors/ Service Providers/ employees/ other stakeholders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Accomplished Travel Orders</li> <li>Accomplished Trip Tickets</li> <li>Accomplished Project/Activity proposals</li> <li>Accomplished Purchase Requests</li> <li>Accomplished Purchase Orders</li> <li>Accomplished BAC Actions</li> <li>Accomplished Plans and Designs</li> <li>Accomplished Detailed Estimates</li> <li>Accomplished Gasoline Withdrawals Accomplished RIVS/RIS</li> <li>Accomplished Gate Pass</li> </ul>	Requesting office





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

#### 4. Approval and signing of official documents

<b>Office or Division:</b>	Office of the Regional Executive Director
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G G2B
<b>Who may avail:</b>	Regular Employee, Contract of Service, Job Order, Other stakeholders
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	





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<ul style="list-style-type: none"> <li>• Memorandum of Agreement</li> <li>• Invitation letters</li> <li>• Notice of Meeting</li> <li>• Certifications</li> <li>• Justification</li> <li>• Request for Travel Authority</li> <li>• Application for Leave</li> <li>• Narrative/ Validation Reports</li> <li>• Endorsements</li> <li>• ATI Sattelite Form</li> </ul>			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	





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## 5. Approval and Designation of attendees to seminars, workshops and trainings

Support programs and systems for staff development

<b>Office or Division:</b>		Office of the Regional Executive Director		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		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





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

<b>Office or Division</b>	Integrated Laboratory Division – Regional Animal Disease Diagnostic Laboratory
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C, G2B, G2G
<b>Who may avail</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Document 1 (1 copy) - Laboratory Examination Request Form or Rabies Submission Form <ul style="list-style-type: none"> <li>If request is for disease outbreak investigation: attach document no. 3 (1 copy) and document no. 5 (1 copy)</li> <li>If request is for local shipment: attached document no. 4 (1 copy) and document no. 5</li> </ul>	All forms are available at RADDL client reception desk





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Document 2 (1 copy) - Rabies Submission Form		
Document 3 (1copy) - Disease Outbreak Investigation Form and pictures of sick animals and or necropsy (2 or more pictures)		
Document 4 (1 copy) -Endorsement letter (for local shipment)		Government Veterinarian
Document 5 (1 copy) -Sample collection form duly signed by a government veterinarian or livestock inspector		Government Veterinarian/Livestock Inspector
Document 6 (1 copy) Client Satisfactory Feedback form		RADDL Client Reception Desk
Note: Clients must know the requirements for laboratory sample submission i.e. , serum, whole blood, tissues samples etc. its proper container, handling and shipping		Clients may contact RADDL thru phone or email. to get a copy of the “Requirements for samples to be submitted
Rabies test	Except in the case of very small animals such as puppy or kitten up to 1 month old, only the <b>head</b> should be submitted in the laboratory	Samples from Client
Serological Test Caprine Arthritis Encephalitis (CAE), RPAT Brucella Test,Hog Cholera Test,Salmonella Pollurum Test,Newcastle Disease,Avian Influenza, PRRS.	<b>Serum samples</b> (at least 1 ml) in cryotube or vacutainer . Packed with ice or refrigerant when transported	Samples from Client
Swabs for Avian Influenza Test	<b>Viral Transport Media</b> with ice or refrigerant	Samples from Client







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Fecalysis: Direct Smear, Sedimentation, Flotation	<b>Feces sample</b> place in individual sealed container packed with ice	Samples from Client
Bacterial Isolation & Antibiotic Sensitivity test	<b>Animal tissues or organs</b> , at least 16 grams per sample. One sample per (labelled) sterile container with ice or coolant. Submitted on Mondays and Tuesdays only	Samples from Client
Necropsy Test	<b>Live or dead animal.</b> Preferred sample are sick animals showing signs of the disease. Dead animal should not be more than six (6) hours from the time of death.	Samples from Client
Water Analysis	Freshly collected <b>500 ml water sample</b> and packed with ice. The client must contact the laboratory before sending the sample	Samples from Client
Blood Analysis	<b>Whole Blood</b> in Vacutainer (Purple top) packed with ice or coolant. The client must contact the laboratory before sending the sample. Sample should be brought in the laboratory within 24 hours after collection.	Samples from Client
iiPCR African Swine Fever Test	<b>Whole Blood</b> in Vacutainer (Purple top) packed with ice or coolant. <b>Animal tissues or organs</b> , at least 16 grams per sample. One sample per (labelled) sterile container with ice or coolant.	Samples from Client



<b>RABIES TEST</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit sample and fill up Rabies Submission Form	Receive and inspect the samples, assign sample accession number and issue claim stub to the client	None	10 minutes	Receiving/releasing personnel
Wait for the release of test result.	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		1-2 Days	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result and fill out Client Satisfactory Feedback form	<b>Release the signed test result to client.</b>		5 minutes	Receiving/Releasing personnel
<b>ELISA TEST ( Caprine Arthritis Encephalitis test, Hog Cholera Test, Newcastle Disease, Avian Influenza, PRRS.</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit sample and fill up Laboratory Examination Request Form	Receive and inspect the samples, assign sample accession number and issue		10 minutes	Receiving/releasing personnel



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	claim stub to the client			
<b>Wait for the release of test result.</b>	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		3-5 Days depending on the no. of Samples	Laboratory Technologist/ Veterinarian
	<b>Prepare clinical laboratory report and sign for approval of release.</b>		<b>10 minutes</b>	<b>Technical Staff/ Laboratory Chief/Division Chief</b>
Present the claim stub to get the test result	Prepare statement of account.	Php 300.00 per Sample	10 minutes	Receiving/releasing personnel
Get the statement of account and pay corresponding fee	Received payment and issue Official Receipt (OR)		10 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test result. Fill out Client Satisfactory Feedback form	<b>Release the signed test result to client.</b>		5 minutes	Receiving/Releasing personnel
<b>Rapid Plate Agglutination Test ( Brucellosis, Salmonella Pollurum)</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





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Submit sample and fill up Laboratory Examination Request Form	Receive and inspect the samples, assign sample accession number and issue claim stub to the client		10 minutes	Receiving/releasing personnel
<b>Wait for the release of test result.</b>	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		3-5 Days depending on the no. of Samples	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	<b>Prepare statement of account.</b>	Php 150.00 per Sample	<b>10 minutes</b>	<b>Receiving/releasing personnel</b>
Get the statement of account and pay corresponding fee	Received payment and issue Official Receipt (OR)		10 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test result. Fill out Client Satisfactory Feedback form	<b>Release the signed test result to client.</b>		5 minutes	Receiving/Releasing personnel





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<b>Newcastle Disease (HA-HI Test)</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit sample and fill up Laboratory Examination Request Form	Receive and inspect the samples, assign sample accession number and issue claim stub to the client.		10 minutes	Receiving/releasing personnel
<b>Wait for the release of test result.</b>	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		5 Days depending on the no. of Samples	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	<b>Prepare statement of account.</b>	Php 75.00 per Sample	<b>10 minutes</b>	<b>Receiving/releasing personnel</b>
Get the statement of account and pay corresponding fee	Received payment and issue Official Receipt (OR)		10 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test result. Fill out Client Satisfactory Feedback form	<b>Release the signed test result to client.</b>		5 minutes	Receiving/Releasing personnel





