



Republic of the Philippines
DEPARTMENT OF AGRICULTURE
Regional Field Office No. 1
Aguila Road, Sevilla, City of San Fernando La Union
Telephone No. (072) 242 1045/1046



DEPARTMENT OF AGRICULTURE REGIONAL FIELD OFFICE NO. 1 Aguila Road, Sevilla City of San Fernando, La Union

CITIZEN'S CHARTER 2024 (2nd Edition)



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I. Mandate:

The **Department of Agriculture** is mandated to promote agriculture 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.

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 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 disable and the elderly.
- I – nitiate immediate action in rendering technical assistance and support to clienteles, incorporating the requirement of RA 11032 (Ease of Doing 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, program, activities through DA RFO 1 website:



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ADMINISTRATIVE AND FINANCE SERVICES (External Services)

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



A. HUMAN RESOURCE MANAGEMENT SERVICES

1. Job Application

Job Vacancies are published at the Civil Service Commission (CSC) and DA-RFO1 Websites, DA-RFO1 Facebook page, and posted at the three (3) conspicuous places in the DA-RFO1, City of San Fernando, La Union bulletin boards at the main entrance, the Human Resource Management Section (HRMS), and the Bids and Awards Committee (BAC) as well as at the research stations (INREC, Batac, Ilocos Norte, INREC, Dingras, Ilocos Norte, ISReC, San Juan, Ilocos Norte, PREC main office, Tebag, Sta. Barbara, Pangasinan, and PREC-Sual, Pangasinan). Anyone can apply, provided they meet the qualifications required for the job opening.

The Human Resource Merit-Promotion and Selection Board (HRM-PSB) screens and ranks the qualified applicants according to their qualifications and competencies and submits them to the Head of the Agency for recommendation and endorsement to the DA-Secretary.

Office or Division:	Administrative and Finance Division-Human Resource Management Section (HRMS)
Classification:	Multi-Stage Process
Type of Transaction:	G2C
Who may avail:	Regular Employees, Contract of Service, Job Order, Walk in Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application letter indicating the position title, item number and place of assignment the applicants intend to apply for; 2. Fully accomplished and updated Notarized or Sworn Personal Data Sheet (CSC Form 212, Revised 2017) with recent passport-sized picture and accomplished Work Experience Sheet (attachment to CSC Form 212) which can be downloaded at www.csc.gov.ph; 3. Latest Individual Performance Commitment and Review (IPCR) (last rating period) for permanent employees; 4. Photocopy of certificate of eligibility, rating, valid/unexpired professional license; 5. Photocopy of Transcript of Records and/or Certificate of Units Taken for Unfinished Degrees/Courses. 	<p>➤ Civil Service Commission (CSC) Websites and DA-RFO1 Websites, DA-RFO1 Facebook page, and posted at the three (3) conspicuous places in the DA-RFO1, City of San Fernando, La Union bulletin boards at the main entrance, the Human Resource Management Section (HRMS), and the Bids and Awards Committee (BAC) as well as at the research stations (INREC, Batac, Ilocos Norte; INREC, Dingras, Ilocos Norte; ISReC, San Juan, Ilocos Sur, PREC main office, Tebag, Sta. Barbara, Pangasinan, and PREC-Sual, Pangasinan)</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WD)	PERSON RESPONSIBLE
1. Submit application letter together with the requirements or email at: ilocos@da.gov.ph	Acknowledge receipt	None	5 minutes-1 day	Applicants Records Unit; Office of the Regional Technical Director (ORED); HRMS Staff
	Pre-Assessment of applicants submitted requirements Notify qualified applicants to proceed for examination/pencil tests	None	1-5 days (from the last day of publication)	HRMPSB and secretariat
2. Attend Examination/Pencil tests	Conduct of the exam/pencil test Notify qualified applicants to proceed for interview	None	1-5 days	HRMPSB and secretariat
4. Attend the Behavioral/Event Interview (BEI)	Conduct Behavioral Event Interview (BEI)	None	1-5 days	HRMPSB and Secretariat
	HRMPSB deliberation (final assessment and ranking) Endorsement to the DA-Secretary	None	1-5 days	HRMPSB and Secretariat
	Approval of the endorsement by the DA-Secretary Follow-ups	None	uncertain	OSEC HRMS
5. Attend the Oath Taking Ceremony (during pandemic, virtual attendance may be allowed)	Issuance of Appointment -Notice to the appointees	None	1 day- 9 months	Regional Executive Director Regional Technical Director Division Chief/s concerned

	-Preparation of appointments -Oath Taking Ceremony			HRMPSB and secretariat HRMS
6. Submit documentary requirements needed for the appointment	Submission of appointment for validation of CSC		1-30 days	HRMS
			Minimum of 6 days and 5 min. to Maximum of 9 months	

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

DA-RFO 1 accepts **on-the-job training (OJT) and immersion** in support of the development and career growth of the students.

Office:	Human Resource Management Section (HRMS)			
Classification:	Complex			
Type of Transaction:	G2G, G2C			
Who may avail:	Schools, Student/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter 2. Memorandum of Agreement (MOA) 3. Personal data Sheet 4. Medical Certificate (if applicable) 5. Parent Consent			Client (Schools, Student/s)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WD)	PERSON RESPONSIBLE
1. Submit Letter Request.	Received Letter request	None	1 day	Records Unit Staff
	Reply the Letter request		3 days	HRMS Staff
2. Submit Memorandum of Agreement MOA	Approval of the MOA	None	7- 14 days	Client
	Execute Memorandum of Agreement (MOA)			ORED Staff HRMS Staff
2. OJT-Proper Submit accomplishment report	Submission of other requirements	None	30 min. to 1 hour (training hours)	Client HRMS Operating Unit Staff
	Deployment and orientation			
	Review and approve the accomplishment report			

3. Completion of OJT -Sign the DTR -Provide rating sheet/form -receive the document	Issue DTR Performance rating Issue certificate of completion		3 days	HRMS and Head of Operating Unit Client and Head of Operating Unit ORED HRMS
			Minimum of 15 days Maximum of 22 days	

3. Requests of document (Service Records, Certificate of Employment, etc.)

Office:	Human Resource Management Section (HRMS)			
Classification:	Complex			
Type of Transaction:	G2G, G2C			
Who may avail:	Clients (Separated employees, retirees)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Request Form Authorization Letter (for representative)			HRMS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WD)	PERSON RESPONSIBLE
1. Fill-up the Request Form Submit Authorization Letter (for representative)	Check the completeness of entries in the Request Form Request the documents from Record Unit (for Archived documents) Prepare the documents	None	5 min. 30 min.-7 days subject to the availability of the documents in the HRMS or already in the Archive	HRMS Staff Records Unit Staff
3. Receive the document	Hand-in the document	None	5 min.	Client HRMS Staff
			Minimum of 40 min. to Maximum of 8 days	

RECORDS UNIT SERVICES

1. Receiving of incoming communications from external clients

The Records Unit, under the General Services Section, is responsible for the receiving of all incoming communications (hand carried and mailed) addressed to the Regional Executive Director and to a specific employee of the Office from external clients.

Office or Division		Administrative and Finance Division – Records Unit		
Classification:		Simple		
Types of Transaction:		G2C, G2G		
Who May Avail		All Employee / Clients		
CLIENTS STEP	DIVISION/UNIT ACTION	FEES TO BE COLLECTED	PROCESSING TIME	RESPONSIBLE PERSON
Communication s addressed to the Regional Executive Director	1. Date-stamped communications as soon as it is received in the Records Unit	None	2 minutes	Records Chief/ Staff
	2. Communications are sorted/ classified according to its type	None	3 minutes	Records Chief/ Staff
	2.1 Assigns document tracking code and register each incoming in the Records Management System (RMS)	None	30 minutes	Records Chief/ Staff
	3. Releases the incoming communication to the Office of the Regional Executive Director	None	Within 24hours upon receipt	Records Staff
			1Day, 35minutes	

2. Recording and Routing of Mailed Letters Received.

Office or Division		Administrative and Finance Division – Records Unit
Classification:		Simple
Types of Transaction:		G2C, G2G

Who May Avail		All Employee / Clients		
CLIENTS STEP	DIVISION/UNIT ACTION	FEES TO BE COLLECTED	PROCESSING TIME	RESPONSIBLE PERSON
Mailed Letters addressed to RED, RTDs, Division Chiefs, and all other Employees	1. Mails are sorted/ classified as to official or personal	None	5 minutes	Records Staff
	a. Official mail is opened for recording, numbering/ controlling.	None	30 minutes	Chief/ Records Staff
	b. Sealed and marked personal, private and confidential are to be routed unopened to concerned employee	None	15 minutes	Records Staff
			50 minutes	

3. Receiving of e-mailed Communication

Office or Division		Administrative and Finance Division - Records Unit		
Classification:		Simple		
Types of Transaction:		G2C, G2G		
Who May Avail		All Employee / Clients		
CLIENTS STEP	DIVISION/UNIT ACTION	FEES TO BE COLLECTED	PROCESSING TIME	RESPONSIBLE PERSON
e-Mailed communications addressed to RED, RTDs, Division Chiefs, and all other Employees sent via email address: ilocos.records@gmail.com	1. Open, print and send acknowledgment receipt.	None	5 minutes	Chief/ Records Staff
	2. Date-stamped, assign document code and register in the Records Management System (RMS) and forward to concerned office/division/	None	25minutes	Records Staff



	unit and/or personnel			
			30 minutes	

CASHIERING SERVICES

1. Payment of claim/s and/or remittances

The Cashiering Unit, under the General Services Section, is responsible for the issuance and releasing of checks and direct payment to individual bank account not only to internal clients and employees but also to suppliers, contractors and other external clients as well as for all the remittances.

A. Releasing of Checks (For Business Entities as Payee/s)

Office or Division:	Administrative and Finance Division- General Services/Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2G G2B			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ❖ For Issuance of Check: <ul style="list-style-type: none"> ✓ Duly approved disbursement voucher with complete documentary requirements/ attachments for payment to creditors ❖ For Releasing of Check: <ul style="list-style-type: none"> ✓ ID of claimant ✓ If the claimant is an authorized representative of the payee (per voucher), the claimant shall present the following: ✓ Authorization Letter if below Php50,000.00 or Special Power of Attorney if above Php50,000.00; ✓ Photocopy of ID of the owner of the payee's company/name with original signature; ✓ Photocopy of ID of the authorized representative 		<ul style="list-style-type: none"> ➤ Accounting Section ➤ Claimant/s ➤ Owner/s or the payee/s himself/themselves ➤ Owner/s or the payee/s himself/themselves ➤ Owner/s or the payee/s himself/themselves ➤ Claimant/s 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inquire at Window of Cashiering Unit if there are checks to be claimed	1.1 Verify in the Unclaimed Check database if there is/are such claim/s	None	5 Minutes	Cashiering Unit Staff
2. If there are claims, register in the Claimant's Logbook at Cashiering Unit and State the month/s and year/s of the transactions for payment for verification purposes	2.1 Provide the Claimant's Logbook for monitoring of client/s 2.2 Find the corresponding voucher and check if it matches the claim/s of the client	None	10 minutes	Cashiering Unit Staff
3. Sign the voucher in two (2) to three (3) copies and in the warrant register logbook as proof that the check/s are claimed	3.1. Review/check the completeness of voucher as to authorized signatories are in place. 3.2. Release check bearing the name of the payee and the amount per approved voucher	None	5 Minutes	Cashiering Unit Staff
4. Issue official receipt from their business bearing the name of this office, "DA-RFO 1", and stating the particulars and the amount same as in the approved check and voucher	4.1. Check if the issued official receipt is correct and duly signed	None	5 Minutes	Cashiering Unit Staff
5. Request BIR Form 2307 upon issuance of the official receipt	4.1. Forward the request and present the official receipt to Accounting Section	None	5 Minutes	Cashiering Unit Staff
6. Await for the signed BIR Form 2307	6.1 Facilitate the generation of BIR Form 2307 and for signature of the Chief Accountant/ Accountant	None	10 Minutes	Accounting Section Staff

	6.2 Release the duly signed BIR 2307 Form		5 Minutes	Cashiering Unit Staff
			40 Minutes	

B. Releasing of Checks (For Individual Payee)

Office or Division:	Administrative and Finance Division- General Services/Cashiering Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ❖ For Issuance of Check: <ul style="list-style-type: none"> ✓ Duly approved disbursement voucher with complete documentary requirements/ attachments for payment to creditors ❖ For Releasing of Check: <ul style="list-style-type: none"> ✓ ID of claimant ✓ If the claimant is an authorized representative of the payee (per voucher), the claimant shall present the following: <ul style="list-style-type: none"> ✓ Authorization Letter if below Php50,000.00 or Special Power of Attorney if above Php50,000.00; ✓ Photocopy of ID of the owner of the payee's company/name with original signature; ✓ Photocopy of ID of the authorized representative 	<ul style="list-style-type: none"> ➤ Accounting Section ➤ Claimant/s ➤ Owner/s or the payee/s himself/themselves ➤ Owner/s or the payee/s himself/themselves ➤ Owner/s or the payee/s himself/themselves ➤ Claimant/s

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Window of Cashiering Unit if there are checks to be claimed	1.1 Verify in the Unclaimed Check database if there is/are such claim/s	None	5 Minutes	Cashiering Unit Staff
2. If there are claims, register in the Claimant's Logbook at Cashiering Unit and	2.1 Provide the Claimant's Logbook for	None	10 minutes	Cashiering Unit Staff

State the month/s and year/s of the transactions for payment for verification purposes	monitoring of client/s 2.2 Find the corresponding voucher and check if it matches the claim/s of the client			
3. Sign the voucher in two (2) to three (3) copies and in the warrant register logbook as proof that the check/s are claimed	3.1. Review/check the completeness of voucher as to authorized signatories are in place. 3.2. Release check bearing the name of the payee and the amount per approved voucher	None	5 Minutes	Cashiering Unit Staff
			20 Minutes	

C. Payments thru LDDAP-ADA (For Business Entities as Payee/s)

Office or Division:	Administrative and Finance Division- General Services/Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2G G2B			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Duly approved disbursement voucher with complete documentary requirements/ attachments for payment to creditors		✓ Accounting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Window of Cashiering Unit if	1.1 Verify in the Compilation of LDDAP-ADA	None	5 Minutes	Cashiering Unit Staff

there are checks to be claimed	received by the bank if there is/are such claim/s			
2. If there are claims, register in the Claimant's Logbook at Cashiering Unit and State the month/s and year/s of the transactions for payment for verification purposes	2.1 Provide the Claimant's Logbook for monitoring of client/s 2.2 Find the corresponding voucher and check if it matches the claim/s of the client	None	10 minutes	Cashiering Unit Staff
3. Sign the voucher in two (2) to three (3) copies to acknowledge that the payments are claimed	3.1. Review/check the completeness of voucher as to authorized signatories are in place. 3.2. Release check bearing the name of the payee and the amount per approved voucher	None	5 Minutes	Cashiering Unit Staff
4. Issue official receipt from their business bearing the name of this office, "DA-RFO 1", and stating the particulars and the amount same as in the approved check and voucher	4.1. Check if the issued official receipt is correct and duly signed	None	5 Minutes	Cashiering Unit Staff
5. Request BIR Form 2307 upon issuance of the official receipt	5.1. Forward the request and present the official receipt to Accounting Section	None	5 Minutes	Cashiering Unit Staff
6. Await for the signed BIR Form 2307	6.1 Facilitate the generation of BIR Form 2307 and for signature of the	None	10 Minutes	Accounting Section Staff

	Chief Accountant/ Accountant 6.2 Release the duly signed BIR 2307 Form		5 Minutes	Cashiering Unit Staff
			40 Minutes	

2. Receipt of Collection

The Cashiering Unit, under the General Services Section, is responsible for the issuance of official receipts to internal and external clients for all the collections/payments made by the internal and external clients, and is also responsible for depositing the collections to respective depository bank accounts of the office and/or to Bureau of Treasury (BTr) account.

A. Purchase of Bidding Documents

Office or Division:	Administrative and Finance Division- General Services/Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2G G2C G2B			
Who may avail:	Contractors, Suppliers and other Creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Order of Payment from Bids and Awards Committee (BAC)		➤ Bids and Awards Committee (BAC) Secretariat		
✓ Order of Payment from Accounting Section		➤ Accounting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from the Bids and Awards Committee (BAC)	1.1 Issue Order of Payment which contains the following information: - Name of the Client - Particulars (which includes the name of the project for bidding) - Amount of the Bidding Documents	None	5 Minutes	Bids and Awards Committee (BAC) Secretariat

2. Present the Order of Payment from the BAC to Accounting Section	2.1 Get the Order of Payment from the BAC 2.2 Issue Order of Payment which contains the following information: - Name of the Client - Name of Project - Amount of the Bidding Documents	None	5 Minutes	Accounting Section
3. Transact to Cashiering Unit and present the Order of Payment from Accounting Section together with the payment (either cash or check)	3.1. Receive the Order of Payment and the payment 3.2. Count the payment made thru cash basis or review the check if the payee is DA-RFO 1 and if the amount is correct per the Order of Payment 3.3. If all information are correct, submit the Order of Payment and the payment to Cashier/Special Collecting and Disbursing Officer (SCDO)	Depend on the amount stated in the Order of Payment	5 Minutes	Cashiering Unit Staff
4. Await for the official receipt	4.1. Re-count the payment and verify the Order of Payment 4.2. If all is in order, issue official receipt 4.3. Release the official receipt	None	5 Minutes	Cashier/SCDO Cashier/SCDO Cashiering Unit Staff
		Depend on the amount stated in the Order of Payment	20 minutes	

B. Payment for Performance Bond, Excess from Fund Transfers, Unutilized Funds from LGUs/SUCs/GOCCs and other offices, All Fees, Charges, Registration, Disallowances, Refunds from Cash Advance, Over Payment, Sales

Office or Division:	Administrative and Finance Division- General Services/Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2G G2C G2B			
Who may avail:	All internal and external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Order of Payment from Accounting Section		➤ Accounting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from the Accounting Section	1.1 Issue Order of Payment which contains the following information: - Name of the Client - Particulars - Amount of the Payment	None	5 Minutes	Accounting Section
2. Transact to Cashiering Unit and present the Order of Payment from Accounting Section together with the payment (either cash or check)	2.1 Receive the Order of Payment and the payment 2.2 Count the payment made thru cash basis or review the check if the payee is DA-RFO 1 and if the amount is correct per the Order of Payment 2.3 If all information are correct, submit the Order of Payment and the payment to Cashier/Special Collecting and Disbursing Officer (SCDO)	Depend on the amount stated in the Order of Payment	5 Minutes	Cashiering Unit Staff



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3. Await for the official receipt	3.1. Re-count the payment and verify the Order of Payment 3.2. If all is in order, issue official receipt 3.3. Release the official receipt	None	5 Minutes	Cashier/SCDO Cashier/SCDO Cashiering Unit Staff
		Depend on the amount stated in the Order of Payment	15 minutes	



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REGULATORY SERVICES (External Services)



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TECHNICAL ASSISTANCE ON THE ISSUANCE OF LIVESTOCK, POULTRY AND BY-PRODUCT HANDLERS LICENSE/ ACCREDITATION OF TRANSPORT CARRIERS REGISTRATION/ LICENSING SECTION

Service Information:

All Livestock and Poultry Handlers and Carriers (LPHCs) are required to secure a Bureau of Animal Industry (BAI) Registration/Accreditation Certificate. To facilitate registration and renewal of license, our office located at Aguila Road, Sevilla, San Fernando City, La Union is open during working days the whole year round to cater the needs of applicants.

Office or Division:	Regulatory Division – Licensing and Registration Section	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business Entity	
Who may avail:	Any person or business entity engaged in inter-provincial and/or inter-regional handling, transport, or distribution of livestock, poultry, hide and skin, eggs, manure, and dung.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Livestock & Poultry Handlers (LPH)		
Duly accomplished and application Form (1 original copy)		DA-RFO1 Regulatory Division – Licensing and Registration Section Notary Public
1x1 ID picture of the applicant/ owner/ manager		Photography Studio
Business/Mayor's Permit for the current year (1 photocopy)		Mayor's office of the locality where business is located
For Single Proprietorship: Certificate of Business Name Registration		Department of Trade and Industry (DTI)
For Corporations only: Photocopies of Company's Articles of Incorporation and Registration		Securities and Exchange Commission (SEC);
For Cooperatives only: Photocopy of Registration		Cooperative Development Authority (CDA);
Certification of Authorization for Representative or Certificate of Authorization from dealer/company		Owner/Dealer/Company
Photocopy of the BAI-issued certificate of registration if renewal		Applicant
Photocopy of CTC or any Government issued Identification Card		Locality where business is located
Transport Carrier		
Duly accomplished application Form (1 original copy)		DA-RFO1 Regulatory Division – Licensing and Registration Section Notary Public
Business/Mayor's Permit for the current year (1 photocopy)		Mayor's office of the locality where business is located
For Single Proprietorship: Certificate of Business Name Registration		Department of Trade and Industry (DTI)
For Corporations only: Photocopies of Company's Articles of Incorporation and Registration		Securities and Exchange Commission (SEC);



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For Cooperatives only: Photocopy of Registration		Cooperative Development Authority (CDA);		
Certification of Authorization for Representative or Certificate of Authorization from dealer/company		Owner/Dealer/Company		
Photocopy of the BAI-issued certificate of registration if renewal		Applicant		
Photocopy of CTC or any Government issued Identification Card		Locality where business is located		
Photocopy of OR and CR of the carrier		Legal documents of the applicant Land Transportation Office (LTO)		
Secure Certificate of Authorization, if the vehicle to be used is rented or under the contract of open deed of sale		Owner/Dealer/Company		
Present Deed of Sale, if the OR and CR presented is not yet transferred to the new owner (Duly notarized)		Applicant		
Picture of the carrier-front, back & side view [whole body]		Applicant		
Photocopy of the BAI-issued certificate of registration if renewal		Applicant		
Photocopy of CTC or any Government issued Identification Card		Locality where business is located		
Attendance to Orientation Seminar		Bureau of Animal Industry – AHWD/ DA-RFO1 Regulatory Division – Licensing and Registration Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the client logbook	1. Assist the applicant	None	1 minute	Guard
Proceed or call the Regulatory Division to inquire about procedures and requirements	2. Brief the customer	None	10 minutes	LPC-LPH Focal
Submit duly accomplished and notarized Application Form attached with complete documentary requirements to the Licensing and Registration Section	3. Receive the required document and check for completeness	None	15 minutes	LPC-LPH Focal
	4. Verify compliance of the submitted documentary requirements		5 minutes	
			1 minute	

	4.1. Returns application if documents given were incomplete			
Attend orientation/seminar	5. Short orientation/seminar on proper transport of animals and related AO's	None	30 minutes	LPC-LPH Focal
Pay the required fees at the Cashier's Office or to the Special Collecting Officer at the Licensing and Registration Section	6. Issuance of the Official Receipt	Registration fee Handler and/or Dealers- PHP 300.00 Tricycle/Trailer- PHP 300.00 4 wheels and above (multi cab, Pick-up, rebuilt carriers [puj, xlt, fier, puj truck type, owner, trucks and others] PHP 500.00	10 minutes	LPC-LPH Focal
Receive certificate of attendance and temporary license.	7. Prepare the certificate of attendance and temporary license. Signatory: Division Chief or next in rank	None	10 minutes	LPC-LPH Focal
Submission of complete applications	8. Prepare endorsement letter	None	3 minutes	LPC-LPH Focal



	9. Retrieve the endorsement letter from the ORED and forward to the Records Section for mailing to the BAI-Manila	None	24 hours	LPC-LPH Focal
Receiving	10. Once received the approved Certificate of Registration (COR)/ License from BAI	None	15 minutes	LPC-LPH Focal
	11. Notify the client to receive the COR/license	None	5 minutes	LPC-LPH Focal
Receive the COR/ license	12. Release certificate. Scanned, record and file documents.	None	5 minutes	LPC-LPH Focal
	TOTAL		1 day, 1 hour, 50 minutes	

*Certificate is issued by Bureau of Animal Industry (BAI)



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TECHNICAL ASSISTANCE ON THE ISSUANCE OF LIVESTOCK, POULTRY AND BY-PRODUCT HANDLERS LICENSE/ ACCREDITATION OF TRANSPORT CARRIERS RENEWAL/LICENSING SECTION

Service Information:

All Livestock and Poultry Handlers and Carriers (LPHCs) are required to secure a Bureau of Animal Industry (BAI) Registration/Accreditation Certificate. To facilitate registration and renewal of license, our office located at Aguila Road, Sevilla, San Fernando City, La Union is open during working days the whole year round the needs of applicants.

Office or Division:	Regulatory Division – Licensing and Registration Section	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business Entity	
Who may avail:	Any person or business entity engaged in inter-provincial and/or inter-regional handling, transport, or distribution of livestock, poultry, hide and skin, eggs, manure and dung.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Livestock & Poultry Handlers (LPH)		
Duly accomplished and application Form (2 original copies)		DA-RF01 Regulatory Division – Licensing and Registration Section Notary Public
1x1 ID picture of the applicant/ owner/ manager (2 original copies)		Photography Studio
Business/Mayor's Permit for the current year (1 photocopy)		Mayor's office of the locality where business is located
For Single Proprietorship: Certificate of Business Name Registration		Department of Trade and Industry (DTI)
For Corporations only: Photocopies of Company's Articles of Incorporation and Registration		Securities and Exchange Commission (SEC);
For Cooperatives only: Photocopy of Registration		Cooperative Development Authority (CDA);
Certification of Authorization for Representative or Certificate of Authorization from dealer/company		Owner/Dealer/Company
Photo copy of the BAI-issued certificate of registration, if renewal		Applicant
Photo copy of CTC or any Government issued Identification Card		Locality where business is located
Transport Carrier		
Duly accomplished and application Form (1 original copy)		DA-RF01 Regulatory Division – Licensing and Registration Section Notary Public
Business/Mayor's Permit for the current year (1 photocopy)		Mayor's office of the locality where business is located



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For Single Proprietorship: Certificate of Business Name Registration (1 photocopy)	Department of Trade and Industry (DTI)
For Corporations only: Photocopies of Company's Articles of Incorporation and Registration	Securities and Exchange Commission (SEC);
For Cooperatives only: Photocopy of Registration	Cooperative Development Authority (CDA);
Certification of Authorization for Representative or Certificate of Authorization from dealer/company	Owner/Dealer/Company
Photo copy of the BAI-issued certificate of registration, if renewal	Applicant
Photo copy of CTC or any Government issued Identification Card	Locality where business is located
Photo copy of OR and CR of the carrier	Legal documents of the applicant Land Transportation Office (LTO)
Secure Certificate of Authorization, if the vehicle to be used is rented or under the contract of open deed of sale	Owner/Dealer/Company
Present Deed of Sale, if the OR and CR presented is not yet transferred to the new owner (Duly notarized)	Applicant
Picture of the carrier-front, back & side view [whole body]	Applicant
Photo copy of the expired BAI-issued certificate of registration, if renewal	Applicant
Photo copy of CTC or any Government issued Identification Card	Locality where business is located
Attendance to Orientation Seminar	Bureau of Animal Industry – AHWD/ DA-RFO1 Regulatory Division – Licensing and Registration Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the client log book	1. Assist the applicant	None	1 minute	Guard
Proceed or call the Regulatory Division to inquire about procedures and requirements	2. Brief the customer	None	10 minutes	LPC-LPH Focal
Submit duly accomplished and notarized Application Form attached with complete documentary requirements to the	3. Receive the required document and check for completeness	None	15 minutes 5 minutes	LPC-LPH Focal

Licensing and Registration Section	4. Verify compliance of 4.1. Returns application if documents given were incomplete		1 minute	
Attend orientation/seminar	5. Short orientation/seminar on proper transport of animals and related AO's	None	30 minutes	LPC-LPH Focal
Pay the required fees at the Cashier's Office or to the Special Collecting Officer at the Licensing and Registration Section	6. Issue the Official Receipt Registration fee -Handler and/or Dealers- PHP 300.00 Tricycle/Traile r-PHP 300.00 4 wheels and above (multi cab, Pick-up, rebuilt carriers [puj, xlt, fier, puj truck type, owner, trucks and others] PHP 500.00		10 minutes	LPC-LPH Focal
Receive certificate of participation and renewal certificate license.	7. Prepare the certificate of participation. Signatory: Division Chief and next in rank	None	10 minutes	LPC-LPH Focal
Submission of applications	8. Prepare endorsement letter Signatory: Division Chief and next in rank	None	3 minutes	LPC-LPH Focal

	9. Approval and issuance of Certificate of Renewal/ License Signatory: Regional Technical Director; Regional Executive Director	None	1 hour 24 hours	LPC-LPH Focal
	10. Once approved Certificate of Renewal (COR)/ License.	None	15 minutes	LPC-LPH Focal
	11. Notify the client to receive the COR/ license	None	5 minutes	LPC-LPH Focal
Receive the COR/ license	12. Scan copy and release certificate. Record and file the documents.	None	5 minutes	LPC-LPH Focal
	TOTAL		1 day, 2 hours, 52 minutes	

*Certificate of Renewal is issued by DA-RFO1

TECHNICAL ASSISTANCE ON THE ISSUANCE OF REGISTRATION OF ANIMAL FACILITY REGISTRATION/LICENSING SECTION

Service Information:

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

Office or Division:	Regulatory Division		
Classification:	Simple		
Type of Transaction:	G2B G2G		
Who may avail:	Any person, association, partnership, corporation, cooperatives and government agency with animal facility		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished Application Form		Regulatory Office or download at <i>http://www.bai.gov.ph/index.php/serviceforms-downloads/ahwd-service-forms/category/7-awa-application-and-authorization-forms</i>	



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2. Business/ Mayor’s Permit for the current year, for renewal (photocopy)				
3. Business Name Registration Certificate from DTI or SEC Registration with Articles of Incorporation for Corporation; or CDA for cooperatives (photocopy)				
4. One (1) copy of 1x1 ID picture of registered owner/general manager and or representative.				
5. Veterinarian’s PRC License, PTR and S2 License from PDEA if applicable (photocopy)			Farm Veterinarian or Vet. Consultant	
6. Notarized Employment Contract/ MOA of the Veterinarian, when applicable (photocopy)			Farm Veterinarian or Vet. Consultant	
7. Location Plan/Sketch of the Establishment				
8. Certification/s that the owner/veterinarian has attended seminar/s on Animal Welfare				
9. Environmental Clearance Certificate (ECC) and/or Certificate of Non Coverage (CNC)			DENR / download at cnconline.emb.gov.ph	
10. Appropriate permits for wildlife facilities, if applicable			DENR	
11. Payment of fees			DA-RFO I, Regulatory Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form for walk-in clients	Assist the client on the application procedures and requirements	None	10 minutes	Regional Animal Welfare Officer (RAWO);
For online clients: Download application form bai.gov.ph – Service Forms – AHWD Service Forms Animal Facilities Registration Form	Assist clients thru calls/emails/messaging	None		Technical Staff (Regulatory Division)

2. Accomplish the form and submit together with supporting documents Scan copies of the requirements and supporting documents and submit via e-mail at darfo1awa.application@gmail.com	Initial and verification of documents, as to compliance with check list requirements	None	15 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
3. Client informed of lacking requirements	Incomplete application form returned/ emailed back to clients	None	10 minutes	RAWO; Technical Staff (Regulatory Division)
4. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	5 minutes	
5. Schedule for inspection The inspection date varies depending on the availability of the owner or representative of the animal facility.	Conduct on- Site Inspection & Evaluation of the animal facility.	None	1 day	RAWOs
6. Get Order of Payment	If complied with inspection and evaluation requirements, issue order of payment	None	5 minutes	RAWO; Technical Staff (Regulatory Division); SCO/Cashiering Unit
7. Pay the registration fee for online clients pay through designated remittance center	Issue Official Receipt (OR)	<i>*pls refer to Schedule of Fees for different Establish ment</i>	15 minutes	SCO/Cashiering Unit



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	Scan copy and release certificate. Record and file documents.	None	5 minutes	RAWO/ Technical staff (Regulatory Division)
	TOTAL		2 days, 1 hour, 35 minutes	

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

Note: Approved documents are mailed back to DA-RFO1 no longer than 2 months for release to client.

TECHNICAL ASSISTANCE ON THE ISSUANCE OF ANIMAL EVENT ORGANIZER REGISTRATION/LICENSING SECTION

Service Information:

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form	Regulatory Office or download at http://www.bai.gov.ph/index.php/serviceforms-downloads/ahwd-service-forms/category/7-awa-application-and-authorization-forms
2. Latest ID picture 1x1 (1 copy) of applicant (Owner/Manager/Veterinarian)	
3. Photocopy of Mayor's Permit for renewal of registration/ Request letter for Government Agencies/Organization Certification from Mayor's Office to conduct event.	
4. Photocopy of Certificate of Business Name Registration from DTI-BDT/ Certificate of Registration from SEC/Employee's ID of the Applicant issued by the Government Agency.	
5. Payment Fee (Php 100 per day)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AHWD Service Forms Animal Event Organizer Request Form	Assist clients thru calls/emails/messaging	None		
2. Accomplish the form, have and submit together with supporting documents Scan copies of the requirements and supporting documents and submit via e-mail at darfo1awa.application@gmail.com	Initial review and verification of documents, as to compliance with check list requirements	None	10 minutes	
3. Client informed of lacking requirements	Incomplete application form returned/emaile d back to client	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
4. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
5. Get Order of Payment	If complied with inspection and evaluation requirements, issue order of payment	None	5 minutes	RAWO; Technical Staff (Regulatory Division); SCO/Cashiering Unit
6. Pay the registration fee	Issue Official Receipt (OR)	Php100.00/ day	15 minutes	SCO/Cashiering Unit

For online clients: pay through designated remittance center				
7. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at darfo1awa.application@gmail.com)	Final review and verification of documents in compliance with the inspection requirements.	None	10 minutes	RAWO; Technical Staff (Regulatory Division)
8. Endorsement of application	Preparation of transmittal for endorsement of application (initial/renewal) to the Bureau of Animal Industry at animalwelfare.application@gmail.com	None	30 minutes 5 minutes 15 minutes	RAWO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial) Regional Executive Director (for signature)
9. Receive the COR/ license	Received approved Certificate of Renewal (COR)/ License and update master list	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
	Notify the client to receive the COR/ license	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
	Scan copy and release certificate. Record and file documents.	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
	TOTAL	Php 100.00	2 hours, 17 minutes	

Note: Approved documents are mailed back to DA-RFO1 no longer than 2 months for release to client. Show permits are valid until and during the event (animal show) only.



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TECHNICAL ASSISTANCE ON THE ISSUANCE OF ANIMAL EVENT VETERINARIAN ACCREDITATION REGISTRATION/LICENSING SECTION

Service Information:

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

Office or Division:	Regulatory Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Licensed Veterinarian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application Form		Regulatory Office or download at http://www.bai.gov.ph/index.php/serviceforms-downloads/ahwd-service-forms/category/7-awa-application-andauthorization-forms		
2. Photo copy of current PRC ID and PTR				
3. One (1) copy 1x1 ID picture				
4. Duly-filled up Agreement Form				
5. Show Veterinarian examination result				
6. Payment Fee (Php 100.00 per Show Vet. Applicant)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	2 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AHWD Service Form Application for Accreditation of Animal Event Veterinarian	Assist clients thru calls/emails/messaging			
2. Accomplish the form and submit together with supporting documents	Initial review and verification of documents, as to compliance with check list requirements	None	10 minutes	Regulatory Division (Technical Staff)
3. Client informed of lacking requirements	Incomplete application form returned back to client	None	15 minutes	RAWO; Technical



				Staff (Regulatory Division)
4. Take Show Veterinarian Examination	Submit examination file together with the requirements	None	1 hour	RAWO
5. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	10 minutes	RAWO; Technical Staff (Regulatory Division)
6. Get Order of Payment	If complied with inspection and evaluation requirements, issue order of payment	None	5 minutes	RAWO; Technical Staff (Regulatory Division); SCO/Cashiering Unit
7. Pay the registration fee For online clients: pay through designated remittance center	Issue Official Receipt (OR)	Php100.00	15 minutes	SCO/Cashiering Unit
8. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at darfo1awa.application@gmail.com)	Final review and verification of documents	None	10 minutes	RAWO; Technical Staff (Regulatory Division)
9. Endorsement of application	Preparation of transmittal for endorsement of application (initial/renewal) to the Bureau of Animal Industry at animalwelfare.application@gmail.com	None	1 hour 5 minutes 15 minutes	RAWO; Technical Staff (Regulatory Division) Chief Regulatory Division (for initial) Regional Executive Director (for signature)

10. Receive the COR/ license	Received approved Certificate of Renewal (COR)/ License and update master list	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
	Notify the client to receive the COR/ license	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
	Scan copy and release certificate. Record and file documents.	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
	TOTAL	Php 100.00	3 hours, 52 minutes	

TECHNICAL ASSISTANCE ON THE ISSUANCE OF ANIMAL EVENT CLEARANCE ACCREDITATION REGISTRATION/LICENSING SECTION

Service Information:

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

Office or Division:	Regulatory Division
Classification:	Simple
Type of Transaction:	G2C Government to Citizen
Who may avail:	Any person, association, partnership, corporation, cooperative, or government agency intending to hold animal shows
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application Form (RF AHWD-04)	Regulatory Office or download at http://www.bai.gov.ph/index.php/serviceforms-downloads/ahwd-service-forms/category/7-awa-application-andauthorization-forms
2. Business/ Mayor's Permit for the current year (photocopy)	
3. Business Name Registration Certificate from DTI or SEC Registration with Articles of Incorporation for Corporation; or CDA for cooperatives (photocopy)	



4. Three (3) copies 1x1 ID picture of registered owner/general manager and veterinarian				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	5 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AHWD Service forms RF AHWD-04 Animal Facilities Registration Form	Assist clients thru calls/emails/messaging	None		
2. Accomplish the form and submit together with supporting documents Scan copies of the requirements and supporting documents and submit via e-mail at darfo1awa_application@gmail.com	Initial review and verification of documents, as to compliance with check list requirements	None	10 minutes	Regulatory Division (Technical Staff)
3. Client informed of lacking requirements	Incomplete application form returned back to client	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
4. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
5. Get Order of Payment	If complied with inspection and evaluation requirements, issue order of payment	None	5 minutes	RAWO; Technical Staff (Regulatory Division) ; SCO/Cashiering Unit
6. Pay the registration fee	Issue Official Receipt (OR)	Php100.00	15 minutes	SCO/Cashiering Unit

For online clients: pay through designated remittance center				
7. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at darfo1awa. application@gmail.co m	Final review and verification of documents in compliance with the inspection requirements.	None	10 minutes	RAWO; Technical Staff (Regulatory Division)
8. Endorsement of application thru the email of DA-BAI at animalwelfare. application@gmail.co m	Scanning the complete requirements of the applicant to be sent to the Bureau of Animal Industry	None	10 minutes	RAWO; Technical Staff (Regulatory Division)
9. Receive the COR/ license	Received approved Certificate of Renewal (COR)/ License and update master list	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
	Notify the client to receive the COR/ license	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
	Scan copy and release certificate. Record and file documents.	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
	TOTAL	Php100.00	1 hour, 40 minutes	

Note: Approved documents are mailed back to DA-RFO1 no longer than 2 months for release to client. Animal Event Clearance accreditation is valid until and during the event only.



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TECHNICAL ASSISTANCE ON THE ISSUANCE OF ANIMAL RESEARCH CLEARANCE ACCREDITATION REGISTRATION/LICENSING SECTION

Service Information:

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

Office or Division:	Regulatory Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Any person, association, partnership, corporation, cooperative, or government agency intending to hold animal shows			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application for Authorization		Regulatory Office or download at http://www.bai.gov.ph/index.php/serviceforms-downloads/ahwd-service-forms/category/7-awa-application-andauthorization-forms		
2. Description of the Animal Care and Use Program (ACUP)				
3. Animal Care and Use Program, if applicable				
4. Certification of Assurance that an Institutional Animal Care and Use Committee (IACUC) is in existence in the establishment, if applicable.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Assist the client on the application procedures and requirements	None	5 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
For online clients: Download application form thru bai.gov.ph AHWD Service Forms	Assist clients thru calls/emails/messaging	None		



2. Accomplish the form and submit together with supporting documents Scan copies of the requirements and supporting documents and submit via e-mail at regdarfo1ahw@gmail.com	Initial review and verification of documents, as to compliance with check list requirements	None	10 minutes	Regulatory Division (Technical Staff)
3. Client informed of lacking requirements	Incomplete application form returned back to client	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
4. Submission of application form with complete documentary requirements	Review completeness of the requirements and have it duly received by the office	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
5. Get Order of Payment	If complied with inspection and evaluation requirements, issue order of payment	None	5 minutes	RAWO; Technical Staff (Regulatory Division); SCO/Cashiering Unit
6. Pay the registration fee For online clients: pay through designated remittance center	Issue Official Receipt (OR)	Php100.00	15 minutes	SCO/Cashiering Unit
7. Provide copy of OR to be attached in the application (Scan transaction receipt/deposit slip or official receipt and email at darfo1awa.application@gmail.com)	Final review and verification of documents in compliance with the inspection requirements.	None	10 minutes	RAWO; Technical Staff (Regulatory Division)

8. Endorsement of application thru the email of DA-BAI at animalwelfare.application@gmail.com	Scanning the complete requirements of the applicant to be sent to the Bureau of Animal Industry	None	10 minutes	RAWO; Technical Staff (Regulatory Division)
9. Receive the COR/ license	Received approved Certificate of Renewal (COR)/ License and update master list	None	15 minutes	RAWO; Technical Staff (Regulatory Division)
	Notify the client to receive the COR/ license	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
	Scan copy and release certificate. Record and file documents.	None	5 minutes	RAWO; Technical Staff (Regulatory Division)
	TOTAL	Php100.00	1 hour, 40 minutes	

Note: Approved documents are mailed back to DA-RFO1 no longer than 2 months for release to client. Animal Research Clearance accreditation is valid until and during the research only.