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<b>BACTERIAL ISOLATION/ IDENTIFICATION(BI), ANTIBIOTIC SENSITIVITY TEST(AST)</b>				
Submit sample and fill up Laboratory Examination Request Form	Receive and inspect the samples, assign sample accession number and issue claim stub to the client.		10 minutes	Receiving/releasing personnel
<b>Wait for the release of test result.</b>	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		5-7 Days depending on the no. of Samples	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	<b>Prepare statement of account.</b>	Php 250.00 per sample (BI)  Php 150.00 per organism (AST)	<b>10 minutes</b>	<b>Receiving/releasing personnel</b>
Get the statement of account and pay corresponding fee	Received payment and issue Official Receipt (OR)		10 minutes	Authorized Collection Officer







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Present Official Receipt (OR) to RADDL and get test result. Fill out Client Satisfactory Feedback form	<b>Release the signed test result to client.</b>		5 minutes	Receiving/Releasing personnel
<b>WATER ANALYSIS</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit sample and fill up Laboratory Examination Request Form	Receive and inspect the samples, assign sample accession number and issue claim stub to the client.		10 minutes	Receiving/releasing personnel
<b>Wait for the release of test result.</b>	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		4 Days	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	<b>Prepare statement of account.</b>	Php. 300.00 per sample	<b>10 minutes</b>	<b>Receiving/releasing personnel</b>
Get the statement of account and pay corresponding fee	Received payment and		10 minutes	Authorized Collection Officer



	issue Official Receipt (OR)			
Present Official Receipt (OR) to RADDL and get test result. Fill out Client Satisfactory Feedback form	<b>Release the signed test result to client.</b>		5 minutes	Receiving/Releasing personnel
<b>FECALYSIS</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit sample and fill up Laboratory Examination Request Form	Receive and inspect the samples, assign sample accession number and issue claim stub to the client.		10 minutes	Receiving/releasing personnel
<b>Wait for the release of test result.</b>	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		3-5 Days depending on the no. of Samples	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Technical Staff/ Laboratory Chief/Division Chief



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Present the claim stub to get the test result	<b>Prepare statement of account.</b>	Php 20.00 per Sample	<b>10 minutes</b>	<b>Receiving/releasing personnel</b>
Get the statement of account and pay corresponding fee	Received payment and issue Official Receipt (OR)		10 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test result. Fill out Client Satisfactory Feedback form	<b>Release the signed test result to client.</b>		5 minutes	Receiving/Releasing personnel

#### NECROPSY

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample and fill up Laboratory Examination Request Form	Receive and inspect the samples, assign sample accession number and issue claim stub to the client		10 minutes	Receiving/releasing personnel
<b>Wait for the release of test result.</b>	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		1-2 Days	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	<b>Prepare statement of account.</b>	Php 50.00-100.00 per animal (Small)	<b>10 minutes</b>	<b>Receiving/releasing personnel</b>





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		Php 150.00- 300.00 per animal (Large)		
Get the statement of account and pay corresponding fee	Received payment and issue Official Receipt (OR).		10 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test result. Fill out Client Satisfactory Feedback form	<b>Release the signed test result to client.</b>		5 minutes	Receiving/Relea sing personnel
<b>HEMATOLOGY</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit sample and fill up Laboratory Examination Request Form	Receive and inspect the samples, assign sample accession number and issue claim stub to the client.		10 minutes	Receiving/releasi ng personnel
<b>Wait for the release of test result.</b>	Perform the laboratory test/examination and shall observe the standard turn- around time per test.		1-2 Days	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for		10 minutes	Technical Staff/ Laboratory





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	approval of release.			Chief/Division Chief
<b>Present the claim stub to get the test result</b>	Prepare statement of account.	Php 75.00 per sample	10 minutes	Receiving/releasing personnel
Get the statement of account and pay corresponding fee	Received payment and issue Official Receipt (OR)		<b>10 minutes</b>	<b>Authorized Collection Officer</b>
Present Official Receipt (OR) to RADDL and get test result. Fill out Client Satisfactory Feedback form	<b>Release the signed test result to client.</b>		5 minutes	Receiving/Releasing personnel

#### iiPCR African Swine Fever test

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample and fill up required forms	Receive and inspect the samples, assign sample accession number and issue claim stub to the client	None	10 minutes	Receiving/releasing personnel
<b>Wait for the release of test result.</b>	Perform the laboratory test/examination and shall observe the standard turn-		3-5 Days	Laboratory Technologist/ Veterinarian





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	around time per test.			
	Prepare clinical laboratory report, and sign for approval of release		10 minutes	Technical Staff/ Laboratory Chief/Division Chief
Note: End of transaction with RADDL	Forward the laboratory report to Regulatory Division		10 minutes	ILD Chief
Claim the laboratory report from the Regulatory Division				Regulatory Division





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## **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.

<b>Office or Division:</b>	Office of the Regional Executive Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G G2C			
<b>Who may avail:</b>	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 stamped receiving copy			
	6. Route the said memorandum to concerned office(s)/ individuals for their appropriate Action	None	15 minutes	OIC - RED/ DA –RFO I OIC in case the RED is unavailable
	7. 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
	8. 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	None	10 minutes	ORED Releasing Staff

	submitted to the records section for processing and mailing to the Presidential Action Center, copy furnishing concerned individuals			
			<b>2.6 days</b>	

## 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.

<b>Office or Division:</b>	Office of the Regional Executive Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	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



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	document tracking system pertinent information regarding the communications received			
	6. 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
	7. Draft Office Issuance based on the information and points gathered	None	30 minutes	ORED Staff
	8. Signing of the Office Issuance	None	10 minutes	Regional Executive Director
	9. Release signed Office Issuance to the Records Section for Filling and dissemination to concerned personnel	None	3 minutes	Records Section
			<b>1 hour and 33 minutes</b>	



### 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

<b>Office or Division:</b>		Office of the Regional Executive Director		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G G2B		
<b>Who may avail:</b>		Contractors/ Service Providers/ employees/ other stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Accomplished Travel Orders</li> <li>Accomplished Trip Tickets</li> <li>Accomplished Project/Activity proposals</li> <li>Accomplished Purchase Requests</li> <li>Accomplished Purchase Orders</li> <li>Accomplished BAC Actions</li> <li>Accomplished Plans and Designs</li> <li>Accomplished Detailed Estimates</li> <li>Accomplished Gasoline Withdrawals</li> <li>Accomplished RIVS/RIS</li> <li>Accomplished Gate Pass</li> </ul>			Requesting office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit document for approval	1. Receive documents of concern and check for completeness of attachment or signatory and log into database	None	30 minutes	ORED Receiving Staff
	1. Review of documents	None	1 hour	ORED Staff and RED
	2. Approval/ signing of the head of agency	None	30 minutes	Regional Executive Director
	3. Release of the signed document	None	20 minutes	ORED Releasing Staff
			<b>2 hours and 20 minutes</b>	

#### 4. APPROVAL AND SIGNING OF OFFICIAL DOCUMENTS

<b>Office or Division:</b>	Office of the Regional Executive Director
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G G2B
<b>Who may avail:</b>	Regular Employee, Contract of Service, Job Order, Other stakeholders
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

<ul style="list-style-type: none"> <li>Memorandum of Agreement</li> <li>Invitation letters</li> <li>Notice of Meeting</li> <li>Certifications</li> <li>Justification</li> <li>Request for Travel Authority</li> <li>Application for Leave</li> <li>Narrative/ Validation Reports</li> <li>Endorsements</li> <li>ATI Sattelite Form</li> </ul>			Requesting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for approval	4. Receive documents of concern and check for completeness of attachment or signatory and log into database	None	5 minutes	ORED Receiving Staff
	5. Review of documents	None	1 hour	ORED Staff and Regional Executive Director
	6. Approval/ signing of the head of agency	None	15 minutes	Regional Executive Director
	7. Release of the signed document to appropriate office/ individual	None	3 minutes	ORED Releasing Staff
			1 hour and 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.