TECHNICAL ASSISTANCE ON GOOD ANIMAL HUSBANDRY PRACTICES (GAHP) CERTIFICATION REGISTRATION/LICENSING SECTION

Service Information:

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

Office or Division:	Regulatory Division
Classification	Highly Technical
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government
Who may avail:	Piggery farm owners both backyard & commercial Poultry raisers both backyard & commercial Goat raisers Cattle raisers Carabao raisers Beekeeping



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CHECKLIST FO REQUIREMENTS	WHERE TO SECURE
<u>A. Table Requirements</u>	
1. GAHP Application Form	
2. Farm Organization profile	DA RF01-Regulatory Office
3. Brief historical Development of the farm	Applicant
4. Production Flow Chart	Applicant
5. Farm Operational Manual	Applicant
6. Vicinity Map	Applicant
7. Municipal/City Licenses and or Permit (including zoning clearance)	LGU
8. Certificate of Registration (DTI/SEC/CDA/DOLE)	DTI/SEC/CDA/DOLE
9. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) from DENR	DENR
10. Animal Welfare Registration (BAI)	BAI
11. Feeds/Feed mill Registration (BAI)	BAI
12. Handler's License (BAI)	BAI
13. Land Transport Carrier Registration (BAI)	BAI
14. Discharge Permit (LLDA/DENR)	LLDA/DENR
<u>B. Requirements during farm inspection</u>	
1. Certificate of Trainings	Applicant
2. Copy of medical certificate	Applicant
3. Accident insurance policies or SSS and Phil health membership	Applicant
4. Water Potability test result (recent)	Applicant
5. Copy of soil analysis (if applicable)	Applicant
6. Breeding program (if applicable)	Applicant
7. Individual breeding record (if applicable)	Applicant
8. Certificate of Ownership of Large Cattle (if applicable)	Applicant
9. Certificate of Transfer of Large Cattle (if applicable)	Applicant
10. Copy of pertinent importation documents (if applicable)	Applicant
11. Record of all movement of animals in and out of the farm	Applicant
12. Feeding management program	Applicant
13. List of chemicals, feed additives and supplements used	Applicant
14. Medicated feed withdrawal monitoring record	Applicant
15. Copy of feed ingredient purchase record	Applicant
16. Feeding schedule	Applicant
17. Feed procurement records	Applicant
18. Monitoring records of feed ration	Applicant
19. Animal health program (vaccination and deworming program)	Applicant
20. Copy of PRC ID of the veterinarian/agriculturist	Veterinarian Assisting/Consultant
21. Animal health monitoring record	



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22. Veterinary assessment report				
23. Vaccine inventory and utilization records				
24. Drug administration record				
25. Drug procurement records				
26. Animal health and shipping permits				
27. Written protocol of bio-security measures				
28. Monitoring record of bio-security measures				
29. Animal quarantine protocol				
30. Waste disposal protocol				
31. Vermin/pest control program				
32. Noise monitoring reports				
33. Air quality monitoring report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request application form	Issue application form	None	10 minutes	Regulatory Division
2. Submission of duly accomplished Application Form	Instruct on how to accomplish the form	None		
3. Upon completion of the required / documents	Evaluates submitted documentary requirements	None	20 minutes	Regional GAHP Secretariat
4. Farm Inspection	Validates the farm and provide technical assistance before final inspection.	None	7 days	Regional GAHP Team
	Opening meeting: Team leader introduces the pre-assessors and briefly discuss the scope of pre-assessment; and applicant briefs the pre-assessment team of the farm operation. Pre-assessment Proper: Documentary assessment -Pre-assessors validate the authenticity of	None		Inspection Team: Regional GAHP Inspector/S Regional GAHP Secretariat

	documents submitted and examine the records of the farm. Field Pre-assessment - The pre-assessors will conduct pre-assessment of the farm to check readiness; and guided with the Pre-Assessment Checklist. Closing Meeting: Pre-assessors - inform the applicant of the initial findings and non-conformities/ non-compliances; Regional GAHP Team recommends indorsement of the application; and Regional GAHP Secretariat file the pre-assessment report.			
5. Indorsement to the National GAHP Secretariat	Preparation of transmittal for endorsement of application (initial/renewal) to the Bureau of Animal Industry	None	1-5 days	Regulatory Division Chief (for initial) RTD for Research & Regulation (for initial) Regional Executive Director (for signature)
6. Receive the COR/ license	Received approved Certificate of Renewal (COR)/ License and update master list	none	15 minutes	Technical Staff (Regulatory Division)
	Notify the client to receive the COR/ license	none	5 minutes	Technical Staff (Regulatory Division)
	Scan copy and release certificate. Record and file documents.	None	5 minutes	Technical Staff (Regulatory Division)
	TOTAL		12 days, 55 minutes	



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TECHNICAL ASSISTANCE ON PHILIPPINE GOOD AGRICULTURAL PRACTICES (PhilGAP) CERTIFICATION REGISTRATION/LICENSING SECTION

Service Information:

Any person, partnership, firm, corporation, cooperative or association engaged in producing agricultural crops intended for human consumption or to be used as raw materials for processed products for food purpose can apply for PhilGAP (Philippine Good Agricultural Practices) certification. This applies to agricultural crops with available Philippine National Standards (PNS) guide. Producers can apply for certification under any of the two options: individual certification and group certification. The issued PhilGAP certificate has a validity of two years. PhilGAP certified farms may file for renewal application, 3 months prior to its expiration date.

Office or Division:	Regulatory Division – Licensing and Registration Section		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government		
Who may avail:	1. Individual Farmer Applicants 2. Group Applicants (partnership/joint ventures; cooperatives; corporations; associations/organizations; and demonstration farms of government, academic and research institutions)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Individual Applicants/Applications			
Letter of Intent		DA-RFO1 Regulatory Division – Licensing and Registration Section	
Duly accomplished PhilGAP Application Form (PhilGAP F1)		DA-RFO1 Regulatory Division – Licensing and Registration Section	
Farm or organizational profile		Applicant	
Farm Map		Applicant	
Farm Layout		Applicant	
Field operation Procedures		Applicant	
Annex A – Production and Harvesting Records (PhilGAP-F1A)		DA-RFO1 Regulatory Division – Licensing and Registration Section	
Annex B – List of fertilizers, pesticides and other agricultural chemicals used (PhilGAP F1B)		DA-RFO1 Regulatory Division – Licensing and Registration Section	
Certificate of Nutrient Soil Analysis		DA-RFO1 ILD-Soils Laboratory; OPAg Soils Laboratory Applicant	
Certificate of training on GAP conducted by ATI, BPI, LGU, DA RFO, SUCs, or by ATI accredited service providers		Training providers/ Applicant	
Certificate of Registration and other related permits, e.g. SEC, DTI, CDA, DOLE (if applicable)		SEC, DTI, CDA, DOLE/ Applicant	

Additional requirements for Group Applicants/Applications				
For Corporation, Quality Management System (QMS) or Internal Control System (ICS)	Applicant			
Procedure for accreditation of farmers/growers (if applicable)	Applicant			
Manual of Procedure of outgrowership scheme (if applicable) which will show that the company/PMOs/cooperative have 100% control of all registered or accredited growers (e.g. internal policies on accreditation of farmer/grower, sanctions, etc.)	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	1. Assist the applicant	None	1 minute	Guard
2. Proceed to the Regulatory Division Office to inquire about requirements and procedures. Inquiry on the procedure and needed requirements may also be done through phone call 072-242-1045/46 local no. 23 or email at regdarfo1@gmail.com	2. Brief the applicant	None	20 minutes	Regional PhilGAP Focal/Staff
3. Submit the application form with the needed requirements and or submit through email: regdarfo1@gmail.com the complete scanned documents in JPG or JPEG format	3.1 Receive application and review completeness of documentary requirements and inform the applicant with the lacking documentary requirements if there is any	None	30 minutes per application	Regional PhilGAP Focal/Staff
	3.2 Notify applicant on the schedule of pre-assessment of farm	None	5 minutes	Regional PhilGAP Focal/Staff

4. Applicant undergoes with the process/ procedure of pre-assessment by the DA-RFO, Regional PhilGAP Focal/PhilGAP Pre-assessment Team	4.1 Conduct pre-assessment of farm Note: Time processing may vary depending on the availability of the applicant	None	1-5 days	Regional PhilGAP Focal/PhilGAP Pre-assessment Team
5. Applicant shall submit compliance based on the pre-assessment findings and provide the lacking documents needed.	5.1 Prepares endorsement letter for new/renewal applicants upon completeness of the documents and compliant with the pre-assessment findings. Signatory: Regional Executive Director	None	5 minutes	Regional PhilGAP Focal
	5.2 Retrieve endorsement letter from ORED and forwarded scanned copy through BPI email: philgap.bpi@gmail.com . Scanned copy of application and attached documents are forwarded to the BPI online system or forwarded through mail addressed to Bureau of Plant Industry-Manila	None	1 day, 10 minutes 1-7 days	Regional PhilGAP Focal/Secretariat
	5.3 Review and evaluation of application and scheduling of farm audit/inspection	None		BPI-PhilGAP Secretariat
	5.4 Notify applicant on the schedule of farm audit/inspection	None	5 minutes	Regional PhilGAP Focal/Secretariat
6. Applicant undergoes with the process/ procedure of PhilGAP Inspection by the BPI-PhilGAP Inspection Team	6.1 Assist the BPI PhilGAP Inspectors in the conduct of farm audit/inspection; Preparation of inspection report	None		BPI-PhilGAP Inspection Team with Regional PhilGAP Focal/Secretariat BPI-PhilGAP Inspection Team

	6.2 Review, preparation and issuance of Certificate	None		BPI-PhilGAP Secretariat
	6.3 Receive certificate and update master list	None	5 minutes	Regional PhilGAP Focal/Secretariat
	6.4 Notify applicant to receive the Certificate	None	5 minutes	Regional PhilGAP Focal/Secretariat
7. Applicant received the PhilGAP certificate	7.1 Release of certificate to the applicant via email and or personally. 7.2 Scan copy, record and file receiving copy. Note: Time Processing may vary depending on the availability of the applicant.	None	1-5 days	Regional PhilGAP Focal/Secretariat
	TOTAL		18 days, 1 hour, 26 minutes	

*Certificate is issued by Bureau of Plant Industry (BPI)

TECHNICAL ASSISTANCE ON ANIMAL DISEASE SURVEILLANCE

Service Information:

Any person, association, partnership, corporation, cooperative, or government agency who conduct animal disease monitoring and surveillance in their concerned area.

Office or Division:	Regulatory Division
Classification:	Simple
Type of Transaction:	G2C Government to Government or Citizen
Who may avail:	Any person, association, partnership, corporation, cooperative, or government agency who conduct animal disease monitoring and surveillance in their concerned area.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory Result from Accredited Laboratory Facility	Regional Animal Disease Diagnostic Laboratory – Region 1 / Accredited Laboratory

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a test result for animal disease personally, through email or phone call.	3.1. Received a test result from an accredited laboratory. Checking of the result.	None	2 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
2. Client received the test result	3.1. Issue a transmittal letter with attached test results, to the Office of the Governor and the Local Government Units (LGU) concerned;	None	10 minutes	Regional Animal Welfare Officer (RAWO); Technical Staff (Regulatory Division)
	3.2. In case of negative test result and if intended for shipment, a Certificate of Free Status of Disease is being issued	None	4 hours	Regulatory Division (Technical Staff)
	3.3. In case of a positive test result, DA-RFO1 through the Animal Disease Monitoring/Surveillance Team shall coordinate with the concerned LGUs and assist the LGUs in the implementation of procedure/protocols in animal disease outbreak	None	2 hours	Regulatory Division (Technical Staff)
	3.4. Conduct disease investigation in the areas with positive test result.	None	4 hours	Regulatory Division (Technical Staff)
	3.5. Provide technical support and supplies to the Local Government Units (LGU) during the implementation of the procedure/protocols on animal disease outbreak	None	2 hours	Regulatory Division (Technical Staff)
	TOTAL		1 day, 4 hours, 12 minutes	

Note: Approved documents are sometimes send through email upon the request of the client.



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TECHNICAL ASSISTANCE ON THE ISSUANCE OF DA CERTIFICATION UNDER THE OFFICE OF THE PRESIDENT MEMORANDUM CIRCULAR NO. 54, SERIES OF 1993 AND JOINT HLRB, DAR, DA, DILG MEMORANDUM CIRCULAR NO. 56, SERIES OF 1995

Service Information:

Cities and municipalities preparing/updating the Comprehensive Land Use Plan (CLUP) shall secure DA Certification as a requirement before the enactment of an ordinance reclassifying agricultural land as provided under Memorandum Circular No. 54, series of 1993, "Prescribing the Guidelines Governing Section 20 of RA 7160 otherwise known as the Local Government Code of 1991 authorizing cities and municipalities to reclassify agricultural lands into non-agricultural uses"

Office or Division:	Regulatory Division – Licensing and Registration Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for DA certificate addressed to the RED stating the specific changes as to the proposed land use allocation and utilization of lands to be reclassified and the total proposed reclassification		Applicant		
2. Duly accomplished application form (Annex A)		DA-RFO 1, Regulatory Division		
3. Municipal Land Use Plan Map Scale (1:20,000 or larger/shape file format) showing the proposed land/s to be reclassified with coordinates (longitude and latitude)		Applicant		
4. Panoramic photos of the area with caption (East, West, North, South), taken not earlier than 1 month before applying.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application together with the documentary requirements to the office of the Regional Executive Director	Received the application	None	2 hours	Records Office
	Initial assessment of the completeness of documentary requirements	None	2 hours	Secretariat of the Regional Land Use Technical Working Group
	Review and conduct of field investigation and	None	9 days	Regional Land Use Technical Working Group



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	deliberation of the application			
	Forward the scanned copy of the application and the result of the field investigation through email	None	4 hours	Secretariat of the Regional Land Use Technical Working Group
	Review and conduct of deliberation of the application	None	5 days	Bureau of Soils and Water Management – Technical Review Team
	Endorsement of joint evaluation and recommendation to the Regional Executive Director	None	2 days	Regional Land Use Technical Working Group
	Issuance of DA Certificate	None	3 days	Regional Executive Director
2. Receive the DA Certification	Release certificate, record, and file the receiving copy	None	5 minutes	Secretariat of the Regional Land Use Technical Working Group
	TOTAL		19 days, 4 hours, 5 minutes	



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AGRIBUSINESS & MARKETING ASSISTANCE DIVISION (External Services)

I. 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 hinger productivity, profitability, and competitiveness; in the domestic and global market.

II. 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.

Office or Division	Agribusiness and Marketing Assistance Division (AMAD)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Small Farmers and Fishers (SFF) , Micro and small Enterprises (MSEs), Young entrepreneurs (18-30 years old, Sole Proprietors, OFWs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SFFs, OFWs, Youthpreneur, MSEs				



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Visit ACPC website: www.acpc.gov.ph		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
TOTAL			11 days & 3 hours	

Office or Division	Agribusiness and Marketing Assistance Division (AMAD)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Lending Conduits				
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
TOTAL			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

Office or Division	Agribusiness and Marketing Assistance Division (AMAD)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	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
1. KADIWA in Agri Kart				
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)
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	Free	1 day	Ms. Corazon Valdez/ Mr. Bernie Trinidad

	producer/processors to participate			
Display and Retail Selling at the KADIWA in Agri Kart	KADIWA in Agri Kart implementation	Free	Continuing activity	Ms. Corazon Valdez/ Mr. Bernie Trinidad
TOTAL			2 days and 3 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. KADIWA on Wheels				
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
TOTAL			3 days	

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.

Office or Division	Agribusiness and Marketing Assistance Division (AMAD)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Business owners with Truck for transporting Agri-fishery commodities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Forms Form A-Application Form	Forms can be downloaded at DA-RFO I AMAD thru



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Form B-Food Lane Reference Form C-Sworn Statement of Commitment	http://agribusiness.da.gov.ph/implementation-procedures-related-to-foodlane-accreditation/ or text the following numbers for request of forms thru email of truckers @: 09175806822/09073533500/0925717108
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 l 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 or download from DA website	DA-RFO I AMAD to issue application forms and checklist of requirements to the clients or thru email	Free	3-5 minutes	Ms. Imelda Cornes/Ms. 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	Free	15 minutes	Dir. Annie Q. Bares

	Accreditation by the RED			
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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
TOTAL			1 hour 10 minutes	

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

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.

Office or Division	Agribusiness and Marketing Assistance Division (AMAD)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	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 @ amad-da-region1@yahoo.com	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	Dr. Annie Q. Bares, Ms. Wilhelmina P. Castaneda
TOTAL			1 hour and 20 minutes	

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.

Office or Division		Agribusiness and Marketing Assistance Division (AMAD)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may Avail		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		
Secure and completely fill up FFEDIS form from DA-RFO I AMAD office or email @ amad-da-region1@yahoo.com	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 Diana Cascayan
	Conduct Needs Assessment and Prepare Capacity Development Plan	Free	1 day	Rhoda Galban/ Rosel Tuba-ang Reynaldo Ancheta, Jr. Diana Cascayan
	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
TOTAL			2 days, 1 hour and 35 minutes	

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.

Office or Division	Agribusiness and Marketing Assistance Division (AMAD)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	FCAs/NGOs engaged in agriculture and fishery related undertakings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up Enrollment Form		DA-RFO I AMAD, MDS		
Filled up Buyer/Supplier Form		DA-RFO I AMAD, MDS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and completely fill up Buyer or Supplier Form from DA-RFO I AMAD office or email @ amad-da-region1@yahoo.com	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/ Erma Bermudez
TOTAL			1 hour and 20 minutes	

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

Office or Division	Agribusiness and Marketing Assistance Division (AMAD)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Producers/Processors/FCAs engaged in agriculture and fishery related undertakings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 @ amad-da-region1@yahoo.com	DA-RFO I AMAD to provide forms and conduct briefing and interview	Free	10-20 minutes	DA-RFO I AMAD-MDS



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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/ Erma Bermudez
	Facilitate in the product development and promotion and forge direct linkaging.			Corazon Valdez/ Bernie Trinidad/ Erma Bermudez
TOTAL			1 hour and 20 minutes	



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REGIONAL AGRICULTURAL ENGINEERING DIVISION (External Services)

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

The Regional Agriculture 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 concreting, road openings rehabilitation and improvement of roads.

Office/Division:	Regional Agricultural Engineering Division (RAED)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	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/agriculture 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 in in consonance or has been identified as priority investment.		LGU/PLGU		
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 raed_rego01@yahoo.com or fmrreg1@gmail.com	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 or Officer-in-Charge in case the RAED Chief in on Official Bussiness
	2. Review as to completeness of submitted documents. 2.1 For complete documents, proceed to the next steps	None None	1 WD Depend on the timeline of submission	RAED Technical Staff Proponent

	2.2 For incomplete documents, advice the proponent to complete their requirements.		of lacking documents	
	3. Coordinate and Confirm with the requesting party the for schedule of validation.	None	1 WD	RAED Technical Staff
	4. Conduct Validation and evaluation as to technical feasibility of submitted proposal.	None	1 WD	RAED Technical Staff
	5. Preparation and approval of validation report, processing of geotagged photos, and evaluation of the proposed project based on the existing FMR guidelines.	None	2-7 WD (subject to the availability of signatories)	RAED Technical Staff, EPDSS Chief, RAED Chief
	6. When found feasible, this shall be included/updated in the Regional DA FMR registry or Database	None	1 WD	RAED Technical Staff
			7-13 WD	

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 Secretary thru the Office of the Undersecretary for Operations, which shall then review for submission to DBM.

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

Certification from the concerned Municipal or City Local Government Unit or the concerned section of the DPWH District Office that the proposed road (i) is neither part of any higher road classification such as national, provincial, and municipal nor classified as industrial or farm-to-mill roads; and (ii) will not be reclassified/upgraded into national roads for the next ten years;	LGU/DPWH
Proponent LGU Resolution or endorsement of the project stating its willingness to assist in the road right of way acquisition, allocation of budget for the perfection of conveyance of Title of the road right of way, planning, construction, inspection, and monitoring of the project, and its support in the operation and maintenance of the project after the turnover.	LGU
Municipal/City LGU resolution to provide a counterpart of not less than ten percent (10%) of the project cost subject to their Internal Revenue Allotment (IRA) level as required by Section 52 of Republic Act No. 8435 (Agriculture and Fisheries Modernization Act of 1997). Such LGU counterpart shall either in cash/ or in kind.	LGU
Certification from the Local Chief Executive (LCE) of no road-right of way (RROW) Conflict.	LGU
A Notarized letter from the Project Affected person (PAP's) such as land/property owner and authorized representative expressing his/her willingness to donate a portion of the private property to be acquired for the RROW, if a private property will be affected by the proposed FMR;	
Certification from the LCE and/or Municipal/Provincial Environment and Natural Resources office (M/PENRO) that the proposed project has no adverse environmental impact within the Road Influence Area (RIA).	LGU/MENRO/PENRO

Certification from the National Commission on Indigenous People or Indigenous Cultural Communities (IP/ICCs) if applicable.		NCIP		
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 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.			
	1.1.a For complete documents, proceed to the next step			
	1.1.b For incomplete documents, advise the proponent to comply with their lackings 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
			8-9 WD	

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.

Office/Division:	Regional Agricultural Engineering Division (RAED)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Organized Group of Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Requesting Party		
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
1. Submit the complete requirements to DA – RFO 1 (through the Records Unit)	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
	2. Review as to completeness of	None	1-2 WD	RAED Technical Staff

	submitted requirements			
	3. Coordinate with the applicant regarding lacking documents and/or schedule of validation thru electronic communication or transmittal letter.	None	5 WD	RAED Technical Staff
	4. Conduct Validation or evaluation as to technical feasibility of submitted proposal	None	2 WD	RAED Technical Staff
	5. Preparation and Approval of Validation Report	None	5-10 WD (Subject to the availability of signatories)	RAED Technical Staff, RAED Chief, RTD, RED
	6. Conduct of Topographic Survey	None	7 WD	RAED Technical Staff
	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
	8. Preparation of Detailed Engineering Design (DED), Program of Work (POW) and Specifications	None	14 WD	RAED Technical Staff
	9. Check and Review and approval of DED, POW and Specs	None	14 WD (subject to the availability of signatories)	RAED Chief, RTD, RED
	10. Project for Implementation (with signed Notice of	None		RAED

	Award, Construction Contract, and issued Notice to Proceed)			
	11. Construction supervision and monitoring and updating of Statement of Work Accomplishment (SWA) to project completion	None	Within the project contract duration	RAED Technical Staff
	12. 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
			67-86 WD	



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RESEARCH SERVICES (External Services)

1. Technical Assistance in the Conduct of Agricultural Research for Development

This provides the process for requesting assistance or evaluation of project proposal in conducting agricultural-related research for development projects.

Office or Division:	Research Division			
Classification:	Highly technical			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Transacting Public			
Who may avail:	All government research institution, non-government research institution, individual researchers			
Office or Division:	Research Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project concept or project proposal		To be provided by the requesting party.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and copy of proposal	Receive and record request	None	2 minutes	Officer of the day
	Review of the proposal and preparation of response (review result)	None	3 days	Research Technical Staff
2. Receive the review result.	Email review result to requesting party	None	5 minutes	Admin Support Staff
Total		None	3 days and 7 minutes	

2. Review and Endorsement of Project Proposal

This provides the process for requesting review and endorsement of project proposal to the DA-Bureau of Agricultural Research.

Office or Division:	Research Division			
Classification:	Highly technical			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Transacting Public			
Who may avail:	All government research institution and non-government research institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project proposal using the DA-BAR Prescribed forms		To be provided by the requesting party. Forms can be downloaded at bar.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	Receive and record request	None	2 minutes	Officer of the day

and copy of proposal				
	Review of the proposal and preparation of response (review result)	None	7 days	Agriculture and Fisheries Resources, Research and Extension for Development Network Technical Working Group
2. Receive the review result.	Email review result to requesting party	None	5 minutes	Admin Support Staff
	For conforming proposal: Prepare and facilitate signing of Indorsement Letter	None	3 days	Admin Support Staff
	Scan and send indorsement letter to DA-BAR	None	10 minutes	Admin Support Staff
Total		None	10 days and 15 minutes	

3. Provision of Agriculture Inputs

This provides the process for requesting station-produced Open Pollinated Varieties (OPV) vegetable seeds and forage planting materials.

Office or Division:	Research Division <ul style="list-style-type: none"> - Pangasinan Research and Experiment Center, Sual, Pangasinan - Pangasinan Research and Experiment Center, Santa Barbara, Pangasinan - Ilocos Region Integrated Agricultural Research Center, Bacnotan, La Union - Ilocos Sur Research Center, San Juan, Ilocos Sur - Ilocos Norte Research and Experiment Center, Batac City, Ilocos Norte - Ilocos Norte Research and Experiment Center, Dingras, Ilocos Norte 			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business entity; G2C – Government to Transacting Public			
Who may avail:	All government agencies, Local government units, non-government institutions, farmer's cooperative and associations, individual farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request/accomplished request form	Receive and record request	None	2 minutes	Officer of the day



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	Preparation of gate pass and acceptance and release form	None	5 minutes	Officer of the day
	Review and approval of the gate pass	None	5 minutes	Station Chief
	Preparation of the requested intervention.	None	1 hour	Warehouseman/ Support Staff
Accomplish Client Satisfaction Measurement Form	Release the requested intervention	None	10 minutes	Warehouseman/ Support Staff
Total	None	1 hour and 22 minutes		



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CONDUCT PROCUREMENT OF GOODS, INFRASTRUCTURE AND SERVICES (External Services)

1. Submission of Bid Proposals

Procurement of Goods, Consulting Services and Infrastructure Projects through public bidding.

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	Simple			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Bidders/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Duly issued Order of Payment Duly submitted bid envelopes 			BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of sealed bid docs with 2-Envelope System	1. Presentation of any form of authorization by the authorized representative and acknowledgement and recording of the bid docs. 2. Stamp for date and time received.	None	1-3 Minutes	BAC Secretariat Staff (BAC Office)
	TOTAL	None	3 Minutes	

2. Bid Opening and Preliminary Examination of Bid Proposals

(Procurement of Goods, Consulting Services and Infrastructure Projects through public bidding)

Office or Division:	BIDS AND AWARDS COMMITTEE			
Classification	Simple			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Bidders (Suppliers, Constructors, Consultants)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Checklist of Technical and Financial Eligibility Requirements • Bidding Documents (to include Supplemental/Bid Bulletin, if any) • Attendance Sheet • Minutes of Pre-Bidding Conference and Bid Opening 			BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign attendance sheet	1. Roll Call and declaration of the existence of quorum	None	1 hour or shorter (depending on the number of bid proposals submitted)	<i>Bidders</i>
2. Observe the proceedings of the BAC	2. Checking of the Sealing and Markings			<i>BAC Secretariat</i>
	3. Bid opening and preliminary examination of bid proposals using the non-discretionary "pass/fail criterion"			<i>BAC Members</i>
	TOTAL	None	1 Hour	

3. Conduct of Post Qualification

(Procurement of Goods, Consulting Services and Infrastructure Projects through public bidding)

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	MULTI STAGE			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	BIDDERS/SUPPLIERS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Official receipt for the payment of Bidding Documents fee Bid Proposal of the S/Lowest Calculated Bidder Minutes of the Pre-Bidding Conference and Bid Opening 			BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct of Post Qualification	1. The BAC TWG validates, ascertains, verifies all statements and documents submitted by the bidder with the Single/Lowest Calculated Bid 2. Submission of post-qualification report	None	1-45 Days	<i>BAC with the assistance of the TWG</i>
	TOTAL	None	45 days	

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

(Procurement of Goods, Consulting Services and Infrastructure Projects through public bidding)

Office or Division:		BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE		
Classification		COMPLEX		
Type of Transaction:		G2B – GOVERNMENT TO BUSINESS ENTITY		
Who may avail:		BIDDERS/SUPPLIERS		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Official receipt for the payment of Bid Documents fee • Duly submitted bid proposal of the S/LCB • Minutes of the Pre-Bidding Conference and Bid Opening • Supplemental/Bid Bulletin, if any • Abstract of bids as Read • Bid Evaluation Report (BER) • Abstract of Bids as Calculated • Notice of Post-Qualification • Post-Qualification Documents (latest) • Post-qualification Report (PQR) • Notice of Disqualification, if any • Request for Reconsideration, if any • Approved BAC Resolution 			BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The BAC shall proceed with the following: 1.1. Resolution recommending Award of Contract	None	15-42 Days	BAC Secretariat BAC Office



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	1.2. Notice of Award 1.3. Posting of Performance Bond 1.4. Contract Signing 1.5. Notice to Proceed			
	Transmittal of the documents to the End User	None	1 Day	<i>BAC Staff</i>
	TOTAL	None	43 Days	



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PLANNING, MONITORING AND EVALUATION SERVICES (External Services)

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

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

The establishment of an updated database envisions a manageable access to baseline agricultural information by government stakeholders. Through this system, government planners could easily identify the beneficiaries for the interventions that will contribute to increase the productivity of the agriculture and fishery sector

Office or Division	Planning, Monitoring and Evaluation Division (PMED) – ICT Unit				
Classification	Simple				
Type of Transaction	G2G – Government to Government				
Who may Avail	<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"> 1. Filipino citizen; 2. 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 3. Farmers, farm laborers/workers and/or fisherfolk/fishery operators/fishworkers as defined in Section 6 of this RSBSA Updating Guidelines. 				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td> <p>The Municipal Agriculturists shall require the farmers to submit the following requirements:</p> <ol style="list-style-type: none"> 1. RSBSA Enrollment Form 2. Latest 2x2 ID picture taken not more than 6 months 3. One (1) copy of original land title, rent agreement or other legal document which certifies that he/she owns the land. 4. One (1) copy of valid Government ID </td><td> <ul style="list-style-type: none"> • MAO/CAOs' Offices/DA RFO-1 or online • Client • Client • Issuing government agency </td></tr> </table>		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"> 1. RSBSA Enrollment Form 2. Latest 2x2 ID picture taken not more than 6 months 3. One (1) copy of original land title, rent agreement or other legal document which certifies that he/she owns the land. 4. One (1) copy of valid Government ID 	<ul style="list-style-type: none"> • MAO/CAOs' Offices/DA RFO-1 or online • Client • Client • Issuing government agency
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"> 1. RSBSA Enrollment Form 2. Latest 2x2 ID picture taken not more than 6 months 3. One (1) copy of original land title, rent agreement or other legal document which certifies that he/she owns the land. 4. One (1) copy of valid Government ID 	<ul style="list-style-type: none"> • MAO/CAOs' Offices/DA RFO-1 or online • Client • Client • Issuing government agency 				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>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:</p> <p>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.</p> <p>b. Farmer registrant to appear personally and secure the RSBSA official enrollment forms.</p> <p>c. Once accomplished, MAO/CAO, MAFC/CAFC Chairperson, and Barangay Chairperson shall certify information provided in the form as true and correct.</p> <p>d. CARO/MARO shall verify farmers tagged as Agrarian Reform</p>	<p>1. Issue the forms to MAO/CAO/ AEW technician for filling up of farmers</p> <p>RSBSA Forms are also downloadable online (bicol.da.gov.ph)</p>	<p>None</p>		<p>Joseph James Flores CMT, PMED – MIS</p> <p>MAO/CAO/AEW</p> <p>Farmer Registrant</p> <p>MAO/CAO/ MAFC/Bgy. Chairperson</p> <p>CARO/MARO</p> <p>MAO/CAO/AEW</p>
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Beneficiaries (ARBs).				
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>) from MAO/CAO. Said stub may be presented by the farmer to DA-Agencies as proof of eligibility and listing in the RSBSA.				
2. MAO/CAO shall endorse the certified forms with Summary of Master list 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, land location, etc. 4. Return all application forms with incomplete/ data	None	5 Minutes	RSBSA Staff
		None	5 Minutes/ Form	RSBSA Sorters/ Classifiers
		None	5 Minutes/ Form	RSBSA Validators
		None	Within the week	RSBSA Returning Staff
		None	Daily	RSBSA Returning Staff

	5. Inform concerned LGU of returned application forms	None	Upon completion	LGU RSBSA Staff
	6. Once completed, the forms must be returned to DARFO5 by concerned LGUs	None	25 mins including the scanning; depending on the internet capability (signal)	RSBSA Encoders
	7. Scanning & encoding of enrollment forms to the National (NFFIS)	None		RSBSA Encoders
	8. Scanned Pictures, tax declaration, Certificate of Land Transfer and other documents will be uploaded to the system which will form part of the enrollment of the farmer to the NFFIS.	None		RSBSA Staff
	9. Soft copies via external drive will serve as back-up.	None		RSBSA Staff
	10. Forms shall be forwarded to DA-FOS for endorsement to the DA-ICTS.	None		RSBSA Staff
	11. DA reserves the right to conduct third-party validation including PAO to preserve the integrity of the RSBSA database.	None		RSBSA Staff



2. Accreditation of Civil Society Organizations (CSOs) TO BE ENGAGED BY THE DEPARTMENT OF AGRICULTURE (DA) AS PARTNERS IN THE IMPLEMENTATION OF AGRICULTURE AND FISHERY PROJECTS

CSO Accreditation is the process of assessing the applicant to determine whether a CSO is eligible to be an implementing partner or beneficiary of DA programs and/or projects using DA funds after meeting all the set criteria and requirements. A CSO Certificate of Accreditation with a validity of five (5) years will be issued as proof of official recognition.

Office or Division	Planning Monitoring and Evaluation Division (PMED)
Classification	
Type of Transaction	Government-to-Citizens
Who May Avail	Civic Organizations Cooperatives or Federation of Cooperatives Non-Government Organizations (NGOS) Peoples' Organization (POs)/Indigenous Peoples Organizations (IPOs) Alliances/Network/Federation of NGOs/POs Non-Profit Organizations (NPOs) or Foundations
Checklist of Requirements	Where to Secure
1. Notarized accomplished data sheet with organizational set-up 2. Certificate of Good Standing from Local Chief Executive, or Head of local religious organization or Certification/endorsement from the AFC where programs, projects/activities will be implemented 3. Valid Mayor's Permit 4. BIR Registration Certificate 5. Certificate of Registration and/or Certificate of Filing from SEC, CDA or DOLE-BRW 6. Certificate of Compliance (from CDA) Good Standing or Good Performance from government agencies that provided interventions/assistance. If CSO did not receive any government fund and support, Certification from CSO Head that no intervention, projects or programs were received from any government agency	CSO Secretariat – Planning Monitoring and Evaluation Division (PMED)

7. Notarized Omnibus Sworn Statement

- a. Certification that the CSO has (i) authorized the application for accreditation and (ii) has authorized the person actually filing the application to represent the CSO in the application; (iii) all supporting documents are authentic, true and correct; (iv) the CSO is not in default in liquidating public funds received from any government agency; (v) neither the CSO nor any of its members has been blacklisted by any government ; (vi) none of the CSO members has been convicted in any case, or is currently a defendant/respondent in any case related to the use of public funds; (vii) none of its incorporators, organizers, directors or official is an agent of or related by consanguinity or affinity up to the 4th civil degree to the officials of the implementing agency; (viii) the CSO is aware of, understands, and agrees to abide by the guidelines for CSO accreditation;
- b. Declaration of other businesses of the CSO and its key personnel

8. Copy of Bio-Data with recent photo of titular head and latest amended Articles of Incorporation/Cooperation and by-laws, showing the original incorporators/organizers and notarized Secretary's Certificate of Incumbent Officers

9. Three (3) comparative years of Audited Financial Statement for CSO that have been in operation for the past three (3) years

10. Report of Accomplishment or any equivalent proof of previous implementation of similar projects certified by the titular head and Secretary in addition to the Audited Financial Statement for the year that the CSO has been in operation for less than three (3) years

CSO Secretariat – Planning Monitoring and Evaluation Division (PMED)

<p>11. Non-Profit Organizations/Foundations shall submit Report on Grants or Assistance Received and Liquidated for the last three (3) years and a Statement with positive Net Cash Flow</p> <p>12. Start-up CSOs shall submit a Board Resolution stating their commitment to serve the purpose of being accredited with specific business or action plan.</p>	<p>CSO Secretariat – Planning Monitoring and Evaluation Division (PMED)</p>
Client Steps	Person Responsible
<p>1. The CSO applicant shall submit duly accomplished application form for accreditation in triplicate to the Secretariat of the Technical Committee on Accreditation</p> <p>2. The Technical Secretariat shall check the application form, as well as the completeness and validity of requirements submitted by the CSO. It shall be immediately return the application form and supporting documents to the applicant if found to be incomplete</p> <p>3. The Technical Secretariat shall post in their respective agency websites and in two (2) conspicuous places in the vicinity of the CSO's 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:</p> <ul style="list-style-type: none"> ● Registered name of CSO ● Name of CSO Incorporators ● Name of CSO Officers ● Address of CSO ● Nature of Services <p>The post shall invite the public to submit to the concerned government agency (GA) sworn reports of any derogatory record of the CSO applicant</p> <p>4. The Technical Secretariat shall conduct background investigation, verification, and ocular inspection not later than seven (7)</p>	<p>✓ Applicant</p> <p>✓ Team Leaders/Province</p> <p>✓ Team Leaders/Members per Province</p> <p>✓ Team Leaders/Members per Province</p>

<p>working days for regional level and ten (10) working days for national level, upon receipt of application</p> <p>5. If after background investigation and verification, the CSO still has a) incomplete documentary requirements; b) non-compliance with any of the provisions of the administrative order; c) derogatory report from the public, same can be used as bases for disapproval of accreditation</p> <p>6. CSO applicants at the national level shall be assessed and validated by the National Technical Secretariat (NTS) while those at the regional level shall be assessed and validated by the RTS, for endorsement to and deliberation of the NTC and RTC, respectively.</p> <p>7. If the CSO meets all the criteria including those related to financial performance, the NTC/RTC shall recommend to the DA Secretary/Regional Executive Director the issuance of a certificate of Accreditation in favor of the applicant within fifteen (15) working days after NTC/RTC deliberation.</p> <p>8. If the CSO fails to meet any of the criteria set forth, the NTS or RTS shall inform the applicant in writing of the reason/s for non-endorsement of their application within three (3) working days after the deliberation.</p>	<p>✓ Team Leaders/Members per Province</p> <p>✓ National Technical Secretariat/ Team Leaders/Members per Province</p> <p>✓ National Technical Committee/Regional Technical Committee</p> <p>✓ National Technical Secretariat/ Team Leaders/Members per Province</p>
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FIELD OPERATION DIVISION (External Services)



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TECHNICAL ASSISTANCE ON DA BANNER'S PROGRAM/PROJECT/ACTIVITIES

Service: Technical Assistance on Crop and Animal Production and other various DA interventions under Field Operation Division

Office or Division:	Field Operation Division
Classification:	Complex
Type of Transaction:	G2B – Government to Government G2C – Government to Citizen
Who may avail:	1. Local Government Units 2. Registered/Accredited cooperative, association, and people/s organization 3. Farmer, raisers and interested individuals
Fees or Charges	None
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	N/A

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Approach the guard on duty and registers in the logbook.	Assist the client/s to register and endorse the client to the Office of the Chief, FOD/Concerned Banner Program.	5 minutes	Guard on duty
Inquire about the needed technical assistance.	Inform, orient and/or discuss needed technical assistance. Provide IEC material or other related document to the client if available.	10 – 45 minutes	Officer of the Day
Fill-out Walk-in and Internal Client Satisfaction Feedback form and submit back promptly.	Assist the client to accomplish the Walk-in and Internal Client Satisfaction Feedback form.	1-5 minutes	Officer of the Day

AGRICULTURAL INPUTS AND MATERIALS, MACHINERIES, EQUIPMENT AND FACILITIES

Product:

- **Agricultural inputs and materials** – supplies provided needed in agricultural production such as but not limited to seeds, planting materials, animals, fertilizers, biologics, veterinary drugs, semen straws, soil ameliorant, chemicals, and other supplies.
- **Machineries, equipment, and facilities** – various farm machineries, equipment and facilities used in production, post-harvest, and processing of agricultural products.