<b>Office or Division:</b>	Office of the Regional Executive Director			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	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



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	3. Swear into office the DA Secretary approved applicant/appointee	None	1 day	Records Section
			<b>2 days and 8 minutes</b>	

## 6. APPROVAL AND DESIGNATION OF ATTENDEES TO SEMINARS, WORKSHOPS AND TRAININGS

Support programs and systems for staff development

<b>Office or Division:</b>	Office of the Regional Executive Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	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	3. Receive and enter into the communication s database the applicable information		3 minutes	ORED Receiving Staff
	4. approval/ disapproval of the request		1 day	Regional Executive Director
	2.1. If approved: forward to HRMS for drafting of Memorandum		3 minutes	ORED releasing staff
	2.2. If disapprove: Return to requesting party		3 minutes	
	5. Approval and signing of the memorandum		1 day	Regional Executive Director
	6. Release signed Office Issuance to the Records Section for Filling and dissemination to concerned personnel		5 minutes	ORED Releasing staff
			2 days and 14minutes	



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## **OFFICE OF THE REGIONAL TECHNICAL DIRECTOR FOR OPERATIONS (Internal Services)**





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## 1. Recommending Approval/Approval of Various Documents

<b>Office or Division:</b>		Office of the RTD for Operations		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		Requesting Office		
<b>Checklist of Documents</b>		<b>Where to Secure</b>		
1.1 For Recommending Approval <ul style="list-style-type: none"> <li>• Travel Orders outside the region</li> <li>• Trip Tickets outside the region</li> <li>• Project proposals, activity modules</li> <li>• Memorandum of Agreement (MOA)</li> <li>• Project Procurement Management Plans (PPMPs)</li> <li>• Supplemental PPMPs</li> <li>• Status of Work Accomplishment SWA)</li> <li>• Project Plans and Designs</li> <li>• Contract/Service Agreement</li> <li>• Waste material reports</li> </ul>		Requesting Office (Banner Programs, APCOs, AMAD, RAED, AFD, PMED, PRDP-Procurement Unit, BAC)  Requesting Office (General Services Section)		
1.2 For Approval <ul style="list-style-type: none"> <li>• Travel Orders within the region</li> <li>• Trip Tickets within the region</li> <li>• Purchase Orders</li> <li>• Bids and Awards (BAC) Resolutions</li> <li>• Leave of absence (for less than one month and within the Philippines)</li> <li>• Gate pass</li> </ul>		Requesting Office (Banner Programs, APCOs, AMAD, RAED, AFD, PMED, PRDP-Procurement Unit)		
Procedure	Office Actions	Processing		Responsible Person
		Fee	Time	
1. Staff of Requesting Office to submit documents for recommendation or approval to the Office of the RTD for Operations	1. Receive and check the completeness of the documents as to signatories and attachments 2. If incomplete, the documents is returned to the Requesting Office staff	None	2-5 minutes	ORTD for Operations Receiving Staff



<p>2. Requesting Office staff to receive the recommended document/s for approval by the RED</p>	<p>3. If complete, the document is stamped and recorded bearing the date and time of receipt, document number and name of the receiving officer/staff</p> <p>4. Segregate the received documents as to their classification and place them in the marked folders bearing their type or classification</p> <p>3. Forward the received documents to the ORTD for Operations for her action</p> <p>4. Review/Approval of the submitted documents</p> <p>4.1 If found in order and complete, the document is approved and placed in the designated area/place for outgoing documents</p> <p>4.2 If found not in order and incomplete, comments/ corrections and suggestions are attached to the document and placed in the designated area for outgoing documents</p> <p>4. Release of the received documents to the End-user/Requesting Office in the record book bearing the signature of the receiving person and date of receipt</p> <p>The ORTD for Operations staff will</p>		<p>5 minutes per document</p>	<p>RTD for Operations</p> <p>ORTD for Operations Releasing Staff</p>
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	either call the Requesting Office to get the document/s or forward the document/s to them			
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## 2. Countersignature/Initial to Various Official Communications

<b>Office or Division:</b>	Office of the RTD for Operations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Requesting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Project Detailed Estimates</li> <li>Official letters and communications</li> <li>Endorsement letters</li> <li>BAC documents (Invitation to Bid, Invitation letters, notices)</li> </ul>		Requesting Office (RAED) Requesting Office (Banner Programs, APCOs, AMAD, RAED, AFD, PMED, PRDP-Procurement Unit, BAC)		
Procedure	Office Actions	Processing		PERSON RESPONSIBLE
		Fee	Time	
1. Staff of Requesting Office to submit documents for countersignature or initial to the Office of the RTD for Operations	1. Receive and record the submitted documents 2. Check the counter-signatures of the end-user and RAFIS staff 3. Segregate the received documents as to their classification and place them in the marked folders bearing their type or classification 3. Forward the received documents to the ORTD for Operations for her action 4. Review/Approval of the submitted documents	None	2-5 minutes	ORTD for Operations Receiving Staff
			2 minutes per document	RTD for Operations





<p>2. Requesting Office staff to receive the countersigned document/s</p>	<p>4.1 If found in order and complete, the document is countersigned and placed in the designated area/ place for outgoing documents</p> <p>4.2 If found not in order and incomplete, comments/ corrections and suggestions are attached to the document and placed in the designated area for outgoing documents</p> <p>4. Release of the received documents to the End-user/Requesting Office in the record book bearing the signature of the receiving person and date of receipt</p> <p>The ORTD for Operations staff will either call the Requesting Office or to get the document/s forward the document/s to them</p>		<p>ORTD for Operations Releasing Staff</p>
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### 3. Signature to Various Official Documents/Communications

<b>Office or Division:</b>	Office of the RTD for Operations
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	Requesting Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Official letters and communications (as the Officer of the Day or as instructed by the RED)</li> </ul>	Requesting Office (Banner Programs, APCOs )

<ul style="list-style-type: none"> <li>• Endorsement letters</li> <li>• Requests for Clearance to release or distribute/award the interventions</li> <li>• Inter-Office Memoranda</li> <li>• LDDAP-ADA, Check advise, Checks, ORS, DVs</li> </ul>				
Procedure	Office Actions	Processing		PERSON RESPONSIBLE
		Fee	Time	
1. Staff of Requesting Office to submit documents for to the Office of the RTD for Operations	1. Receive and record the documents 2. Segregate the received document according to type and place them in the corresponding folders 3. Forward the received documents to the ORTD for Operations for her action 4. Review/Approval of the submitted documents 4.1 If found in order and complete, the document signed and placed in the designated area/ place for outgoing documents 4.2 If found not in order and incomplete, comments/ corrections and suggestions are attached to the document and placed in the designated area for outgoing documents 4. Release of the received documents to the End-user/Requesting Office in the record book bearing the signature of the receiving person and date of receipt	None	2-5 minutes	RTD for Operations Staff
2. Requesting Office staff to receive the signed document/s				RTD for Operations
				ORTD for Operations Releasing staff



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	The ORTD for Operations staff will either call the Requesting Office to get the document/s or forward the document/s to them			
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## **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.

BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE				
Office or Division:				
Classification	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> Approved Purchase Request/Detailed Engineering Design, duly signed		End User Office		
<input type="checkbox"/> Certification of Availability of Funds		Budget Section		
<input type="checkbox"/> With clear specifications <b>Technical Specs:</b> <b>Goods and Services</b> - Quantity, Description, Authority to Procure (only for P50 Million and above) <b>Catering</b> (Target location, amenities, tentative dates, menu, other concerns and requirements of the activity) <b>Infrastructure</b> - Plan, BOQ, permits (if applicable), Authority to procure (only for P50 Million and above), Work and Financial Plans		End User Office, BAC TWG, RAED		
<input type="checkbox"/> Requirements depending on the Modality of Procurement		BAC Secretariat Office		
<input type="checkbox"/> With submitted Project Procurement Management Plan (PPMP)				
<input type="checkbox"/> Certification as to the inclusion of project in the Annual Procurement Plan (APP)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING 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: <b>[Date]_[Control Number],</b>	None	3 Minutes	<i>BAC Staff</i> 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	<i>BAC Secretariat Head</i> BAC Office
4.	Assign the project to the Focal Person:	None	3 Minutes	<i>BAC Sec. Focal Person</i> BAC Office
	<b>TOTAL</b>	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)

<b>Office or Division:</b>	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE
<b>Classification</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT
<b>Who may avail:</b>	PROGRAM COORDINATOR; LIAISON OFFICER
<b>CHECKLIST OF REQUIREMENTS</b>	
<input type="checkbox"/> Approved Purchase Request/Detailed Engineering Design, duly signed	End User Office
<input type="checkbox"/> Notice for BAC Conference Meeting	BAC Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. Schedule the project for Pre-Procurement on BAC Conference.	None	1-7 Days	<i>BAC Focal Person</i> <i>BAC Office</i>
	2. Inclusion of project to the Notice of the BAC Conference Meeting under Pre-Procurement agenda *Scheduled at the next BAC Conference			<i>End User</i>
2.	Received duly approved and signed Notice and/or Supplemental Notice for the BAC Conference Meeting	None	1 Day	<i>BAC Staff</i> <i>BAC Office</i>
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	<i>BAC Committee</i> <i>BAC Office</i>  <i>BAC TWG</i> <i>BAC Office</i>  <i>BAC Secretariat</i> <i>BAC Office</i>  <i>End User</i>





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### 3. Posting of Invitation to Bid

Procurement of Goods & Services and Infrastructure through Public Bidding and Small Value Procurement.

<b>Office or Division:</b>	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> <li>Duly authorized project for procurement</li> <li>Conduct of Pre-Procurement Conference if required</li> </ul>			BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING 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 1 website (bicol.da.gov.ph), and 2.3. At any conspicuous place in the premises of the DA RFO 1	None	1 Day	BAC Sec. Focal Person BAC Office
	<b>TOTAL</b>	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)

<b>Office or Division:</b>	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE
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<b>Classification</b>	COMPLEX			
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	PROGRAM COORDINATOR; LIAISON OFFICER			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Duly authorized project for procurement</li> <li>Conduct of Pre-Procurement Conference if required</li> <li>Invitation to Bid</li> </ul>			BAC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 the 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.

<b>Office or Division:</b>	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE
<b>Classification</b>	Highly Technical

<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	PROGRAM COORDINATOR; LIAISON OFFICER			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Duly authorized project for procurement</li> <li>Pre-Procurement Conference if required</li> <li>Invitation to Bid</li> <li>Pre-Bidding Conference, if required</li> </ul>			BAC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<b>Determine Pass and Fail Criterion</b> 2.1. Eligibility documents ( <i>Bidder's compliance and eligibility</i> ) 2.2. Checklist of requirements	None	1 Day	BAC Committee BAC Office  BAC TWG BAC Office  BAC Secretariat BAC Office  End User
<b>TOTAL</b>		None	13 Days	

## 6. Conduct of Post Qualification and Evaluation

Procurement of Goods & Services and Infrastructure through Public Bidding and Small Value Procurement.

<b>Office or Division:</b>	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE
<b>Classification</b>	MULTI STAGE
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT

<b>Who may avail:</b>		PROGRAM COORDINATOR; LIAISON OFFICER		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Duly authorized project for procurement</li> <li>• Pre-Procurement Conference if required</li> <li>• Invitation to Bid</li> <li>• Pre-Bidding Conference, if required</li> <li>• Bidding Conference</li> </ul>			BAC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 postqualification report with 12 days for post qualification. 1.2. Creation of postqualification report.	None	1-45 Days	BAC TWG BAC Office  BAC Secretariat BAC Office
<b>TOTAL</b>		None	45 Days	

## 7. Schedule of Award

Procurement of Goods & Services and Infrastructure through Public Bidding and Small Value Procurement.

<b>Office or Division:</b>	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE
<b>Classification</b>	MULTI - STAGE
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT
<b>Who may avail:</b>	PROGRAM COORDINATOR; LIAISON OFFICER
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

<ul style="list-style-type: none"> <li>• Duly authorized project for procurement</li> <li>• Pre-Procurement Conference if required</li> <li>• Invitation to Bid</li> <li>• Pre-Bidding Conference, if required</li> <li>• Bidding Conference</li> <li>• Post Qualification</li> </ul>			BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING 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			



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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	<i>Regional Executive Director / HoPE</i> DA RFO 1  <i>BAC Secretariat</i> BAC Office  <i>End User</i>
	<b>TOTAL</b>	None	42 Days	





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## **ADMINISTRATIVE AND FINANCE DIVISION (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 purpose
- Application for employment to other firms/agencies upon resignation from the agency

<b>Office or Division</b>	Administrative and Finance Division-Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Regular Employees, Retirees, Contract of Service Personnel and Job Orders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplish request form		HR Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits 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	3. If found in order or valid prepare the necessary documents.	None	30 minutes	HRMS Staff
	4. Document/s for signature	None	10 minutes	Chief, HRMS
	5. Issue the document/s	None	5 minutes	HRMS Staff
			<b>1 hour and 25 minutes</b>	

**2. Provision of Employees Records pertaining to Daily Time Attendance Report (Biometric Daily Time Record), Leave of Absences, Accrued Leave credits, overtime request, appointments, promotions, transfers, documentary requirements for retirees and other HRMS transactions**

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

<b>Office or Division:</b>		Administrative and Finance Division-Human Resource Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C G2G		
<b>Who may avail:</b>		Regular Employee & Retirees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplish Request Form		HR Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Filled-up Request Form.  Check your particular document/ certification needed and indicate its purpose	1. Acknowledge request	None	5 minutes	HRMS Staff



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2. Wait while the employee in-charge prints the document you specified/ requested.	2. Prepare required documents	None	10 minutes	HRMS Staff
		None	15 minutes	Chief, HRMS
3. Acknowledge receipt.	3. Document/s for signature	None	5 minutes	HRMS Staff
	4. Issue the document/s			
			<b>35 minutes</b>	

**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.

<b>Office or Division:</b>	Administrative and Finance Division-Human Resource Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Regular Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplish Request Form		HR Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Filled-up Request Form.	1. Acknowledge receipt	None	5 minutes	HRMS Receiving Staff
Check your particular document needed and indicate its purpose	2. Prepare/print required documents	None	15 minutes	HRMS Staff
2. Acknowledge receipt	3. Issue request documents	None	5 minutes	HRMS Staff
			<b>25 inutes</b>	





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#### 4. Issuance of General Clearance

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

<b>Office or Division:</b>	Administrative and Finance Division-Human Resource Management Section			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C</b>			
<b>Who may avail:</b>	<b>Retiring/Transferring employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplish Request Form		HR Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	10 minutes	HRMS Staff
			<b>15 minutes</b>	





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## B. BUDGET SERVICES

### 1. Facilitates allocation of funds (Earmarking)

Budget section is responsible for allocation of fund per program.

<b>Office or Division:</b>	Administrative & Finance Division-Budget Section			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C			
<b>Who may avail:</b>	End-User, Concerned employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished PR, Activity Proposal & other required documents for earmarking				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished 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.  2.2 If yes, fund controller will allocate/earmark fund.		10 minutes	Respective Fund Controller



	3. Certify/affix signature for the availability of fund.		10 minutes	Budget Officer
	4. Recording and transmittal to End-user for approval		5 minutes	Budget Staff
			<b>30 minutes</b>	

## 2. Obligation of fund to creditor for payment

<b>Office or Division:</b>	Administrative & Finance Division-Budget Section			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	Concerned employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished vouchers				
CLIENTS 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 Purchase Order forms.	None	10 minutes	Fud Controller
	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
			<b>40 inutes</b>	

### C. GENERAL SUPPORT SERVICES

#### 1. Property and Supply Management Service 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.

<b>Office or Division:</b>	Administrative & Finance Division-General Services/Property Unit			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Property Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished RIS	1. Determine if goods are 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		5 minutes	Property Officer/Custodian



	and returned to the end user  1.2 Goods is/are available in stock to prepare the following and must be signed before release of the items requested.  1.2.1. Property Acknowledgement Receipt (PAR) Php15 thousand and above,		1 hour	Property Officer/Custodian
	1.2.2. Inventory Custodian Slip (CIS) Php 14,999 and below.  1.2.3. Invoice Receipt of Property (IRP)			
			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.

<b>Office or Division:</b>	Administrative & Finance Division-General Services/Property Unit			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	Liaison officer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Voucher with complete attachments		Accounting section/ end user		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present	Assign and record of designated IAR	None	5 min	Property Staff



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Disbursement Voucher with complete attachment required by accounting section	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.			
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### 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.

<b>Office or Division:</b>	Administrative & Finance Division-General Services Section			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	All Employees, Liaison officer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approve Trip Ticket and Requisition/ withdrawal slip		General Services Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 min	Property staff



	user			
			<b>10 inutes</b>	

#### 4. Facilitate insurance and Registration of Motor Vehicles and Insurance of Buildings

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

<b>Office or Division:</b>	Administrative & Finance Division-General Services Section			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	Employees with assigned vehicle			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Insurance and LTO registration		General Services Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request renewal of insurance and LTO Registration	1. Secure billing statement from Insurance Company (GSIS) and Land Transportation Office (LTO)	None	Half day	Liaison officer
	2. Preparation of documents for payment (Obligation Request Form & Disbursement Voucher and other supporting documents)		30 minutes	Liaison officer
	3. Facilitate payment for insurance, and registration.		1 day	Liaison officer
			<b>1 day, 4 hours and 30 minutes</b>	

## 5. Facilitate insurance of Building and Property (PPE)

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

<b>Office or Division:</b>		Administrative & Finance Division-General Services Section		
<b>Classification:</b>		Simple		
<b>Types of Transaction:</b>		G2G GOVERNMENT TO GOVERNMENT		
<b>Who may avail:</b>		Chief, Administrative Officer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Insurance		General Services Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Half day	Admin support staff
	Preparation of voucher for payment of insurance premium for buildings and PPE	none	30 min	Admin support staff
	Facilitate payment and receipt of insurance policy from issuing agency.	none	1 day	Admin support staff
			1 day, 4 hours and 30 minutes	



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## D. RECORDS UNIT

### 1. Recording and Routing of Mailed or Hand Carried Letters Received.

Office or Division		Administrative and Finance Division – Records Unit		
Who May Avail		All Employee / Clients		
CLIENTS STEP	DIVISION/UNIT ACTION	FEES TO BE COLLECTED	PROCESSING TIME	RESPONSIBLE PERSON
Mailed and Hand Carried Letters addressed to RED, RTDs, Division Chiefs, and all other Employees	1. Letters are sorted/ classified as to official or personal	None	10 minutes	Records Staff
	1.1 Official mail are opened for recording, numbering/ controlling. Route to the Concerned Office.	None	30 minutes	Chief/ Records Staff
	1.2 Sealed and marked personal, private and confidential are to be routed unopened	None	15 minutes	Records Staff
			55 inutes	

### 2. Mailing/Sending/Forwarding of Outgoing Communications.

Office or Division		Administrative and Finance Division – Records Unit		
Who May Avail		All Employee / Clients		
CLIENTS STEP	DIVISION/UNIT ACTION	FEES TO BE COLLECTED	PROCESSING TIME	RESPONSIBLE PERSON
Outgoing mails/correspondence	1. Receive and acknowledge all outgoing mails.	None	10 minutes	Chief/ Records Staff



received from the office of the RED, RTDs, Division Chiefs, and all other Employees	2. Outgoing Mails are sorted/ classified and check completeness	None	15 minutes	Records Staff
	a. For Mailing <ul style="list-style-type: none"> <li>- secure file copy</li> <li>- ensure proper packaging and complete information of addressee</li> <li>- endorse to the courier service (Air21 or Post Office)</li> </ul>	None	1 day	Records Staff
	b. For Issuances <ul style="list-style-type: none"> <li>- Reproduce copies</li> <li>- Disseminate/ distribute</li> </ul>	None	Half day	Records Staff
			1 day, 4 hrs. and 25 mins.	

### 3. Request for Copy of Documents

<b>Office or Division</b>		Administrative and Finance Division – Records Unit		
<b>Who May Avail</b>		All Employee / Clients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>Where to Secure</b>	
Freedom of Information (FOI) Form			Records Unit	
<b>CLIENTS STEP</b>	<b>DIVISION/UNIT ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
Employee/ Client to present accomplished FOI Form	1. Received Form	None	5 minutes	Records Staff
	2. Classify Request ( Regular / Legal)	None	5 minutes	Chief Records Unit
	2.1 Regular <ul style="list-style-type: none"> <li>- Search File</li> <li>- Photocopy Documents</li> </ul>	None None	5 minutes 5 minutes	Records Staff Records Staff
	- Authenticate (if necessary)	None	5 minutes	



	- Issue Documents	None	5 minutes	Chief Records Unit
	2.2 Legal			
	- Refer to ORED	None	Half-day	Records Staff
	2.2.1 Cleared			
	- Search File	None	5 minutes	Chief Records Unit
	- Photocopy Documents	None	5 minutes	ORED
	- Authenticate (if necessary)	None	5 minutes	Records Staff
	- Issue Documents	None	5 minutes	Records Staff
	2.2.2 Rejected			
	- Inform the requestor	None	5 minutes	Chief Records Unit
				Records Staff
				ORED
				Chief / Records Staff
			4 hrs and 55 mins.	