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Office or Division:	Field Operations Division (FOD)
Classification:	Complex
Type of Transaction:	G2B – Government to Government G2C – Government to Citizen
Who may avail:	1. Registered/Accredited cooperative, association, and people's organization 2. Duly registered Farmer, and Raiser <i>Note: Eligible recipients may vary per program/project requirement</i>
Fees or Charges	None

CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
A. Agricultural inputs and materials	
Letter Request, except if Request slip is applicable	Client
Endorsement from Provincial/City/Municipal Local Government Unit	Office of the Agriculture/ Veterinary Office
RSBA registration	Office of the Agriculture/ Veterinary Office
Other documents required by the program/project	Applicant, Concerned Office
B. Machineries, equipment, and facilities	
Letter Request	Client
1. Board resolution stating the following: a. List of request machinery/equipment/facilities; b. Justification/purpose of the request; c. Commitment to shoulder the cost of operation and maintenance of the request; d. Authorize representative to sign any legal documents/documentary requirements with the DA on the project; and e. Name and technical qualifications of the designated operator.	Client
Endorsement from Provincial/City/Municipal Local Government Unit	Office of the Agriculture/ Veterinary Office
Photos of the existing/available shed and service area	Client
Proof of land availability including the legal documents Titled/Tax Declaration/ USUFRUCT/DOS/DOD	Client
Map of the service area, showing the existing and potential production area	Client
Utilization proposal	Client
Certificate/s of registration/accreditation	CDA/SEC/DOLE/DSWD/ DAR/NCIP
Profile of the organization and list of members	Client
Updated good standing/certificate of compliance from SEC/CDA	Concerned Office
Policy and guidelines on the operation of the machinery	Client
Audited Financial Statement	Client
Other documents required by the program/project	Client/Concerned Office

A. Agricultural inputs and materials

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1. Agricultural inputs and materials with approved Implementing Guidelines			
Approach the guard on duty and registers in the logbook.	Assist the client/s to register and endorse to the records office.	5 minutes	Guard on duty
Proceed to the Records Office and submit the letter of intent and attachment/s.	Receive the letter of intent and attachment/s and perform the procedure for incoming communication letter.	-	Records Section Chief
	Chief FOD receives the letter of intent and attachment/s and discuss/routes to the concerned APCO/Banner/Program Focal.	1-3 working days	Chief, FOD
Receive the notification	APCO/Banner/Program Focal coordinates with the Project Implementers to review and check the completeness of the documentary requirements. If documents are incomplete, the client/s will be notified on the lacking documentary requirements for compliance. If complete, the client/s will be scheduled for validation and verification of information submitted in coordination with the concerned P/C/MLGU, if applicable.	1-10 working days	APCO/Banner/Program Focal
	Shortlisting/Final listing of recipients and facilitate approval/signing of related documents prior to release.	-	Project Implementers
Receives the notification	Notify the client/s on the schedule and venue of the distribution in coordination with the P/C/MLGU.	1-3 days	Project Implementers
Accepts the agricultural inputs and supplies	Prepare and distribute the agricultural inputs and materials to the client/s.	1 day	Project Implementers
Fill-out forms and submit back promptly	Assist the client in signing the acceptance form/post masterlist, Client Satisfaction Measurement form and other pertinent documents.	5-10 minutes	Project Implementers
		Minimum of 4 days, 10 minutes or Maximum of 17 days and 15 minutes	

2. Agricultural inputs and materials for walk-in clients			
Approach the guard on duty and registers in the logbook.	Assist the client/s to register and endorse the client to the Office of the Chief, FOD/Concerned Banner Program.	5 minutes	Guard on duty
Inquire available agricultural inputs and supplies needed	Notify the client/s on the availability of agricultural inputs and materials. Issue the Request Slip to the client/s if the agricultural inputs and materials needed are available.	5 minutes	Officer of the Day
Fill-out Request slip	Assist the client/s to accomplish the Request Slip and check the completeness of other documents, if any.	2 minutes	Officer of the Day
Wait for the release of agricultural inputs and supplies	Prepare the agricultural inputs and materials and facilitate the signing of the gate pass.	1-15 minutes	Officer of the Day
Receive the agricultural inputs and supplies	Release the agricultural inputs and materials.	5 minutes	Officer of the Day
Fill-out forms and submit back promptly	Assist the client/s in signing the acceptance form/post masterlist, Client Satisfaction Measurement form and other pertinent documents.	5 minutes	Officer of the Day
		Minimum of 23 minutes or Maximum of 37 minutes	

B. Machineries, equipment, and facilities

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Approach the guard on duty and registers in the logbook.	Assist the client/s to register and endorse to the records office.	5 minutes	Guard on duty
Proceed to the Records Office and submit the letter of intent and attachment/s.	Receive the letter of intent and attachment/s and perform the procedure for incoming communication letter.	-	Records Section Chief
	Chief FOD receives the letter of intent and attachment/s, and discuss/routes to the concerned APCO/ Banner/Program Focal	1-3 working days	Chief, FOD
	APCO/Banner/Program Focal coordinates with the Project Implementers to review and check the completeness of the documentary requirements.	1-10 working days	APCO/Banner/Program Focal

Receive the notification	Notify the client/s on the result of the initial review of documents submitted. If complete, validation will be scheduled. If incomplete, the client/s will be notified on the lacking documentary requirements for compliance.	1-10 working days	Project Implementers
Provide the necessary information and requirements	Validation and evaluation shall be conducted in coordination with P/C/MLGU.	-	Project Implementers
	Deliberate the result of validation and evaluation with the team and other concerned personnel to come-up with the shortlist/final list of recipients.	-	Project Implementers
	Facilitate the approval/signing of the Authority to Release/Certificate of Award, MOA and/or other related documents once the machineries, equipment, and facilities are available for distribution/awarding.	-	Project Implementers
Receives the notification	Notify the client/s on the schedule and venue of the distribution/awarding in coordination with the P/C/MLGU.	1-3 days	Project Implementers
Accept the machineries, equipment, and facilities	Award/Release/Distribute and assist the client/s in signing pertinent documents.	1 day	Project Implementers
		Minimum of 5 days, 5 minutes or Maximum of 27 days, 5 minutes	

Note:

Timeline in this procedure may vary.

The provision of agricultural inputs and materials, machineries, equipment, and facilities are subject to availability of funds and resources of the Programs under the Field Operations Division.

The provision of the agricultural inputs and materials, machineries, equipment, and facilities shall comply to the existing accounting rules and regulations as well as based on the approved protocol/guidelines/procedures of the Programs.



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INTEGRATED LABORATORIES DIVISION (External Services)



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A. REGIONAL SOIL LABORATORY

1. Soil Chemical Analysis

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

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen G2B - Government to Business G2G – Government to Government			
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soil sample (250 to 500 grams air dried / pulverized) and must have complete information/ data and properly labeled.		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)	1. Receive, inspect and accept samples and the filled-up LTAF; 2. Interview client(s) and verify filled up LTAF.	None	30 minutes	Receiving Officer

3. Secure Request for Laboratory Services as proof of billing.	3.1. Issue Request for Laboratory Services as proof of billing indicating also the date of return.	<p>pH = P 100.00 / sample</p> <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>	5 minutes	Receiving Officer
4. Return on the scheduled date for the release of Laboratory Test Result.	4. Conduct of soil analysis: 4.1. Encode and sign the Laboratory Test Result	None	20-30 working days	Laboratory Analyst / Chemical Technician / Laboratory Head
	4.2. Review and sign the Laboratory Test Result			Laboratory Head
5. On the date of return present the Official Receipt, 5.1. Claim the Laboratory Test	5. Record O.R. number and issue Laboratory Test Result.	None	15 minutes	Releasing Officer Client

Result.				
5.2. Fill up Client Satisfaction Feedback Form (CSF).	5.1. Collect filled-up CSF			Client
	TOTAL	P 1760.00 / sample	30 days and 67 minutes	

2. Soil Analysis using Soil Test Kit

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

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2B - Government to Business G2G – Government to Government			
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soil sample (250 to 500 grams air dried / pulverized) and must have complete information/ data and properly labelled.		Land Area of the Client		
Analysis Request Form		Regional Soils Laboratory Receiving Unit		
Official Receipt		Department of Regional Field Office 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, inspect and accept samples and the filled-up LTAF; 2.1. Interview client(s) and verify filled up LTAF.	None	30 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 Client Client
TOTAL		P100/sample	5 days and 67 minutes	

3. Plant Tissue Analysis

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

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen G2B - Government to Business G2G – Government to Government	
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Plant tissue sample (100 grams dried and pulverized, following the standard procedure for		Client

collecting plant tissue sample) and must have complete information/ data and properly labeled.				
Laboratory Testing Application Form (LTAF)		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, inspect and accept samples and the filled-up LTAF; 3. Interview client(s) and verify filled up LTAF.	None	30 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. 4.1. Encode and sign the Laboratory Test Result	None	20-30 working 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.	None	15 minutes	Releasing Officer
				Client
	5.1. Collect filled-up CSF			Client
TOTAL		1540.00 / sample	30 days and 67 minutes	

4. Fertilizer Analysis

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

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen G2B - Government to Business G2G – Government to Government	
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Fertilizer sample (1kg, following the standard procedure for collecting plant tissue sample) and must have complete information/ data and properly labeled.		Client
Laboratory Testing Application Form (LTAF)		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	30 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 = P 160.00/ sample Total Nitrogen = 250 php / sample Total Phosphorus = 200 php/sample Total Potassium = 160 php/sample Total Micronutrients (Zn, Mn, Cu, Fe) = 640 php/sample Moisture Content = P 100.00/ sample	5 minutes	Receiving Officer
4. Return on the scheduled date for the release of Laboratory Test Result.	4. Conduct of plant tissue analysis. 4.1 Encode and sign the Laboratory Test Result	None	20-30 working days	Laboratory Analyst / Chemical Technician



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	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).	1. Record O.R. number and issue Laboratory Test Result. 5.1 Collect filled-up CSF	None	15 minutes	Releasing Officer Client Client
TOTAL		1610.00 / sample	30 days and 67 minutes	

5. Water Analysis

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

Office or Division	Integrated Laboratories Division-Regional Soils Laboratory	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen G2B - Government to Business G2G – Government to Government	
Who may avail	Individual Farmers, LGU's, NGO's, PO's, other NGA, students and researcher	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Water sample (1 Liter, chilled) and must have complete information/ data and properly labeled.		Client
Laboratory Testing Application Form (LTAF)		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	30 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 = P 160.00 / sample Potassium = P 160.00 / sample Sodium = P 160.00 / sample Calcium = P 160.00 / sample Magnesium = P 160.00 / sample	5 minutes	Receiving Officer
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	Laboratory Analyst/ Chemical Technician
	Review and sign the Laboratory Test Result	None		Laboratory Head



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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				Client
5.2. Fill up Client Satisfaction Feedback Form (CSF).	5.1. Collect filled-up CSF			Client
	TOTAL	900.00/ sample	20 days and 67 minutes	

B. Regional Feed Chemical Analysis Laboratory

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.

The ILD-RFCAL is certified to ISO 9001: 2015 Quality Management System (QMS) and ISO 14001:2015 Environmental Management System (EMS) or Integrated Management System (IMS), since 2018.

LIST OF SERVICES OF THE ILD-RFCAL

1. Feed Chemical Analysis Services
2. Technical Services (Training, Seminar/ Lecture) on Feed Chemical Analysis

CITIZEN'S CHARTER OF THE ILD-RFCAL

1. Feed Chemical Analysis Services

Office or Division:	DA-RFO1/ ILD/ REGIONAL FEED CHEMICAL ANALYSIS LABORATORY
Classification:	Highly Technical
Type of Transaction:	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity
Who may avail:	Farmers; Feed industry; Students (academe); Researchers; In-house; other government agencies; Private individuals/groups
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Accomplished Testing Application Form (TAF) <ul style="list-style-type: none"> - Complete client identification; - Complete and specific description of the sample; - Date and, where relevant, time of sample collection; - Tests requested; - Name and contact information of the client (e.g. telephone number and address, e-mail address) 		ILD-RFCAL, IRIAL Building, Tebag, Sta. Barbara, Pangasinan		
Submission of Sample(s) <ul style="list-style-type: none"> - At least 150 g for mixed feeds, feed ingredients (dry, solid) - At least 500 g for forages (fresh) - At least 1 L for liquid samples - Must be in good physical condition and in a suitable clearly labeled container 		c/o Client		
Payment of Fees (per sample) <ul style="list-style-type: none"> - Sample Preparation: PhP150.00 - Moisture/Dry Matter: PhP350.00 - Ash Content: PhP450.00 - Total Aflatoxin: PhP1,500.00 - Crude Protein: PhP550.00 - Crude Fat: PhP550.00 - Crude Fiber: PhP550.00 - Calcium (Ca): PhP750.00 - Phosphorus (P): PhP750.00 - Potassium (K): PhP750.00 - Sodium (Na): PhP750.00 		c/o Client		
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
	Notify client if submitted sample(s) satisfy laboratory requirements	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
	(If laboratory requirements was satisfied) 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)	Prepare and process sample for analysis according to SOP	None	15 working days	Laboratory Technician/ Laboratory Aide
	Conduct laboratory			Chemist/ Laboratory Technician

	analysis according to SOP (depending on the test parameter/s requested) Process raw data and verify and report testing result Review and certify testing result Acquire confirmation of testing result (Noted by) Release testing result			Chemist/ Laboratory Technician Chemist/ Laboratory Chief ILD Chief and RTD for Research and Regulations Chemist/ Laboratory Technician/ Laboratory Aide
Claim test report	Verify receipt and release test report	As per Statement of Account (SOA) balance	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
TOTAL		Depends on laboratory services availed and number of samples	15 working days (maximum) under normal working conditions	

2. Technical Services (Training, Seminar/ Lecture) on Feed Chemical Analysis



Republic of the Philippines
DEPARTMENT OF AGRICULTURE
 Regional Field Office No. 1
 Aguila Road, Sevilla, City of San Fernando La Union
 Telephone No. (072) 242 1045/1046



Office or Division:	DA-RFO1/ ILD/ REGIONAL FEED CHEMICAL ANALYSIS LABORATORY			
Classification:	Complex			
Type of Transaction:	G2G/G2C/G2B- Government to Government/Government to Citizen/Government to Business entity			
Who may avail:	Farmers; Feed industry; Students (academe); Researchers; In-house; other government agencies; Private individuals/groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to Regional Executive Director, DA-RFO I - Details of the technical service request (e.g. training, lecture, On-the-Job Training, etc.)		c/o Client		
Memorandum of Agreement and Confidentiality Agreement (for OJTs)		c/o Client and DA-RFOI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire of availability of desired technical service	Provide information on available technical services including requirement	None	5-10 minutes	Chemist/ Laboratory Technician/ Laboratory Aide
Submit letter of request indicating desired technical service addressed to the Regional Executive Director	Receive request letter	None	3-5 minutes	Records Section
	Act on the request letter	None	Within 15 working days from receipt of the request letter	Office of the Regional Executive Director
Wait for response	Prepare a reply letter, Send the reply letter (tender)	None	Within 15 working days from receipt of the request letter	Laboratory Chief
Coordinate with ILD-RFCAL representative	Notify the requesting party of the approval or disapproval of the request	None	Within 15 working days from receipt of the request letter	Laboratory Chief/ Assigned technical service resource person

	(If the request was approved) Coordinate with the requesting party regarding the requested technical service including requirements and terms and conditions, among others	None	Depending on the agreement with the customer	
Submit/ prepare requirements	Prepare training plan (OJT)/ presentation/ lectures	None	Depending on the agreement with the customer	Assigned technical service resource person
Attend the activity	Deliver the requested technical service	None	Depending on the agreement with the customer	Assigned technical service resource person
Fill out Client Satisfaction Feedback Form	Provide Client Satisfaction Feedback Form	None	5-10 minutes	Assigned technical service resource person
TOTAL		None	Depending on the agreement with the customer	

C. REGIONAL CROP PROTECTION CENTER

1. Plant Pest Diagnosis (Laboratory Analysis)

To provide accurate identification/diagnosis through microscopic and morphological examinations, and laboratory assay, for appropriate crop pests (insects and diseases) management recommendations. Thus, to mitigate losses it may cause.

Office or Division:	Regional Crop Protection Center/ Integrated laboratories Division
Classification:	Highly Technical
Type of Transaction:	G2C Government to Citizen G2B Government to Business G2G Government to Government

Who may avail:			Individual Farmer, Farmers Association, Cluster Areas, Irrigators Association, LGUs, Other Government Agencies, Students	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Laboratory Diagnosis Request Form <ul style="list-style-type: none"> Complete Client Information and Identification (e.g. Address, Contact number and client category) Origin of Samples (when and where the samples are collected) Diagnosis Requested (Virology through symptomatology, Entomology, Bacteriology and Mycology) Purpose for diagnosis (e.g. for pest control/management, research etc.) The name of crop, variety, stage of the crop, type samples (e.g. whole plant, roots, stem, leaf, fruit, seeds, etc) quantity. 			Regional Crop Protection Center (RCPC) IRIAL Building, Tebag, Sta. Barbara, Pangasinan	
Submission of Samples <ul style="list-style-type: none"> Minimum of 3 specimens for whole plant Minimum of 5 specimens for seedlings Minimum of 3 specimens for leaves Minimum of 3 specimens for fruits/flowers Minimum of 2 specimens for stems 			% Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in visitor log book.	Provide visitors logbook to client	None	2 minutes	Officer of the Day
2. Inquire of Plant pest laboratory services available	Provide information needed by the client (turn-around time, type and quantity of samples to be submitted)	None	5-10 minutes	Technical staff (SRT I/ SRS I)
3. Fill out Laboratory Diagnosis Request Form (LDRF)	Provide form and assist client on filling out the Laboratory Diagnosis Request Form	None	5-10 minutes	Technical staff (SRT I/ SRS I)
4. Submit specimen and inquire due date of the laboratory diagnosis report	Inspect specimen, check if it conforms to the requirement for diagnosis. If specimen requirements are satisfied, receive the specimen and assign LDRF and	None	15-30 minutes	Technical Staff (SRT I/ SRS I)



	sample code. If it does not conform, a rejection form shall be filled out and informed the client to re-submit specimen. Inform client on the date of release of the diagnosis result.			
5. Wait for the results of diagnosis (Refer to the tentative release of result)	<p>Prepare process the specimen received and take photo documentation.</p> <p>Microscopy, documentation, cross reference and (note: for plant disease difficult to identify, perform, prepare culture media and specimen, isolate causal organism, inoculate into media, incubate, perform microscopy and documentation)</p> <p>Prepare Laboratory Diagnosis Result (LDR)</p> <p>Review and certify (LDR)</p> <p>Acquire confirmation of LDR (Noted by)</p>	None	<p>10-21 working days</p> <p>Virology (Symptomatology) - 10 Working Days</p> <p>Entomology - 14 Working Days</p> <p>Mycology - 21 Working Days</p> <p>Bacteriology - 21 Working Days</p>	<p>Technical Staff (SRT I/ SRS I)</p> <p>Entomologist/ Plant Pathologist</p> <p>Entomologist/ Plant Pathologist</p> <p>Laboratory Chief</p> <p>ILD Chief</p>
6. Claim Laboratory Diagnosis Result (LDR) and Recommendation	Release result and recommendation	None	5-10 minutes	Technical Staff (SRT I/ SRS I)
7. Fill out Client Satisfaction Feedback Form	Provide Client Satisfaction Feedback Form	None	5-10 minutes	Technical Staff (SRT I/ SRS I)
	TOTAL	None	21 working days (maximum) under normal working conditions	

2. Provision of Biological Control Agent

The augmentative release of Biological Control Agents (BCAs) is one of the effective tools in the field into a manageable level. It could be integrated with other pest management strategies, while reducing environmental pollution caused by synthetic pesticides, and ensuring food safety as well.

Office or Division:	Regional Crop Protection Center/ Integrated laboratories			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen G2B Government to Business G2G Government to Government			
Who may avail:	Individual Farmer, Farmers Association, Cluster Areas, Irrigators Association, LGUs, Other Government Agencies, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter submitted to DA RFO I address to the Regional Executive Director <ul style="list-style-type: none"> Request can also be made through text message, calls (09998639928) and email (da.rcpc1@gmail.com) For bulk request 1-2-week preparation is required 			% client	
For walk in clients and clients receiving requested through text message, calls and emails BCAs accomplished Biological Control Agents (BCAs) Request Form <ul style="list-style-type: none"> Client Information Location and Total Area of its farm/field Crops planted Kind of BCAs requested. Purpose for the use of BCAs (particular pest to control). 			Regional Crop Protection Center (RCPC) IRIAL Building, Tebag, Sta. Barbara, Pangasinan	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in visitor log book.	Provide visitors logbook to client	None	2 minutes	Officer of the Day
2. Inquire of Biological Control Agents (BCAs) available	Provide information needed by the client	None	5 minutes	Technical staff (SRT I/ SRS I)
3. Fill out Biological Control Agents (BCAs) Request Form	Provide form and assist client on filling out the Biological Control Agents (BCAs) Request Form	None	5-10 minutes	Technical staff (SRT I/ SRS I)

4. Wait for release of BCAs requested	Receive request letter Forward request letter request to the project leader/ lab in-charge for evaluation and release schedule Inform the client on the schedule of release. Prepare/pack BCAs for release	None	20-30 minutes	Technical staff (SRT I/ SRS I) Technical staff (SRT I/ SRS I) Technical staff (SRT I/ SRS I) In-charge of BCA Laboratory / Technical Staff
5. Receive requested BCAs	Have the client sign the releasing form and provide the client a copy (Kind, quantity and Batch number of BCA received and rate of field application are indicated) . Discuss with the client the proper utilization and storage of BCAs.	None	15-30 minutes	In-charge of BCA Laboratory / Technical Staff
6. Fill out Client Satisfaction Feedback Form	Provide Client Satisfaction Feedback Form	None	5-10 minutes	In-charge of BCA Laboratory / Technical Staff
TOTAL		None	1 hour and 27 minutes	

D. REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY

The RADDL provides prompt and accurate diagnostic test of major diseases of livestock and poultry for appropriate prophylactic and therapeutic measures toward the development of the industry in the region.