#### 4. Receiving E-mailed Communication

<b>Office or Division</b>		Administrative and Finance Division – Records Unit		
<b>Who May Avail</b>		All Employee / Clients		
<b>CLIENTS STEP</b>	<b>DIVISION/UNIT ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
E-Mailed Letters addressed to RED, RTDs, Division Chiefs, and all other Employees sent via email add:	1. Open, print and send acknowledgement receipt.	None	5 minutes	Chief/ Records Staff
	2. Record and reproduce and forward to concerned office/division/ unit and/or personnel	None	5 minutes	Records Staff





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recordsunit.da.r fo1@gmail.com	-			
			10 ins.	

## E. CASHIERING SERVICES

### 1. 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.

<b>Office or Division:</b>	Administrative & Finance Division-General Services/Cash Unit			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	All Employees including Regular and Contract of Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly approved disbursement voucher ready for payment for Wages and other Obligations		Accounting Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished voucher for payment.	1. Received, review, record Disbursement Voucher.	None	15 minutes	Receiving Staffs -101/NTA -Trust Fund (MDS, RF, and LBP-New) -PVB -PRDP
	2. Preparation of Check (Name of Creditor, amount, object code)	None	5 minutes	Cash Staffs
	3. <b>CHECKS</b> - Preparation of Advice of Check Issued and Cancelled  <b>LDDAP-ADA</b> - Preparation of	None	10 minutes	Cash Staff



	ACIC, Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIE) and payroll register			
	4. Encode report of Check Issued and Report of Advice to Debit Account Issued	None	15 minutes	Cash Staff
	5. Signing of Check, LDDAP-ADA/SLIIE/ Payroll Register and ACIC	None	2 minutes	Cashier
	6. Recording of Check and LDDAP-ADA for countersigning of approving authority.	None	10 minutes	Cash Staff
	7. Receiving of countersigned check	None	5 minutes	Receiving Staff
	8. Submission of ACIC, LDDAP-ADA/SLIE/payroll register	None	30 minutes	Cash Staff
	9. Issuance of check to walk-in clients and submit transmittal to banks for LDDAP-ADA.	None	30 minutes	Cash Staff
			<b>2 hours and 2 minutes</b>	

## 2. Remittances - 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.



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<b>Office or Division:</b>	Administrative & Finance Division-General Services/Cash Unit			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved disbursement voucher ready for payment for various remittances/premium contributions		Accounting Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cashier or the Liaison Officer to remit with in the prescribe period.	Sorting as to depository banks/agencies	None	1 hour	Liaison Officers/Cashier
	Remittances: - LBP-SFC - PVB - GSIS-SFC - Philhealth - HDMF - BIR		1 day	Liaison Officers/Cashier
			1 day and 1 hour	

### 3. Collections and Deposits

Collections from bid-docs, performance bond, refund of fund transfers and other services needed and deposited to the depository banks by the Cash unit.

<b>Office or Division:</b>	Administrative & Finance Division-General Services/Cash Unit			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved order of payment of payee with corresponding amount and depository name of bank/account				
CLIENTS STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		<b>BE PAID</b>		
1. Order of payment from accounting unit.	1. Receive the order of payment with cash/checks	None	5 minutes	Cash Staff
	2. Prepare and sign Official receipt. Issue the Original Copy of OR to the Client	None	5 minutes	Cashier/SCDO
	3. Prepare bank deposit and proceed to the bank and deposit payments	None	1 day	Cashier/SCDO
			<b>1 day and 10 minutes</b>	

## F. ACCOUNTING SERVICES

### 1. Process Vouchers for payment

Facilitate payment of obligations to contractors, suppliers, service providers, other government agencies and employees.

<b>Office or Division:</b>	Administrative & Finance Division- Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G G2C G2B			
<b>Who may avail:</b>	End User of different operating units of DA RFO I			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly accomplished vouchers per COA Circular No. 2012-001 dated June 14, 2012				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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 minutes	Processors
	2.2 Not simple  2.3 Incomplete documents shall be returned to the End User for completion thru the receiving staff.  Forward to indexer		2 hours	



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	3. Record in their particular Ledger  Forward to NCA/Trust Fund Controller		5 minutes	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
			<b>2 hours and 50 mins.</b>	





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## **REGIONAL AGRICULTURAL ENGINEERING SERVICES (Internal Services)**





## Preparation of Detailed Engineering Design (DED), Program of Works (POW), and Cos-Estimates (New Construction and Rehabilitation/Improvement) of Research Stations & DA-Regional Offices' facilities/projects 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.

<b>Office/Division:</b>	Regional Agricultural Engineering Division (RAED)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	ROs' , Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
4. Submit the request letter/letter of intent	20. Received request at ORED forwarded to RAED.	None	1 Working day (WD)	ORED Staff
	5. Request forwarded to concerned RAED technical staff for validation and evaluation instructions	None	1-2 WD	RAED Admin Staff
	6. Review the request and forward to the technical staff (designer)	None	1 WD	RAED Technical Staff
	7. Conduct site validation and inspection	None	2 WD	RAED Technical staff

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	8. Conduct Topographic Survey	None	3-5 WD	RAED Technical Staff
	9. Process survey data and prepare plans and Design	None	7-14 WD	RAED Technical Staff, Chief- RAED
	10. Prepare Cost Estimate	None	5 WD	RAED Technical Staff
	11. Submit prepared DED, POW and Cost-estimate for review, comment and approval	None	5-14 WD	RAED Technical Staff, RAED Chief, RTD, ORED
	12. Forward and submit the approved DED, POW and Cost-estimate to the requesting part	None	2 WD	RAED

### Supervision of Construction & Rehabilitation of DA Projects/Facilities

Construction/Establishment and Rehabilitation/Improvement of projects are implemented thru the RAED. Under this division, the assigned project engineers monitor the implementation of the project upon issuance of Notice to Proceed (NTP).

<b>Office/Division:</b>	Regional Agricultural Engineering Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Divisions and/or ROS's
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

Letter of Intent/Request Letter			Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
	1. Issue Notice to Proceed to the Contractor	None	1 WD	c/o BAC Sec	
	21. Assigned Project Engineer in charge	None	2 WD	RAED Chief/SSIP Focal Person	
	22. Monitor project implementation	None	Within the contract duration of the project	RAED	

### Inspection of Projects for Progress Billing/Billing Purposes

Inspection of Projects for billing purposes is a measure to ensure that the performed works are as per approved plan, design and specifications.