Office or Division:	INTEGRATED LABORATORY DIVISION
Classification:	Highly Technical
Type of Transaction:	G2C,G2B,G2G

Who may avail:	Farmers, Livestock Raisers, LGUs, Academe/Researchers/Students, Private Companies/Individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Forms		
Document 1 (1 copy) Laboratory Examination Request Form.		RADDL
Document 2 (1 copy) Rabies Submission Form		
Document 3 (1copy) Disease Outbreak Investigation Form With attached pictures of sick animals and or necropsy report (2 or more pictures)		
Document 4 (1 copy) Endorsement letter by Provincial Veterinary Office or LGU-Office of Municipal Agriculturist		Government Veterinarian/Municipal Agriculturist
Document 5 (1 copy) Sample collection form		Government Veterinarian/Livestock Inspector
Document 6 (1 copy) Client Satisfactory Feedback form		RADDL
B. Submission of samples		
1. Rabies test(FAT)	Document 2 Except in the case of small-sized animals such as puppies or kittens only the head should be submitted in the laboratory	Samples from Client
2. African Swine Fever Test(RT-PCR/ii-PCR)	-Document 1,4,5 (add document 3 for disease investigation) -Whole Blood in Vacutainer (Purple top) packed with ice or coolant. -Animal tissues or organs, at least 16 grams per sample. One sample (labeled) per sterile container with ice or coolant.	Samples from Client
3. Immunoserological Test (ELISA, RBT, HA-HI Test Method)	Document 1,4 & 5 (add document 3 for disease investigation)	Specimen/samples- from Client

<ul style="list-style-type: none"> - Caprine Arthritis Encephalitis (CAE) - RPAT Brucella Test - Hog Cholera Test - Salmonella Pollorum Test, - Newcastle Disease - PRRS, - Bluetongue - Avian Influenza 	<p>-Serum samples (at least 1 ml) in a cryotube or vacutainer. Packed with ice or refrigerant when transported</p> <p>-Viral Transport Media (VTM) with ice or refrigerant (Additional requirement for Avian Influenza test only)</p>	VTM- from RADDL
Fecalysis (Direct, flotation, sedimentation)	<p>Documents 1 & 5</p> <p>Feces sample (6-9 grams) placed in individual sealed containers packed with ice</p>	Samples from Client
Bacterial Isolation & Antibiotic Sensitivity test	<p>Document 1 (add document 3 for disease investigation)</p> <p>Animal tissues or organs, at least 16 grams per sample.</p> <p>One sample (labeled) per sterile container with ice or coolant.</p> <p>Submitted on Mondays and Tuesdays only.</p>	Samples from Client
Necropsy Test	<p>Document 1 (add document 3 for disease investigation)</p> <p>Live or dead animal. The preferred sample is sick animal showing signs of the disease. Dead animal should not be more than six (6) hours from the time of death.</p>	Samples from Client
Water Analysis	<p>Freshly collected 500 ml water sample and packed with ice</p> <p>The client must contact the laboratory before sending the sample.</p>	Samples from Client
Blood Analysis	<p>Whole Blood in Vacutainer (Purple top) packed with ice or coolant. The client must contact the laboratory before sending the sample. The sample should be brought to the laboratory within 24 hours after collection.</p>	Samples from Client
Surra Analysis	<p>Whole Blood in Vacutainer (Purple top) packed with ice or coolant. The client must contact the laboratory before sending the sample. The sample should be brought in</p>	Samples from Client

	the laboratory within 24 hours after collection.	
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C. How to avail test services

1. **RABIES TEST**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a sample and fill up the Rabies Submission Form	Receive and inspect the samples, accept the samples, assign sample accession number, and issue claim stub to the client	None	15 minutes	Receiving personnel / Laboratory Inspector
Wait for the release of the 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	Admin staff/ Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result and fill out the Client Satisfactory Feedback form	Release the signed test result to the client.		3 minutes	Releasing personnel
			2 days and 28 minutes	

2. **AFRICAN SWINE FEVER TEST (PCR)**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample. Submit required forms	Receive and inspect the samples, accept the samples, assign sample accession	None	15 minutes	Receiving personnel / Laboratory Inspector

		number, and issue claim stub to the client			
Wait for the release of the test result.		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 reports, and sign for approval of the release		10 minutes	Admin staff/ Technical Staff/ Laboratory Chief/Division Chief
		Forward the laboratory report to the Regulatory Division		3 minutes Note: End of transaction with RADDL	ILD Chief
Claim the laboratory report from the Regulatory Division					Regulatory Division
				5 days and 28 minutes	

3. IMMUNOSEROLOGICAL TEST

(Caprine Arthritis Encephalitis test(CAE), Hog Cholera Test, Newcastle Disease(ND), Avian Influenza(AI), PRRS, Brucellosis, Salmonella Pollurum, Bluetongue)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample. Submit the required forms.	Receive and inspect the samples, accept the samples, assign sample accession number, and issue claim stub to the client	ELISA Test P300.00/ Sample. Rapid plate test P150.00/ sample HA-HI test P75.00/sample Except test under the Department of Agriculture's moratorium on Fees: CAE, Brucellosis & Avian Influenza	15 minutes	Receiving personnel / Laboratory Inspector

Wait for the release of the test result.	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 a clinical laboratory report and sign for approval of release.		10 minutes	Admin staff/ Technical Staff/ Laboratory Chief/Division Chief
			5 days and 25 minutes	

A. For All Serological Test except Avian Influenza Test

Present the claim stub to get the test result	Prepare the statement of account.		3 minutes	Receiving/releasing personnel
Get the statement of account and pay the corresponding fee	Receive payment and issue Official Receipt (OR)		3 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test results. Fill out the Client Satisfactory Feedback form	Release the signed test result to the client.		3 minutes	Releasing personnel

B. Avian Influenza Test

	Forward the laboratory report to the Regulatory Division		3 minutes Note: End of transaction with RADDL	ILD Chief
Claim the laboratory report from the Regulatory Division				Regulatory Division

4. BACTERIAL ISOLATION/ IDENTIFICATION(BI), ANTIBIOTIC SENSITIVITY TEST(AST)

Submit sample. Submit required forms	Receive and inspect the samples, accept the samples, assign sample accession number and issue	Php 250.00 per sample (Bacterial Isolation) Php 150.00 per	10 minutes	Receiving personnel / Laboratory Inspector
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	claim stub to the client	organism (Antibiotic Sensitivity Test)		
Wait for the release of the test result.	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	Admin staff/ Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	Prepare the statement of account.		3 minutes	Receiving/releasing personnel
Get the statement of account and pay the corresponding fee	Receive payment and issue Official Receipt (OR)		3 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test results. Fill out the Client Satisfactory Feedback form	Release the signed test result to the client.		3 minutes	Releasing personnel
			7 days and 29 minutes	

5. WATER ANALYSIS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample. Submit required forms	Receive and inspect the samples, accept the samples , assign sample accession number and issue claim stub to the client	Php. 300.00 per sample	10 minutes	Receiving personnel / Laboratory Inspector
Wait for the release of the test result.	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		4 Days	Admin staff/ Laboratory Technologist/ Veterinarian

	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Admin Staff/Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	Prepare the statement of account.		3 minutes	Receiving/releasing personnel
Get the statement of account and pay the corresponding fee	Receive payment and issue Official Receipt (OR)		3 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test results. Fill out the Client Satisfactory Feedback form	Release the signed test result to the client.		3 minutes	Releasing personnel
			4 days and 29 minutes	

6. *FECALYSIS*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample. Submit required forms	Receive and inspect the samples, accept the samples, assign sample accession number and issue claim stub to the client	Php 20.00 per Sample	10 minutes	Receiving personnel / Laboratory Inspector
Wait for the release of the test result.	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	Admin staff/ Technical Staff/ Laboratory Chief/Division Chief

Present the claim stub to get the test result	Prepare statement of account.		3 minutes	Receiving/releasing personnel
Get the statement of account and pay the corresponding fee	Receive payment and issue Official Receipt (OR)		3 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test results. Fill out the Client Satisfactory Feedback form	Release the signed test result to the client.		3 minutes	Releasing personnel
			5 days and 29 minutes	

7. NECROPSY

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample. Submit the required forms.	Receive and inspect the samples, accept the samples, assign sample accession number, and issue claim stub to the client	Php 50.00-100.00 per animal (Small) Php 150.00-300.00 per animal (Large)	10 minutes	Receiving personnel / Laboratory Inspector
Wait for the release of test result.	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		2-3 Days	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Admin staff/ Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	Prepare the statement of account.		3 minutes	Releasing personnel
Get the statement of account and pay the corresponding fee	Receive payment and issue Official Receipt (OR)		3 minutes	Authorized Collection Officer

Present Official Receipt (OR) to RADDL and get test results. Fill out the Client Satisfactory Feedback form	Release the signed test result to the client.		3 minutes	Releasing personnel
			3 days and 29 minutes	
8. HEMATOLOGY				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample. Submit required forms	Receive and inspect the samples, accept the samples, assign sample accession number and issue claim stub to the client	Php 75.00 per sample	10 minutes	Receiving personnel / Laboratory Inspector
Wait for the release of the test result.	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		2-3 Days	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Admin staff/ Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	Prepare the statement of account.		3 minutes	Receiving/releasing personnel
Get the statement of account and pay the corresponding fee	Receive payment and issue Official Receipt (OR)		3 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test results. Fill out the Client Satisfactory Feedback form	Release the signed test result to the client.		3 minutes	Releasing personnel
			3 days and 29 minutes	

9. SURRA TEST

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample. Submit the required forms.	Receive and inspect the samples, accept the samples, assign sample accession number, and issue claim stub to the client	Php 75.00 per sample	10 minutes	Receiving personnel / Laboratory Inspector
Wait for the release of the test result.	Perform the laboratory test/examination and shall observe the standard turn-around time per test.		2-3 Days	Laboratory Technologist/ Veterinarian
	Prepare clinical laboratory report and sign for approval of release.		10 minutes	Admin staff/ Technical Staff/ Laboratory Chief/Division Chief
Present the claim stub to get the test result	Prepare the statement of account.		3 minutes	Receiving personnel / Laboratory Inspector
Get the statement of account and pay the corresponding fee	Receive payment and issue Official Receipt (OR)		3 minutes	Authorized Collection Officer
Present Official Receipt (OR) to RADDL and get test results. Fill out the Client Satisfactory Feedback form	Release the signed test result to the client.		3 minutes	Releasing personnel
			3 days and 29 minutes	



Republic of the Philippines
DEPARTMENT OF AGRICULTURE
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Telephone No. (072) 242 1045/1046



OFFICE OF THE REGIONAL EXECUTIVE DIRECTOR (Internal Services)

1. PROCESSING OF REQUESTS AND COMPLAINTS LODGED AT THE PRESIDENTIAL COMPLAINT CENTER

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

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

Office or Division:	Office of the Regional Executive Director			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	All Concerned Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
(Memorandum from the Office of the President and the Office of the Director, Internal Audit Service, containing viable information on the nature of the Complaint)			(Transmitted from the OP and IAS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Upon receipt of the forwarded notice from IAS, ORED Staff shall stamp the receiving copy with the following information: name of received. IAS is then copy furnished with the stamped receiving copy	None	5 minutes	ORED Receiving Staff
	2. Route the said memorandum to concerned office(s)/ individuals for their appropriate Action	None	15 minutes	RED/ DA -RF0 I OIC in case the RED is unavailable
	3. Gather facts and documents relative	None	2.5 days	

	to the said complaint and discuss the same to the concerned office/ head of agency			8888 Complaints handler/ Concerned office/ Individual/ ORED
	4. Create action document based on the discussion and facts gathered, for approval and signature of the head of agency	None	30 minutes	8888 Complaints handler/ Concerned office/ Individual/ ORED
	5. Signed action documents is submitted to the records section for processing and mailing to the Presidential Action Center, copy furnishing concerned individuals	None	10 minutes	ORED Releasing Staff
			2.6 days	

2. CREATION OF OFFICE ISSUANCES PURSUANT TO ORDERS ISSUED BY THE SECRETARY

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

Office or Division:	Office of the Regional Executive Director			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Regular Employee, Contract of Service, Job Order,			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memorandum, Special Order from Office of Secretary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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

3. APPROVAL AND SIGNING OF VARIOUS DOCUMENTS

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

Office or Division:	Office of the Regional Executive Director
Classification:	Simple
Type of Transaction:	G2G G2B
Who may avail:	Contractors/ Service Providers/ employees/ other stakeholders
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

<ul style="list-style-type: none"> Accomplished Travel Orders Accomplished Trip Tickets Accomplished Project/Activity proposals Accomplished Purchase Requests Accomplished Purchase Orders Accomplished BAC Actions Accomplished Plans and Designs Accomplished Detailed Estimates Accomplished Gasoline Withdrawals Accomplished RIVS/RIS Accomplished Gate Pass 			Requesting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for approval	1. Receive documents of concern and check for completeness of attachment or signatory and log into database	None	10 minutes	ORED Receiving Staff
	2. Review of documents	None	3 hours	ORED Staff and RED
	3. Approval/ signing of the head of agency	None	15 minutes	Regional Executive Director
	4. Release of the signed document	None	5 minutes	ORED Releasing Staff
			3 hours 30 minutes	

4. APPROVAL AND SIGNING OF OFFICIAL DOCUMENTS

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

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

Office or Division:	Office of the Regional Executive Director			
Classification:	simple			
Type of Transaction:	G2C			
Who may avail:	Regular Employee, Contract of Service, Job Order, Walk in Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PSB resolution recommending the applicant/s for the position to be filled			(HRMPSB)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	1. Receive list of top 5 ranking applicants from the HRMPSB in a sealed envelope and enter into the communication s database the applicable information	None	5 minutes	ORED Receiving Staff
	2. Selection of Recommended Appointee	None	1 day	Regional Executive Director
	3. Return the approved shortlist of nominees to the HRMS for transmittal to the Office of the Secretary	None	3 minutes	HRMPSB Secretariat
	4. Swear into office the DA Secretary approved applicant/ appointee	None	1 day	Records Section
			2 days and 8 minutes	

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

Support programs and systems for staff development.

Office or Division:	Office of the Regional Executive Director			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular Employee, Contract of Service, Job Order			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Signed invitation from accredited learning service provider			Learning service provider offering the activity	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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 Telephone No. (072) 242 1045/1046



1. Submit letter request, invitation or endorsement to attend the said activity being offered	1. Receive and enter into the communication s database the applicable information 2. Approval/ disapproval of the request 2.1 If approved: forward to HRMS for drafting of Memorandum 2.2 If disapprove: Return to requesting party 3. Approval and signing of the memorandum 4. Release signed Office Issuance to the Records Section for Filing and dissemination to concerned personnel		3 minutes 1 day 3 minutes 3 minutes 1 day 5 minutes	ORED Receiving Staff Regional Executive Director ORED releasing staff Regional Executive Director ORED Releasing Staff
			2 days and 14 minutes	



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OFFICE OF THE REGIONAL TECHNICAL DIRECTORS (FOR OPERATIONS AND FOR RESEARCH AND REGULATIONS) (Internal Services)



1. Recommending Approval/Approval of Various Documents

Office or Division:	Office of the RTD for Operations and Office of the RTD for Research and Regulations
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Requesting Office
Checklist of Documents	Where to Secure
1.1 For Recommending Approval <ul style="list-style-type: none"> • Travel Orders outside the region • Trip Tickets outside the region • Project proposals, activity modules • Memorandum of Agreement (MOA) • Project Procurement Management Plans (PPMPs) • Supplemental PPMPs • Status (Statement) of Work Accomplishment (SWA) • Project Plans and Designs • Contract/Service Agreement • Waste material reports 	Requesting Office (respective office assigned under the RTD for Operations and RTD for Research and Regulations)
1.2. Recommending Approval <ul style="list-style-type: none"> • Trip Ticket • MOA (as witness) 	Requesting Office (respective office assigned under the RTD for Operations and RTD for Research and Regulations)
2.1 For Approval <ul style="list-style-type: none"> • Travel Orders within the region • Trip Tickets within the region • Purchase Orders • Bids and Awards (BAC) Resolutions • Leave of absence (for less than one month and within the Philippines) • Gate pass 	Requesting Office (respective office assigned under the RTD for Operations and RTD for Research and Regulations)
Notes: <ul style="list-style-type: none"> ○ For travel orders, the following shall be attached: <ul style="list-style-type: none"> ➤ Program of Work ➤ Latest/updated accomplishment report ➤ Ensure compliance of 5-day before travel directive (unless urgent) ○ For trip tickets, please attach the following: <ul style="list-style-type: none"> ➤ Travel orders of personnel involved 	

- For Project/Activity proposals/module and Purchase Requests, the following shall be considered:
 - Project Procurement Management Plan
 - Annual Procurement Plan
- For Purchase Order/Job Order/Service Contract, the following shall be accomplished properly:
 - Fill-up service term, place of service, payment term
 - With initial of Division Chief
- For BAC matters, all necessary documentary requirements shall be provided.
- For plans and designs, the concerned personnel must affix his/her initial.

Client Steps	Agency Actions	Processing		Responsible Person
		Fee	Time	
1. Staff of Requesting Office to submit documents for recommendation or approval to the Respective ORTDs	1. Receive and check the completeness of the documents as to signatories and attachments 2. If incomplete, the documents are returned to the Requesting Office staff 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 4. Segregate the received documents as to their classification and place them in the marked	None	2-5 minutes per document	Respective ORTDs Receiving Staff

<p>2. Requesting Office staff to receive the recommended document/s for approval by the RED</p>	<p>folders bearing their type or classification</p> <p>5. Forward the received documents to the ORTD for Operations for her action</p> <p>6. Review/Approval of the submitted documents</p> <p>6.1 If found in order and complete, the document is approved and placed in the designated area/place for outgoing documents</p> <p>6.2 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>7. 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 to get the document/s or forward the document/s to them</p>		<p>5 minutes per document</p>	<p>Respective RTDs</p> <p>Respective ORTDs Releasing Staff</p>
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2. Countersignature/Initial to Various Official Communications

Office or Division:	Office of the RTD for Operations and Office of the RTD for Research and Regulations
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Requesting Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

[illegible]



<p>countersigned document/s</p>	<p>6. 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>			
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3. Signature to Various Official Documents/Communications

[illegible]



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<p>2. Requesting Office staff to receive the signed document/s</p>	<p>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>5. 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 to get the document/s or forward the document/s to them</p>			<p>ORTDs Releasing staff</p>
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ADMINISTRATIVE AND FINANCE SERVICES (Internal Services)

A. HUMAN RESOURCE MANAGEMENT SERVICES

1. Issuance of Records, Certificates, and other Documents such as:

- Certificate of Employment
- Daily Time Record
- Certificate of Detailed Payroll
- Service Record
- Position Description Form
- Personal Data Sheet
- Individual Performance Commitment Review (IPCR)
- Assumption to Duty
- Appointment
- Oath of Office
- Sworn Statement of Assets Liabilities and Net Worth (SALN)
- Approved Leave
- Approved Travel Orders
- Letter of Introduction
- Special Order
- Memorandum Order
- Other as may be found in their 201 files

Office	Human Resource Management Section (HRMS)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular Employees, Contract of Service Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplish request form		HRMS		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Request Form	Check the completeness of entries in the Request Form	None	5 min.	HRMS Staff
Submit Authorization Letter (for representative)	Request the documents from Record Unit (for Archived documents)		30 min.-7 days subject to the availability of the documents in the HRMS or already in the Archive	Records Unit Staff
	Prepare the documents			
Receive the document	Hand-in the document	None	5 min.	Client
			Minimum of 40 min. to Maximum of 8 days	HRMS Staff

2. Availment of maternity leave, paternity leave, adoption leave, and other leave privileges

Office	Human Resource Management Section (HRMS)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Regular Employees

MATERNITY LEAVE (105-Day Expanded Maternity Leave Law)

Pursuant to R.A. 11210, Sections 11 to 18 of CSC Resolution No. 2100020 grant female employees in the government service 105 days of maternity leave with full pay for live childbirth regardless of the mode of delivery, and 60 days with full pay for cases of miscarriage or emergency termination of pregnancy. The female worker is also given the option to extend the maternity leave for another 30 days without pay, or use her earned sick leave credits for extended leave with pay.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request 2. A medical certificate issued by a government or non-government physician in support of the application for maternity leave 3. Approved Leave Application Form (Civil Service Form No. 6, s. 2020) 4. Clearance-CSC Form No. 7 S. of 2017 (for 1 month or more) 5. Daily Time Record		Employee HRMS		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Maternity Leave together with the medical certificate one month before the actual leave	Acknowledge receipt Approved the letter request Notice to the employee of the status of request	None	3 days	Records Unit ORED HRMS ORED
2. Submit Application for Leave Form (Civil Service Form No. 6, s. 2020) Accomplish a Clearance Form	Receive and process the leave application Approved leave application Inform the applicant of the status of leave application	None	3 days	HRMS ORED Concerned Operating Unit



3.Consummation of approved maternity leave Submit fully accomplished DTR every month	Process Salary and other benefits	None	15 days (salary period) (105 days of maternity leave with full pay for live childbirth regardless of the mode of delivery, and 60 days with full pay for cases of miscarriage or emergency termination of pregnancy)	Client HRMS Concerned Operating Unit
4.End of Maternity Leave Inform HRMS of report to office	Acknowledgement	None	1 min	Employee
5. Letter of intent for extension of Maternity Leave (if applicable)	Receive the letter Approval. Inform the applicant of the status of leave application	None	3 days	Record/HRMS ORED HRMS ORED
6. Submit Application for Leave Form (Civil Service Form No. 6, s. 2020) Follow- up	Receive and process the leave application Approved leave application Inform the applicant of the status of leave application	None	3 days	HRMS ORED HRMS ORED
3.Consummation of approved extend of maternity leave Submit fully accomplished DTR every month	Process Salary and other benefits if with pay Remove from payroll covering the period of leave if without pay	None	15 days (salary period) (30 days without pay, or use her earned sick leave credits for extended leave with pay)	HRMS
4.End of Maternity Leave	Acknowledge Restore on payroll	None	1 min	HRMS



Inform HRMS of report to office				
			105 days + 30 days extension	

PATERNITY LEAVE

Pursuant to Paternity Leave Act of 1996 (Republic Act 8187) grants up to seven (7) days of leave benefits with full pay to married male employees. This is to aid their wives during recovery or in nursing their newborn children up to four deliveries.

Pursuant to R.A. 11210, (105-Day Expanded Maternity Leave Law) allows the mother to allocate up to seven (7) days of her maternity leave benefit to the child's father, whether or not married to her, or in case of the father's incapacity, to an alternate caregiver.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Leave Application Form (Civil Service Form No. 6, s. 2020) 2. Proof of pregnancy/delivery/birth certificate 3. Marriage Contract		Employee HRMS		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for Leave Form (Civil Service Form No. 6, s. 2020) together with the requirements <u>For availment of Expanded Maternity Leave Law</u> 2. Letter from the Female employee/spouse/partner allocating up to seven (7) days of her maternity leave benefit to the child's father (male employee)	Receive and process the leave application Approved leave application Inform the applicant of the status of leave application	None	3 days	HRMS ORED Concerned Operating Unit

ADOPTION LEAVE

Pursuant to Republic Act No. 8552 or the “Domestic Adoption Act of 1998”, Qualified female employee regardless of civil status, and length of service shall be entitled to sixty (60) days adoption leave with full pay. If the female employee is married, her legitimate spouse, who is likewise in the government service, can avail of adoption leave of seven (7) days with full pay.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Leave Application Form (Civil Service Form No. 6, s. 2020) 2. Autenticated Photocopy of the original Pre-Adoption Placement Authority (PAPA) by DSWD		Employee HRMS		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Paternity Leave Act of 1996 (Republic Act 8187)</u>				
1. Submit Application for Leave Form (Civil Service Form No. 6, s. 2020) together Autenticated Photocopy of the original Pre-Adoption Placement Authority (PAPA) by DSWD	Receive and process the leave application Approved leave application Inform the applicant of the status of leave application	None	3 days	HRMS ORED Concerned Operating Unit

STUDY LEAVE PRIVILEGES

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request with proof of enrolment 2. Approved Leave Application Form (Civil Service Form No. 6, s. 2020) Additional requirements, whichever is applicable: 1. Accomplished Clearance Form for more than 1 month leave or study abroad 2. On Scholarship-MOA between the employee and the scholarship provider 3. Personal -MOA between DA-RFO1 and the employee After consummation of leave: 1. Notice of return to office 2. Proof of graduation (Diploma, OTR, thesis, dissertation)		Employee HRMS		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for study leave with the proof of enrolment	Receive and process the leave application	None	3 days	Records Init HRMS ORED



2.Submit Application for Leave Form (Civil Service Form No. 6, s. 2020)	Approved leave application Inform the applicant of the status of leave application			Concerned Operating Unit
3.Submit Memorandum of Agreement	Review, process, and approve	None	7 days	HRMS ORED Concerned Operating Unit
4.Consummation of approved study leave Submit fully accomplished DTR every month	Process Salary and other benefits if with pay	None	15 days (salary period) (within the duration of the study leave)	HRMS
5.Notice of return to office/work Proof of graduation (Diploma, OTR, thesis, dissertation)	Acknowledge	None	1 day	Employee HRMS
			11 days	

TRAVEL AUTHORITY

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request 2. Approved Leave Application Form (Civil Service Form No. 6, s. 2020) Additional requirements, whichever is applicable: 1. Accomplished Clearance Form for more than 1-month leave After consummation of leave: 1. Notice of return to office		Employee HRMS		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter request specifying the need for travel authority	Receive and process the leave application	None	3 days	Records Init HRMS ORED Concerned Operating Unit
2. Submit Application for Leave Form (Civil Service Form No. 6, s. 2020)	Approved leave application			
	Inform the employee of the status of application			
	Process application for travel authority		7day	HRMS OSEC
4. Consummation of approved leave	Process Salary and other benefits if with pay	None	15 days (salary period)	HRMS
Submit fully accomplished DTR every month			(within the duration of the leave)	
5. Notice of return to office/work	Acknowledge	None	1 day	Employee HRMS
			11 days	

B. PROCUREMENT SERVICES (GOODS, INFRASTRUCTURES AND SERVICES)

1. Request and Evaluation of Purchase Request

(Procurement of Goods, Consulting Services and Infrastructure Projects through Public Bidding and Alternative Methods of Procurement)

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE
Classification	SIMPLE
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Purchase Request/Detailed Engineering Design, duly signed	End User Office
2. Certification of Availability of Funds	Budget Section

3. With clear specifications Technical Specs: Goods and Services - Quantity, Description, Authority to Procure (only for P50 Million and above) Catering (Target location, amenities, tentative dates, menu, other concerns and requirements of the activity) Infrastructure - Plan, BOQ, permits (if applicable), Authority to procure (only for P50 Million and above), Work and Financial Plans			End User Office, BAC TWG, RAED	
4. Requirements depending on the Modality of Procurement			BAC Secretariat Office	
5. With submitted Project Procurement Management Plan (PPMP)				
6. 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	<i>BAC Staff</i>
2.	Entry of Control Number, as to the following: [Date]_[Control Number] ,	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</i> <i>Head</i> BAC Office
4.	Assign the project to the Focal Person:	None	3 Minutes	<i>BAC Sec. Focal</i> <i>Person</i> BAC Office
	TOTAL	None	16 Minutes	

2. Conduct of Pre-Procurement Conference

(Procurement of Goods, Consulting Services and Infrastructure Projects through Public Bidding
(Mandatory: Goods with ABC above Php2 Million; **Infrastructure Projects** with ABC above Php5 Million)

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE			
Classification	Highly Technical			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Purchase Request/Detailed Engineering Design, duly signed			End User Office	
2. Notice for Pre-Procurement Conference Meeting			BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. Schedule the project for Pre-	None	1-7 Days	<i>BAC Secretariat Staff</i> BAC Office

	Procurement Conference			
	2. Inclusion of project to the Notice of the BAC Meeting			<i>BAC Secretariat Staff BAC Office</i>
2.	Receipt of duly approved Notice	None	1 Day	<i>End-User, TWG concerned, BAC Members concerned</i>
3.	Actual conduct of Pre-Procurement Conference to determine the readiness of the procurement		1 Day *RA 9184	<i>BAC Members concerned, TWG concerned, BAC Secretariat Members</i>
			3-7 days	

3. Posting of Invitation to Bid

(Procurement of Goods, Consulting Services and Infrastructure Projects through Public Bidding)

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE		
Classification	Highly Technical		
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT		
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">• Duly authorized project for procurement• Conduct of Pre-Procurement Conference if required		BAC Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Preparation of the bidding documents	None	1 day	<i>BAC Secretariat</i>
2.	Advertisement/ posting of Invitation to Bid (ITB) at the: 2.1. The PhilGEPS website, 2.2. DA RFO 1 website 2.3. At any conspicuous place at DA-RFO premises	None	7 days	<i>BAC Sec. Focal Person</i> <i>BAC Office</i>
	TOTAL	None	8 days	

4. Conduct of Pre-Bidding Conference

(Procurement of Goods & Services and Infrastructure through Public Bidding only. (**Mandatory:** ABC – Php1 Million or more; **Discretionary:** ABC – less than Php1 Million)

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE		
Classification	COMPLEX		
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT		
Who may avail:	PROGRAM COORDINATOR; LIAISON OFFICER		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">• Bidding documents, plans, designs• Purchase Request• Invitation to Bid		BAC Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Schedule the project for Pre-Bidding Conference	None	1 Day	<i>BAC Secretariat</i> <i>BAC Staff</i>
	Attendance of BAC TWG and End User is required to discuss the eligibility requirements and the technical and financial components.	None	1 Day	<i>BAC Committee</i> <i>BAC TWG</i> <i>BAC Secretariat</i> <i>End User</i>
	Notify the End-User For issuance of supplemental bid bulletin, if there's any.	None		<i>BAC Sec. Focal Person</i> <i>BAC Office</i>
			2 Days	

5. Submission of bids, Bid Opening and Preliminary of Bid Proposals

(Procurement of Goods, Consulting Services and Infrastructure Projects through bidding)

Office or Division:	BIDS AND AWARDS COMMITTEE		
Classification	Simple		
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS ENTITY		
Who may avail:	Bidders (Suppliers, Constructors, Consultants)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">• Checklist of Technical and Financial Eligibility Requirements• Bidding Documents (to include Supplemental/Bid Bulletin, if any)		BAC Office	

<ul style="list-style-type: none"> • Attendance Sheet • Minutes of Pre-Bidding Conference and Bid Opening 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign attendance sheet 3. Observe the proceedings of the BAC	1. Roll Call and declaration of the existence of quorum 5. Checking of the Sealing and Markings 6. Bid opening and preliminary examination of bid proposals using the non-discretionary "pass/fail criterion"	None	1 hour or shorter (depending on the number of bid proposals submitted)	<i>Bidders</i> <i>BAC Secretariat</i> <i>BAC Members</i>
	TOTAL	None	1 hour	

6. Conduct of Post Qualification

(Procurement of Goods, Consulting Services and Infrastructure Projects through public bidding)

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT OFFICE		
Classification	MULTI STAGE		
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS ENTITY		
Who may avail:	BIDDERS/SUPPLIERS		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

<ul style="list-style-type: none"> Official receipt for the payment of Bidding Documents fee Bid Proposal of the S/Lowest Calculated Bidder Minutes of the Pre-Bidding Conference and Bid Opening 			BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct of Post Qualification	1. The BAC TWG validates, ascertains, verifies all statements and documents submitted by the bidder with the Single/Lowest Calculated Bid 2. Submission of post-qualification report	None	1-45 Days	<i>BAC with the assistance of the TWG</i>
	TOTAL	None	46 days	

7. Schedule of Award

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

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

<ul style="list-style-type: none"> Duly authorized project for procurement Pre-Procurement Conference if required Invitation to Bid Pre-Bidding Conference, if required Bidding Conference Post Qualification 		BAC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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:	None	1-10 Days	BAC Secretariat



	3.1. Contract Agreement; 3.2. Bidding Documents; 3.3. Winning bidder's bid, including the Eligibility requirements, Technical and Financial Proposals			
	and all other documents/ statements submitted; 3.4. Performance Security; 3.5. Notice of Award of Contract; and others			
4. Notice to Proceed	The concerned PE shall issue the Notice to Proceed together with a copy/ies of the approved contract to the	None	1-7 Days	<i>Regional Executive Director / HoPE</i> DA RFO 1 <i>BAC Secretariat</i> BAC Office <i>End User</i>

	successful bidder within seven (7) Days from the date of approval of the contract by the appropriate government approving authority			
	TOTAL	None	42 Days	

C. BUDGET SERVICES

1. Facilitates allocation of funds (Earmarking)

Budget section is responsible for allocation of fund per program.

Office or Division:	Administrative & Finance Division-Budget Section			
Classification:	Simple			
Types of Transaction:	G2C			
Who may avail:	End-User, Concerned employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Purchase Request (PR) with Module, Project Procurement Management Plan (PPMP) and other required documents for earmarking				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished PR with 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 as per PPA/ PREXC/ account code		5 minutes	Respective Fund Controller

	2.1 If not, this will be returned to the end user. 2.2 If yes, fund controller will allocate/earmark fund.			
	3. Certify/affix signature for the availability of fund. 4. Recording and transmittal to End-user for approval		5 minutes 5 minutes	Budget Officer Budget Staff
			20 minutes	

2. Obligation of fund to creditor for payment

Office or Division:	Administrative & Finance Division-Budget Section			
Classification:	Simple			
Types of Transaction:	G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	End-user, Concerned employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Obligation Request and Status (ORS) or Budget Utilization Request Status (BURS) with supporting documents				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished ORS/BURS with voucher and supporting documents	1. Evaluate, received and record complete documents 1.1 Forward to fund controller	None	5 minutes	Budget Receiving Staff
	2. Fund controller allocate fund per PPA/PREXC/operating units/ account code based on Financial Plan 2.1 Encode funded ORS in the centrally managed	None	10 minutes	Budget Staff

	manual template (CMMT)			
	3. Certifies availability of allotment and obligation for the purpose/ adjustment necessary as indicated in the Obligation Request and Status (ORS)	None	5 minutes	Budget Officer
	4. Recording and releases to Accounting section or End User	None	5 minutes	Budget Staff
			25 minutes	

D. GENERAL SUPPORT SERVICES

1. Delivery and Acceptance of procured items.

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

Office or Division:	Administrative & Finance Division-General Services - Property Unit			
Classification:	Simple			
Types of Transaction:	G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	Liaison officer/end-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order and or Contract		Property Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Property Unit of the scheduled delivery of goods	1. The property officer will receive the items as to its quantity indicated in the Purchase Order/Contract	None	15 minutes	Property Officer/Custodian
	2. Inform the Inspector of the said delivery for inspection.		5 minutes	Property Officer/Custodian
	3. Inspector will Inspect delivered Items		30 minutes	Inspector
	4. Delivered items that passed the inspection will be		10 minutes	Property Officer/Custodian

	accepted by the property unit and an Inspection and Acceptance Report will be issued duly signed by the End-user, Property officer and Inspector			
			60 minutes	

2. Property and Supply Management Service Stock Availability, Verification and Issuance

Office or Division:	Administrative & Finance Division - General Services - Property Unit			
Classification:	Simple			
Types of Transaction:	G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	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 or not available in the stockroom 1.1 Goods that are not in stock will be checked marked as NOT AVAILABLE at the RIS and will be noted to be included in the next procurement 1.2 Goods that are available in stock will be prepared and RIS must be approved before release of the items requested	None	5 minutes 20 minutes - 1 hour depends on the number of items being requested	Property Officer/Custodian Property Officer/Custodian

	1.2.1 Issue Property Acknowledgement Receipt (PAR) for Capital Outlay Items amounting to Php 50 thousand and above. 1.2.2 Issue Inventory Custodian Slip (ICS) for Items Php 49,999 and below.			
			25 minutes to 65 minutes	

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

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

Office or Division:	Administrative & Finance Division-General Services Section			
Classification:	Simple			
Types of Transaction:	G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	All Employees, Liaison officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approve Trip Ticket and Requisition/ withdrawal slip		General Services Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Trip Ticket duly signed by approving authority.	1. Verify the trip ticket submitted, then issue Pre-Travel Maintenance Checklist Form to the End-User/Driver	None	5 minutes	GSS Staff
2. Accomplish Pre-Travel Maintenance Checklist and return	1. Designate control number for the Approved Trip Ticket and Pre-Travel Maintenance		5 minutes	GSS Staff

the accomplished form to GSS	Checklist, retain copy for filling.			
			10 minutes	

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

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

Office or Division:	Administrative & Finance Division-General Services Section			
Classification:	Simple			
Types of Transaction:	G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	Employees with assigned vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Insurance and LTO registration		General Services Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure emission testing certificate from an accredited emission testing facility and submit the test result and other requirements for insurance and registration to the GSS office.	1. Check all submitted requirements from the end user and prepare necessary documents for the registration of vehicle 2. Secure billing statement from Insurance Company (GSIS) and Land Transportation Office (LTO)	None	240 minutes	GSS Staff Insurance Company (GSIS) Land Transportation Office (LTO)
	3. Preparation of documents for payment (Obligation Request Form & Disbursement Voucher and other supporting documents)		30 minutes	Liaison officer/GSS Staff
	3. Facilitate payment of insurance, and registration.		1 day	GSS Staff

			1 day, 4 hours and 30 minutes	
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5. Facilitate Insurance of Building and Property (PPE)

The GSS is responsible for updating the annual insurance of buildings and PPE.

Office or Division:		Administrative & Finance Division-General Services Section		
Classification:		Simple		
Types of Transaction:		G2G GOVERNMENT TO GOVERNMENT		
Who may avail:		Chief, Administrative Officer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Insurance		General Services Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request update for insurance of Buildings and PPE's (renewal)	Preparation and submission of Building and PPE Insurance application form duly signed for computation of premium of insurance.	None	Half day	GSS Staff
	Preparation of voucher for payment of insurance premium for buildings and PPE	none	30 min	GSS Staff
	Facilitate payment and receipt of insurance policy from the issuing agency.	none	1 day	GSS Staff
			1 day, 4 hours and 30 minutes	



E. RECORDS UNIT

1. Receiving of incoming communications from internal clients

Office or Division		Administrative and Finance Division – Records Unit		
Classification:		Simple		
Types of Transaction:		G2C, G2G		
Who May Avail		All Employee / Clients		
CLIENTS STEP	DIVISION/UNIT ACTION	FEES TO BE COLLECTED	PROCESSING TIME	RESPONSIBLE PERSON
Communication s addressed to the Regional Executive Director, RTDs, Division Chiefs, and all other Employees	1. Date-stamped communications as soon as it is received in the Records Unit	None	2 minutes	Records Chief/ Staff
	2. Communications are sorted/ classified according to its type	None	3 minutes	Records Chief/ Staff
	a. Assigns document tracking code and register each incoming in the Records Management System (RMS)	None	30 minutes	Records Chief/ Staff
	3. Releases the incoming communication to the ORED and concerned employee	None	Within 24hours upon receipt	Records Staff
			1Day 35minutes	

2. Mailing of Outgoing Communications

Office or Division		Administrative and Finance Division – Records Unit		
Classification:		Simple		
Types of Transaction:		G2C, G2G		
Who May Avail		All Employee / Clients		
CLIENTS STEP	DIVISION/UNIT ACTION	FEES TO BE COLLECTED	PROCESSING TIME	RESPONSIBLE PERSON
1. Register outgoing mails to the Document Tracking System (DTS) 2. Releases the original copy of the outgoing mails to the Records Unit	1. Receive the outgoing mails	None	5 minutes	Chief/ Records Staff
	2. Sort, verify and check completeness of the outgoing mails before sealing it in the envelope	None	15 minutes	Chief/ Records Staff
	3. Determine the courier services applicable to the outgoing communication 2.1 For urgent, sent thru express mail 2.2 For legal matters or any related documents, sent thru Philippine Postal Corporation.	None	Within 24hours upon receipt	Chief/ Records Staff
			1 day 20mins	

3. Dissemination of Outgoing Communications

Office or Division		Administrative and Finance Division – Records Unit		
Classification:		Simple		
Types of Transaction:		G2C, G2G		
Who May Avail		All Employee / Clients		
CLIENTS STEP	DIVISION/UNIT ACTION	FEES TO BE COLLECTED	PROCESSING TIME	RESPONSIBLE PERSON
1. Provide original copy of approved correspondences to the Records Unit	1. Receive approved correspondences	None	2 minutes	Chief/ Records Staff
	2. Assign document number	None	3 minutes	Chief/ Records Staff
	3. Register the approved correspondences in the Records Management System (RMS)	None	30 minutes	Chief/ Records Staff
	4. Disseminate the approved correspondences to concerned office/division/unit thru the Document Tracking System (DTS)	None	25 minutes	Chief/ Records Staff
			1 hour	

4. Request for Copy of Documents

Office or Division		Administrative and Finance Division – Records Unit		
Classification:		Simple		
Types of Transaction:		G2C, G2G		
Who May Avail		All Employee / Clients		
CHECKLIST OF REQUIREMENTS			Where to Secure	
Freedom of Information (FOI) Request Form			Records Unit	
CLIENTS STEP	DIVISION/UNIT ACTION	FEES TO BE COLLECTED	PROCESSING TIME	RESPONSIBLE PERSON

Employee/ Client to accomplished FOI Request Form	1. Received Request Form	None	5 minutes	Records Staff
	2. Classify Request (Administrative / Legal)	None	5 minutes	Chief Records Unit
	2.1 Administrative			
	- Search documents	None	15 minutes	Records Staff
	- Photocopy Documents	None	2 minutes	Records Staff
	- Certified photocopy (If requested)	None	2minutes	Chief Records Unit
	- Issue documents to the requisitioner <i>(Note: authorization letter shall be presented before claiming the requested document on behalf of the requisitioner</i>	None	1minute	Records Staff
	2.2 Legal			
	- Refer to ORED	None	1hour	Chief Records Unit
	2.2.1 Cleared			
	- Search document	None	15 minutes	Records Staff
	- Photocopy Documents	None	2 minutes	Records Staff
	- Certified photocopy (if requested)	None	2minutes	Chief Records Unit
	- Issue documents requisitioner <i>(Note: authorization letter shall be presented before claiming the requested document on behalf of the requisitioner</i>	None	1minute	Records Staff
		None	Within 24hours upon receipt of the request	Chief / Records Staff
	2.2.2 Rejected			
	- Inform the requester			
			1day 1hour 20 minutes	

F. CASHIERING SERVICES

1. Payment of Salaries/Wages

The Cashiering Unit, under the General Services Section, is responsible for the issuance and releasing of checks and direct payment to individual bank account on all the payment of salaries/wages.