<b>Office/Division:</b>	Regional Agricultural Engineering Division				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Client				
<b>Who may avail:</b>	DA Supplier/Contractor				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request letter for inspection and payment			Requesting Party		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Submit the request for payment	1. Received requests forwarded from ORED	None	1 WD	RAED	

	2. Forward to RAED Chief for Instruction	None	1 WD	RAED Chief
	3. Forward the request to the assigned engineer and coordinate with the Special Inspection Committee (SIC) for schedule of inspection	None	2 WD	RAED Technical Staff
	4. Conduct of joint inspection and validation of work accomplishment	None	3 WD	SIC & RAED
	5. Prepare Joint Inspection Report for approval	None	5-10 WD	SIC & RAED
	6. Submit Joint Inspection Report to ORED for approval and further instruction	None	5 WD	SIC

### 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.

<b>Office/Division:</b>	Regional Agricultural Engineering Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Division/ROSSs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Requesting Party		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the request for payment	1. Received requests forwarded from ORED	None	1 WD	RAED
	2. Review the request and forward to the concerned project engineer/technical staff	None	2 WD	RAED Chief
	3. Conduct site inspection and evaluation	None	5 WD	RAED Technical staff
	4. Prepare evaluation report	None	3-5 WD	RAED Technical staff
	5. Review Evaluation Report for approval	None	2 WD	RAED Chief/Focal Person, RTD, ORED
	6. Forward and Submit the report to the requesting division	None	5 WD	RAED

### Inspection of Procured Machinery and Equipment

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

<b>Office/Division:</b>	Regional Agricultural Engineering Division
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<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Supplier of Farm Equipment and Machinery			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Delivery Receipt		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Delivery Receipt	1. Review the items and no. of units and other important details on the delivery receipt.	None	1 WD	PACD
	2. Affix signature on the Delivery Receipt	None	1 WD	RAED
<b>End of Transaction</b>				





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## FEEDBACK AND COMPLAINTS MECHANISM







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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Feedback is sent to the office through the following:</p> <ul style="list-style-type: none"> <li>• Client Satisfaction Feedback Forms given during turn over/distribution of interventions</li> <li>• Feedback Forms at the Public Assistance and Complaints Desk (PACD)</li> <li>• 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</li> <li>• Through comments in the DA RFO 1 facebook account RAFIS</li> </ul>
How feedbacks are processed	<ol style="list-style-type: none"> <li>1. The submitted suggestions at the PACD are being sorted monthly and complaints are being verified</li> <li>2. Feedbacks on Facebook are being answered immediately by the FB administrators.</li> <li>3. Requests through facebook and emails were forwarded to the concerned Divisions or answered directly by the receiver.</li> </ol> <p>How to file a complaint?</p> <ol style="list-style-type: none"> <li>1. Through Complaint Form available at the PACD</li> <li>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</li> </ol>





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	<p>3. Through comments in the DA RFO 1 facebook account RAFIS</p> <p>4. Internal clients may submit complaint to the Grievance Committee of the agency</p>
How to file a complaint	<p>Complaint is sent to the office through the following:</p> <ul style="list-style-type: none"> <li>• Complaint Form at the PACD</li> <li>• 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</li> <li>• Through comments in the DA RFO 1 facebook account RAFIS</li> </ul>
How complaints are processed	<p>How complaints are processed?</p> <p>1. Complaints to the Grievance are being addressed by convening the committee</p> <p>2. Complaints received through email or social media were forwarded to the Director or to concerned divisions.</p>
Contact Information of BILIS ACTION PARTNER OFFICE (BAP)	242-1045/6 loc.11





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## LIST OF OFFICES

OFFICE/HEAD	ADDRESS	CONTACT INFORMATION
<b>DIRECTORY OF OFFICIALS</b>		
NESTOR D. DOEMENDEN Regional Executive Director	5 <sup>th</sup> Floor, Building 3, DA, RFO 1, Sevilla Norte, city of San Fernando, La Union	(072) 242-1045/6 loc. 6
JOVITA M. DATUIN RTD for Research & Regulations	2 <sup>nd</sup> Floor, Building 1, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (52)
ERLINDA F. MANIPON RTD for Operations	3 <sup>rd</sup> Floor, Building 2, DA RFO 1, Sevilla Norte, City of San Fernando, La Union efmanipon@yahoo.com	(072) 242-1045 (34)
<b>DIVISION CHIEFS</b>		
DORIS JOY C. GARCIA Chief, Planning, Monitoring and Evaluation Division	4 <sup>th</sup> Floor, Building 2, DA RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (13)
FLORENTINO A. ADAME, DVM Chief, Field Operations Division	2nd Floor, Building 2, DA RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (14)
ANNIE Q. BARES, DVM Chief, Regulatory Division	2nd Floor, Building 3, DA RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (24)
CONSUELO N. BELARMINO Chief, Research Division	2 <sup>nd</sup> Floor, Building 1, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (40)





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JOEL G. MACONOCIDO OIC-Chief, Administrative and Finance Division	3 <sup>rd</sup> Floor, Building 2, DA RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (09)
WILHELMINA N. CASTAÑEDA Chief, Agribusiness & Marketing Assistance Division	1st Floor, Building 1, DA RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (21)
GILBERT D. RABARA OIC-Chief, Integrated Laboratories Division	2 <sup>nd</sup> Floor, Building 1, DA RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (17)
ENGR. DENNIS I. TACTAC Chief, Regional Agricultural Engineering Division	5 <sup>th</sup> Floor, Building 2, DA RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (16)
<b>BANNER PROGRAM COORDINATORS</b>		
RODOLF M. ESTRADA Senior Agriculturist Rice Program Regional Focal Person	2 <sup>nd</sup> Floor Building 2 DA RFO 1 Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (04)
LOIDA P. PACURSA Senior Agriculturist Corn Program Regional Focal Person	2 <sup>nd</sup> Floor Building 2 DA RFO 1 Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (03)





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DAVID T. RONDAL Agriculturist II High Value Crops Development Program Regional Focal Person	2 <sup>nd</sup> Floor Building 2 DA RFO 1 Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (02)
MARLON G. MENDEZ, DVM Veterinarian III Livestock and Poultry Program Regional Focal Person	2 <sup>nd</sup> Floor Building 2 DA RFO 1 Sevilla Norte, City of San Fernando, La Union	(072) 242-1045 (05)
<b>OTHER KEY OFFICIALS</b>		
JACINTA MARISSA D. OLALAN Chief, Human Resource Management Section -Bilis Aksyon Partner	1 <sup>st</sup> Floor, Building 1, DA-RFO 1 Sevilla Norte City of San Fernando, La Union	(072) 242-1045 (11)





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## FEEDBACK FORMS

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**MAMAMAYAN MUNA HINDI MAMAYA NA PROGRAM**

**Form 1 - COMMENDATION (Pag-uyon/dayeg)**

Date:

Name of Commending Party:  Tel/Cel No:

Office Address:

Residence Address:

Name of Person Being commended:

Position/Office:

Reason for Commendation \*(Katarungan sa Pag-uyon/Dayeg)\*

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**MAMAMAYAN MUNA HINDI MAMAYA NA PROGRAM**

**Form 2 - REQUEST FOR ASSISTANCE (Hangyo ug panabang)**

Date:

Name of Requesting Party:  Tel/Cel No:

Office Address:

Residence Address:

Particular Request \*(Panabang nga gihangyo)\*







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**MAMAMAYAN MUNA HINDI MAMAYA NA PROGRAM**

Form 3 - COMPLAINT (Reklamo)

Name of Complainant:   
(Pangalan sa nagreklamo)

Office Address:   
(Lugar sa opisina)

Residence Address:   
(Pinuy-anan)

Name of Person Being Complaint:   
(Pangalan sa ginreklamo)

Position/Office:   
(Posisyon/Opisina)

Date:   
(Petsa)

Tel/Cel No:   
(Telepono)

Reason for Complaint \*(Katarungan sa Pagreklamo)\*

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**MAMAMAYAN MUNA HINDI MAMAYA NA PROGRAM**

Form 4 - RECOMMENDATION (Suhestiyon/sugyot)

Name of Recommending Party:   
(Pangalan sa nagisugyot)

Office Address:   
(Lugar sa opisina)

Residence Address:   
(Pinuy-anan)

Date:   
(Petsa)

Tel/Cel No:   
(Telepono)

Recommendation/Suggestion \*(Suhestiyon/sugyot)\*









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## WALK-IN AND INTERNAL CLIENT SATISFACTION FEEDBACK FORM

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**WALK-IN AND INTERNAL CLIENT SATISFACTION FEEDBACK**

*You are very important to us. Please help us serve you better by taking a few minutes to tell us about the service/s you received today. Check the space/s that applies to you. Thank you very much. We appreciate your help.*

Name: \_\_\_\_\_ Sex: \_\_\_\_\_ Age: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Contact Number: \_\_\_\_\_ Email address: \_\_\_\_\_

1. I am a: Farmer Student Employee Business Owners Others, (specify) \_\_\_\_\_  
 2. How did you interact with the Office?  
        in person         email         by telephone      Date    /    /     
 3. What was the purpose of your interaction with the Office?

<input type="checkbox"/>	Inquiry
<input type="checkbox"/>	Technical Services      Please specify: _____
<input type="checkbox"/>	Get data/documents/information      Please specify: _____
<input type="checkbox"/>	ICT-related services
<input type="checkbox"/>	Coordination
<input type="checkbox"/>	Registration and Licensing
<input type="checkbox"/>	Others      Please specify: _____

4. Please indicate your level of satisfaction with the following items related to your appointment.

Factors	Level of Satisfaction		Remarks (If not satisfied)
	Not Satisfied	Satisfied	
Availability of information/data			
Manners/Attitude and professionalism of employee/s involved			
Knowledge and expertise of employee/s			
Timeliness of service			
Quality of service			
Over-all satisfaction with agency services			

5. Please include suggestions /recommendations on how we can serve you better.

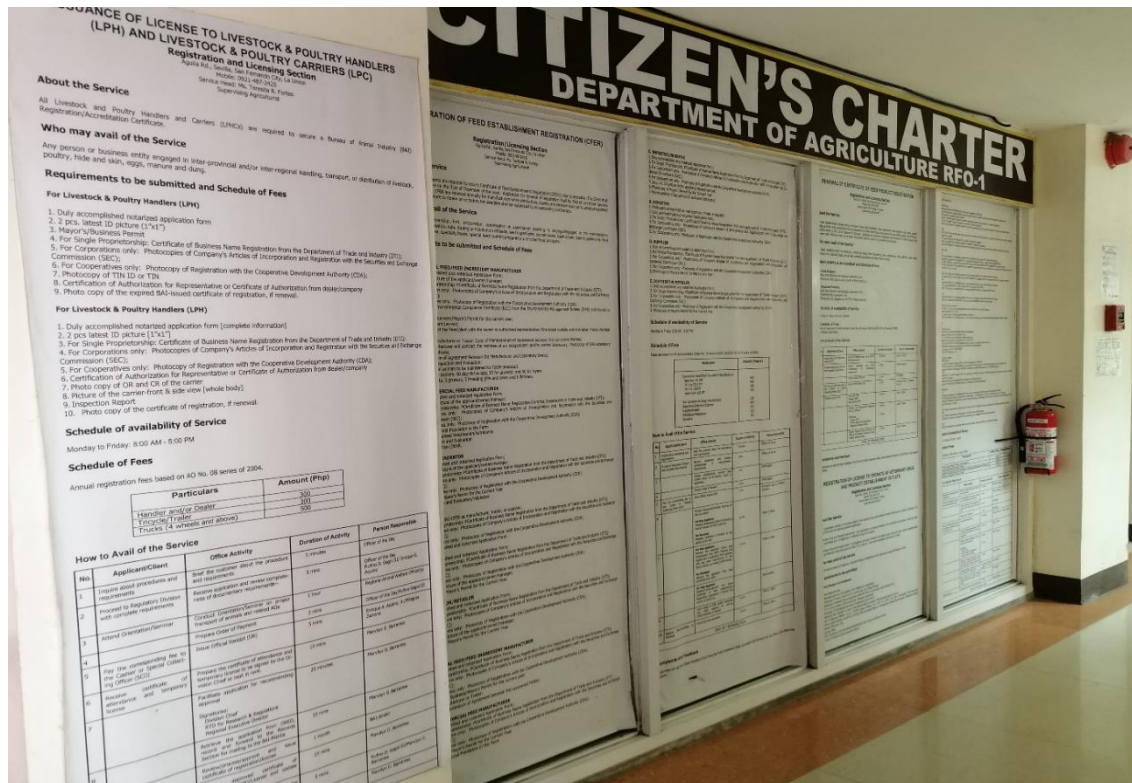
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## CITIZEN'S CHARTER



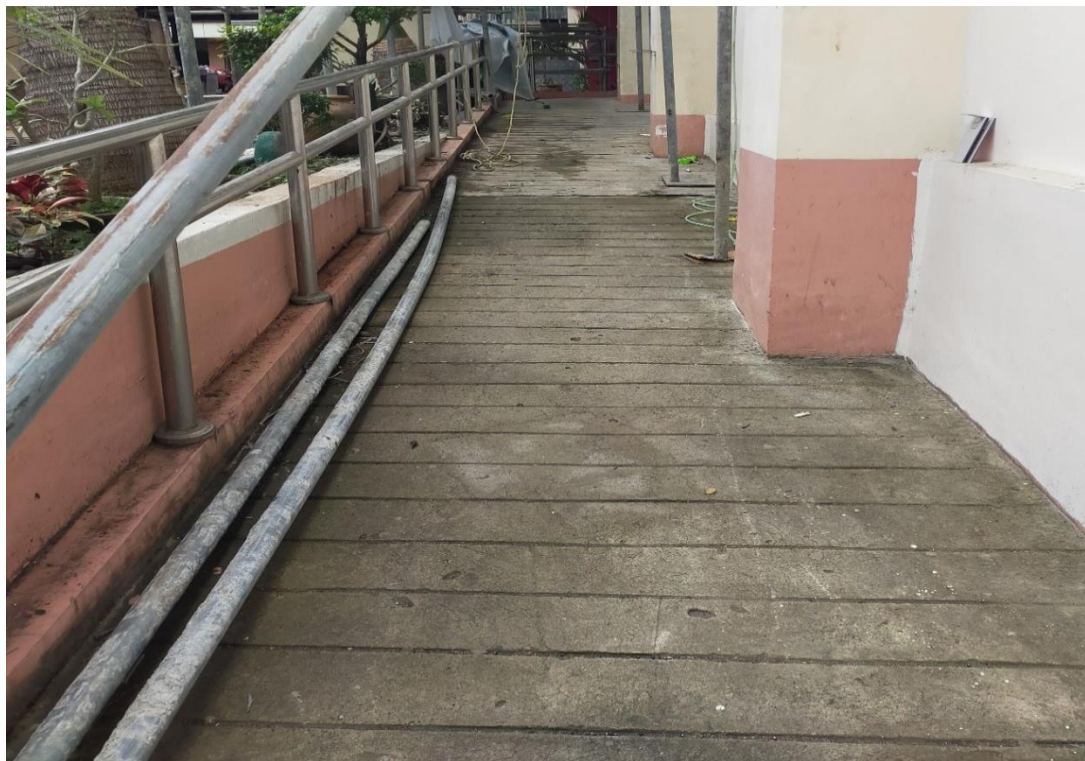
## NO GIFT POLICY







## RAMP





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