A. Releasing of Checks for Salaries/Wages (For Individual Payee)

Office or Division:	Administrative and Finance Division- General Services/Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All DA-RFO 1 employees (COS/JO Personnel or Individual Consultant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ❖ For Issuance of Check: <ul style="list-style-type: none"> ✓ Duly approved disbursement voucher with complete documentary requirements/ attachments for payment to creditors ❖ For Releasing of Check: <ul style="list-style-type: none"> ✓ ID of claimant ✓ If the claimant is an authorized representative of the payee (per voucher), the claimant shall present the following: <ul style="list-style-type: none"> ✓ Photocopy of ID of the owner of the payee's company/name with original signature; ✓ Photocopy of ID of the authorized representative 		<ul style="list-style-type: none"> ➤ Accounting Section ➤ Claimant/s ➤ Owner/s or the payee/s himself/themselves ➤ Owner/s or the payee/s himself/themselves ➤ Claimant/s 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Window of Cashiering Unit if there are checks to be claimed	1.1 Verify in the Unclaimed Check database if there is/are such claim/s	None	5 Minutes	Cashiering Unit Staff
2. If there are claims, register in the Claimant's Logbook at Cashiering Unit and State the month/s and year/s of the transactions for payment for	2.1 Provide the Claimant's Logbook for monitoring of client/s 2.2 Find the corresponding voucher and check	None	10 minutes	Cashiering Unit Staff

verification purposes	if it matches the claim/s of the client			
3. Sign the voucher in two (2) to three (3) copies and in the warrant register logbook as proof that the check/s are claimed	3.1. Review/check the completeness of voucher as to authorized signatories are in place. 3.2. Release check bearing the name of the payee and the amount per approved voucher	None	5 Minutes	Cashiering Unit Staff
			20 Minutes	

B. Payments thru LDDAP-ADA of Salaries/Wages

Office or Division:	Administrative and Finance Division- General Services/Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All DA-RFO 1 employees (COS/JO Personnel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Duly approved disbursement voucher with complete documentary requirements/ attachments for payment to creditors		➤ Accounting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Window of Cashiering Unit if there are checks to be claimed	1.1. Verify in the Compilation of LDDAP-ADA received by the bank if there is/are such claim/s	None	5 Minutes	Cashiering Unit Staff
2. If there are claims, register in the Claimant's Logbook at Cashiering Unit and State the month/s and year/s	2.1 Provide the Claimant's Logbook for monitoring of client/s	None	10 minutes	Cashiering Unit Staff

of the transactions for payment for verification purposes	2.2 Find the corresponding voucher and check if it matches the claim/s of the client 2.3 Determine the acknowledgment receipt of the bank			
3. Inquire the date of acknowledgment receipt of the bank (Note: If the claimant has verified the bank receipt date, the claimant shall wait 24 hours to 48 hours starting from the date of acknowledgment receipt of the bank per bank protocol)	3.1. Inform the claimant/s the date of acknowledgment receipt of the bank based on the LDDAP-ADA compiled in the folder	None	5 Minutes	Cashiering Unit Staff
			20 Minutes	

G. ACCOUNTING SERVICES

1. Process Vouchers for payment

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

Office or Division:	Administrative & Finance Division- Accounting Section
Classification:	Simple
Type of Transaction:	G2G G2C G2B
Who may avail:	End User of different operating units of DA RFO I

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished vouchers per COA Circular No. 2012-001 dated June 14, 2012				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished voucher together with the supporting documents per checklist.	1. Record the transaction 1.1 Forward to processor	None	5 minutes	Receiving Staff
	2. Processor shall check the completeness and validity of all supporting documents. 2.1 Simple transactions 2.2 Not simple 2.3 Incomplete documents shall be returned to the End User for completion thru the receiving staff Forward to indexer	None	10 minutes 2 hours	Processors
	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
			2 hours and 50 mins.	

H. REGIONAL AGRICULTURE AND FISHERIES INFORMATION SERVICES

1. Information Education and Communication (IEC)

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

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

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

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

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

Office or Division:	Regional Agriculture and Fisheries Information Section (RAFIS)			
Classification:	Simple			
Types of transaction:	G2C-Government to Citizen; Government to Government			
Who may Avail:	Walk-in clients, letter sender (farmers, students, out-of-school youth, LGUs, POs, GOs, NGOs, media persons, other stakeholders)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
A. For walk-in clients requesting not more than 10 copies				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON/S RESPONSIBLE	FEES
1. Go to the Officer of-the Day and sign in the logbook and inform the officer of the day about one's purpose.	1. Officer-of-the Day will give the client's request form for IEC materials and direct the client's attention to the IEC materials on display in the shelves.	2 minutes	Officer-of-the Day	None

2. Walk-in client fills up acknowledgement receipt.	2. If the IEC materials needed by the walk-in client is available and enough, the Officer-of-the Day gives the client a copy/copies and an acknowledgement receipt for his signature.	1 minute	Officer-of-the Day	None
3. Client proceeds to RAFIS office.	3. If the requested IEC material is not available or not enough, the Officer-of-the Day directs the client to go to the RAFIS Office.	1 minute		
4. Approach RAFIS staff and ask for the needed material.	4. RAFIS staff gives request form for IEC materials and locates the needed material. If the requested material is a file or a limited copies or for reference only, photocopy (ies) will be provided.	5 minutes	- RAFIS Staff	None
5. Fill up Acknowledgement Receipt and Client Satisfaction form.				

B. For Letter/Email Sender (requesting information on particular topic (s) or copies of IEC materials)

1. Write and send letter to RAFIS. (email address: darafid5@yahoo.com)	1. Record incoming letter in the logbook.	1 minute		
	If it is a simple request, locate the material and prepare letter of acknowledgement and attach requested material and acknowledgement form and send by mail or email.	1 day		
	If information requested is complex and confidential, forward letter to Chief of RAFIS.	1 day	RAFIS Chief	



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	RAFIS Chief may give the requested information or refer to division/section concerned.	1 to 3 days		
2. Wait for a reply from RAFIS within 15 days.	2. If the information being requested is not available or considered classified, prepare and send reply letter.		RAFIS Chief	
3. If the client opts to invoke his FOI right, he should be advised to fill up the FOI request form and send to the head of agency (Regional Executive Director).	3. RAFIS staff will prepare letter to requesting party with FOI form and instruction.			



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REGIONAL AGRICULTURAL ENGINEERING DIVISION (Internal Services)



1. 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.

Office/Division:		Regional Agricultural Engineering Division (RAED)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		ROs, Divisions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the request letter/letter of intent	1. Received request at ORED forwarded to RAED.	None	1 Working Day (WD)	ORED Staff
	2. Request forwarded to concerned RAED technical staff for validation and evaluation instructions	None	1-2 WD	RAED Admin Staff
	3. Review the request and forward to the technical staff (designer)	None	1 WD	RAED Technical Staff
	4. Conduct site validation and inspection	None	2 WD	RAED Technical staff
	5. Conduct Topographic Survey	None	3-5 WD	RAED Technical Staff
	6. Process survey data and	None	7-14 WD	RAED Technical Staff, Chief- RAED

	prepare plans and Design			
	7. Prepare Cost Estimate	None	5 WD	RAED Technical Staff
	8. Submit prepared DED, POW and Cost-estimate for review, comment and approval	None	5-14 WD	RAED Technical Staff, RAED Chief, RTD, ORED
	9. Forward and submit the approved DED, POW and Cost-estimate to the requesting part	None	2 WD	RAED
			27-46 WD	

2. 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).

Office/Division:	Regional Agricultural Engineering Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Divisions and/or ROS's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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
	2. Assigned Project	None	2 WD	RAED Chief/SSIP Focal Person

	Engineer in charge			
	3. Monitor project implementation	None	Within the contract duration of the project	RAED
			3 WD, and additional WD within the contract duration of the project	

3. 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.

Office/Division:	Regional Agricultural Engineering Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	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)	None	2 WD	RAED Technical Staff

	for schedule of inspection			
	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
			17-22 WD	

4. Assist on the Maintenance of DA Facilities

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

Office/Division:	Regional Agricultural Engineering Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Division/ROs			
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
			18-20 WD	

5. Inspection of Procured Machinery and Equipment

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

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



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REGIONAL INSPECTION COMMITTEE (Internal Services)

1. Inspection of Infrastructure Projects

The inspection on infrastructure projects is conducted to ensure the quality of the work and to verify that the finished construction meets the project requirements. This procedure aims to ensure the compliance by contractors with the with the prescribed plans and specifications under the infrastructure contracts with the DA-RFO I.

The procedure covers the inspection/validation/verification of progress accomplishments for infrastructure projects of DA-RFO I which shall include, but not limited to construction, improvement/rehabilitation/repair, demolition, restoration and/or maintenance.

The Regional Inspection Committee inspects and evaluate the quantity, quality, and such other terms and conditions based on the purchase order, contract, detailed estimates, bill of quantities and other similar and/or related documents prior to the billing and final turn-over of the project to the end-user.

Office or Division:	Regional Inspection Committee			
Classification:	Multi-Stage Process			
Type of Transaction:	G2C			
Who may avail:	Contractors/Division concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for Inspection from the Contractor/End-user 2. Checklist for technical evaluation such as approved contract, approved change order and/or extra work order, complete set of approved plans/drawings for the original contract and the approved revised plans/drawings for the variation order, if any; statement of work accomplished, approved detailed breakdown of the original contract amount and for all the variation orders issued.		➤ HOPE/Contractor/End-User ➤ RAED Office/Project Supervisor/Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (WD)	PERSON RESPONSIBLE
1. Submit letter request for inspection or email at: ilocos@da.gov.ph	Acknowledge receipt	None	5 minutes-1 day	Applicants Records Unit; Office of the Regional Executive Director (ORED)

	<p>Pre-Assessment of request letter and route the letter request to RIC & RAED through Records Section.</p> <p>RIC Receives the request letter for Inspection with SWA from the Contractor or may request project documents from RAED or End-user.</p> <p>RAED/End-user shall provide documents to the RIC according to the checklist for technical evaluation of infrastructure projects</p> <p>RAED shall coordinate with the Contractor/Beneficiary/Recipient/End-user regarding the inspection schedule</p>	None		<p>ORED, Records Section</p> <p>RIC</p> <p>RAED</p>
2. Attend the On-site Inspection	<p>Conduct of the on-site inspection of the infrastructure project</p> <p>RIC conducts documentation activity. Discuss with the contractor/end-user/beneficiary/recipient/LGU the preliminary inspection findings and observed punch-list of works or deficiencies of works, if any during</p>	None	1- day	RIC, RAED, Contractor/End-user

	or after the conduct of on-site inspection			
	The RIC shall prepare an inspection report for review and approval of the RIC Chairperson/Co-Chairperson. Prior to the approval, a technical inquiry shall be prepared to be verified by the assigned project supervisor if needed especially on the observed punch list and deficiencies in terms of the materials used and variations from the required technical specifications from the DED to that of the actual establishment of the project.	None	1-6 days	RIC, RAED
3. Accept the approved Inspection Report	RIC released/distribute the approved Inspection Report to the end-user, AFD, RAED and 1 copy for RIC.	None	5 minutes – 1 day	RIC
		TOTAL	Minimum of 8 days to Maximum of 9 days	



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FEEDBACK AND COMPLAINTS MECHANISM



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Feedback is sent to the office through the following:</p> <ul style="list-style-type: none"> • Client Satisfaction Feedback Forms given during turn over/distribution of interventions • Feedback Forms at the Public Assistance and Complaints Desk • (PACD) • Through email or mail to the Regional Executive Director or to divisions concerned. The contact numbers and email addresses of DA officials are posted in the web and in the transparency seal • Through comments in the DA RFO 1 facebook account RAFIS
How feedbacks are processed	<ol style="list-style-type: none"> 1. The submitted suggestions at the PACD are being sorted monthly and complaints are being verified 2. Feedbacks on Facebook are being answered immediately by the FB administrators. 3. Requests through facebook and emails were forwarded to the concerned Divisions or answered directly by the receiver. <p>How to file a complaint?</p> <ol style="list-style-type: none"> 1. Through Complaint Form available at the PACD 2. Through email or mail to the Regional Executive Director or to divisions concerned. The contact numbers and email addresses of DA officials are posted in the web and in the transparency seal 3. Through comments in the DA RFO 1 facebook account RAFIS 4. Internal clients may submit complaint to the Grievance Committee of the agency.
How to file a complaint	<p>Complaint is sent to the office through the following:</p> <ul style="list-style-type: none"> • Complaint Form at the PACD • Through email or mail to the Regional Executive Director or to divisions concerned. The contact numbers and email addresses of DA officials are posted in the web and in the transparency seal



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	<ul style="list-style-type: none">Through comments in the DA RFO 1 facebook account RAFIS
How complaints are processed	<p>How complaints are processed?</p> <ol style="list-style-type: none">1. Complaints to the Grievance are being addressed by convening the committee2. Complaints received through email or social media were forwarded to the Director or to concerned divisions.
Contact Information of BILIS ACTION PARTNER OFFICE (BAP)	242-1045/6 loc.11



LIST OF OFFICES

OFFICE/HEAD	ADDRESS	CONTACT INFORMATION
DIRECTORY OF OFFICIALS		
ANNIE Q. BARRES, DVM Regional Executive Director	5th Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 06 Email: ilocos@da.gov.ph
FLORENTINO A. ADAME OIC - RTD for Research & Regulations	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 14 Email: rtdresearch01@gmail.com
DENNIS I. TACTAC, ABE RTD for Operations	3rd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 52 Email: ortd.operations01@gmail.com
DIVISION CHIEFS		
DORIS JOY C. GARCIA Chief, Planning, Monitoring and Evaluation Division	4th Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 13 Email: pmed_rfu1@yahoo.com
ANALIZA R. RAMOS Chief, Field Operations Division	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 26 Email: darfo1.fieldoperationsdivision@gmail.com
ALFIERO P. BANAAG, DVM OIC - Chief, Regulatory Division	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 24 Email: regdarfo1@gmail.com
GILBERT D. RABARA, DVM Chief, Research Division	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 40 Email: darfo1.researchdivision@gmail.com
JACINTA MARISSA D. OLALAN, Ph. D. Chief, Administrative and Finance Division	3rd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 79 Email: darfo1.afd@gmail.com
WILHELMINA N. CASTAÑEDA Chief, Agribusiness & Marketing Assistance Division	1st Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 21 or (072) 619 6659 Email: amad_da_region1@yahoo.com
CONSTANCIA R. DIAZ, DVM Chief, Integrated Laboratories Division	3rd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 17 Email: ildivisionrfo1@gmail.com



ENGR. MARK HARRY G. PASTOR Chief, Regional Agricultural Engineering Division	5th Floor, DA RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 16 Email: raed_reg01@yahoo.com
BANNER PROGRAM COORDINATORS		
KAREN F. PANINGBATAN Agriculturist II Regional Focal Person Livestock Banner Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 05 Email: livestockregion1@gmail.com
LEAH P. COLOMA Senior Agriculturist Regional Focal Person Rice Banner Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 04 Email: pagay_ti_iloco@yahoo.com
FLORANTE M. GALLEBO Agriculturist II Regional Focal Person Corn Banner Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 03 Email: kamaisan.ilocos@gmail.com
MARICAR F. BONGAIS Senior Agriculturist Regional Focal Person High Value Crops Development Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 02 Email: hvcdprfo1@gmail.com reg01pinakbet@yahoo.com
MARVIN G. QUILATES, Ph.D. Agricultural Center Chief II Regional Focal Person Organic Agriculture Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 15 Email: 1.da.organic@gmail.com organicrfo1@gmail.com
LOCALLY-FUNDED PROGRAM FOCAL PERSONS		
ABIGAIL W. BAYAU Agriculturist II Kabuhayan at Kaunlaran ng Kababayang Katutubo (4K) Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 05 Email: darfo1.4ks@gmail.com
MAYBELYN B. LIBONG Agriculturist II Adaptation and Mitigation Initiative in Agriculture (AMIA) Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 15 Email: climatechange.da.ilocos@gmail.com
LORENA A. OLVEÑA Agriculturist II Special Area for Agricultural Development (SAAD) Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 02 Email: saad.ilocosregion@gmail.com
MARICAR F. BONGAIS Senior Agriculturist National Urban and Peri-urban Agriculture Program (NUPAP)	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 02 Email: darfo1.nupap@gmail.com



JUANITO S. MALAZO, JR. Agricultural Center Chief II Farm and Fisheries Clustering and Consolidation (F2C2) Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 05 Email: darfo1.f2c2@gmail.com
ROMUALDO ERWIN M. FRIGILLANA Agriculturist II Fertilizer Discount Voucher (FDV) Program	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 04 Email: kapagayantiilocos@gmail.com
RHODA A. GALBAN Senior Agriculturist Young Farmers Challenge Fund (YFCF) Program	1st Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 21 Email: youngfarmerschallenge2023.amad1@gmail.com
JOSEPH JAMES B. FLORES Information Systems Analyst II Registry System for the Basic Sectors in Agriculture (RSBSA) Program	4th Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 19 Email: darfo1.rsbsa2021@gmail.com
ROSEMARIE P. VILLANUEVA Planning Officer II Agricultural Competitiveness Enhancement Fund (ACEF)	4th Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 13 Email: pmed_rfu1@yahoo.com vrosemarie4762@yahoo.com
AGRICULTURAL PROGRAM COORDINATING OFFICE		
JUANITO S. MALAZO, JR. Agricultural Center Chief II APCO-Province of La Union	2nd Floor, DA-RFO 1, Sevilla Norte, City of San Fernando, La Union	(072) 242-1045/46 Local 05 Email: launionapco@gmail.com
MARVIN G. QUILATES, Ph.D. Agricultural Center Chief II APCO-Province of Pangasinan	Pangasinan Research and Experiment Center (PREC), Sta. Barbara, Pangasinan	Email: pangasinanapco@gmail.com
JOMAR B. DAYAP Agricultural Center Chief II APCO-Province of Ilocos Sur	Ilocos Sur Research and Experiment Center (ISREC), San Juan, Ilocos Sur	Email: darfo1.apco@gmail.com
MEDARDO B. PABLO Agricultural Center Chief II APCO-Province of Ilocos Norte	Ilocos Norte Research and Experiment Center (INREC), Batac City, Ilocos Norte	Email: inrec1234@gmail.com
OTHER KEY OFFICIALS		
Pangasinan Research and Experiment Center	Poblacion, Sual, Pangasinan	0933-8211951 Email: Nubian_anglo@yahoo.com
Pangasinan Research and Experiment Center	Tebag East, Santa Barbara, Pangasinan	0908-8982588 Email: daprecsb@gmail.com
Ilocos Region Integrated Agricultural Research Center	DMMMSU Compound, Sapilang, Bacnotan, La Union	0917-5700177 Email: iliarcnew22@gmail.com
Ilocos Sur Research Center	Labnig, San Juan, Ilocos Sur	0918-7496465 Email: da1isrec@gmail.com
Ilocos Norte Research and Experiment Center	MMSU Compound, #17Tabug, City of Batac, Ilocos Norte	0977-7673527 Email: inrec1234@gmail.com



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Ilocos Norte Research and Experiment Center	Cali, Dingras, Ilocos Norte	0947-7795763 Email: dadingras@gmail.com
OTHER KEY OFFICIALS		
GRACE S. VILLANUEVA Chief, Human Resource Management Section	4th Floor, DA-RFO 1, Sevilla Norte City of San Fernando, La Union	(072) 242-1045/46 Local 11 Email: personnelrfo1@yahoo.com
DEO G. RIVERA Action Officer PRDP-RPCO 1	3 rd Floor, DA-RFO 1, Sevilla Norte City of San Fernando, La Union	(072) 242-1045/46 Local 31 Email: rpcorpc@gmail.com
IRENE P. TACTAC Focal Person DA-RFO 1 Disaster and Risk Reduction Management	4th Floor, DA-RFO 1, Sevilla Norte City of San Fernando, La Union	(072) 242-1045/46 Local 05 Email: dadrrm1.opcen@gmail.com
EDILYN C. GOLDARA Focal Person Gender and Development	1st Floor, DA-RFO 1, Sevilla Norte City of San Fernando, La Union	(072) 242-1045/46 Local 29 Email: gaddarfo1@gmail.com

• Client Satisfaction Feedback



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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: _____

- I am a: ☐ Farmer ☐ Student ☐ Employee ☐ Business Owners ☐ Others, (specify) _____
- How did you interact with the Office?
☐ in person ☐ email ☐ by telephone Date / /
- What was the purpose of your interaction with the Office?

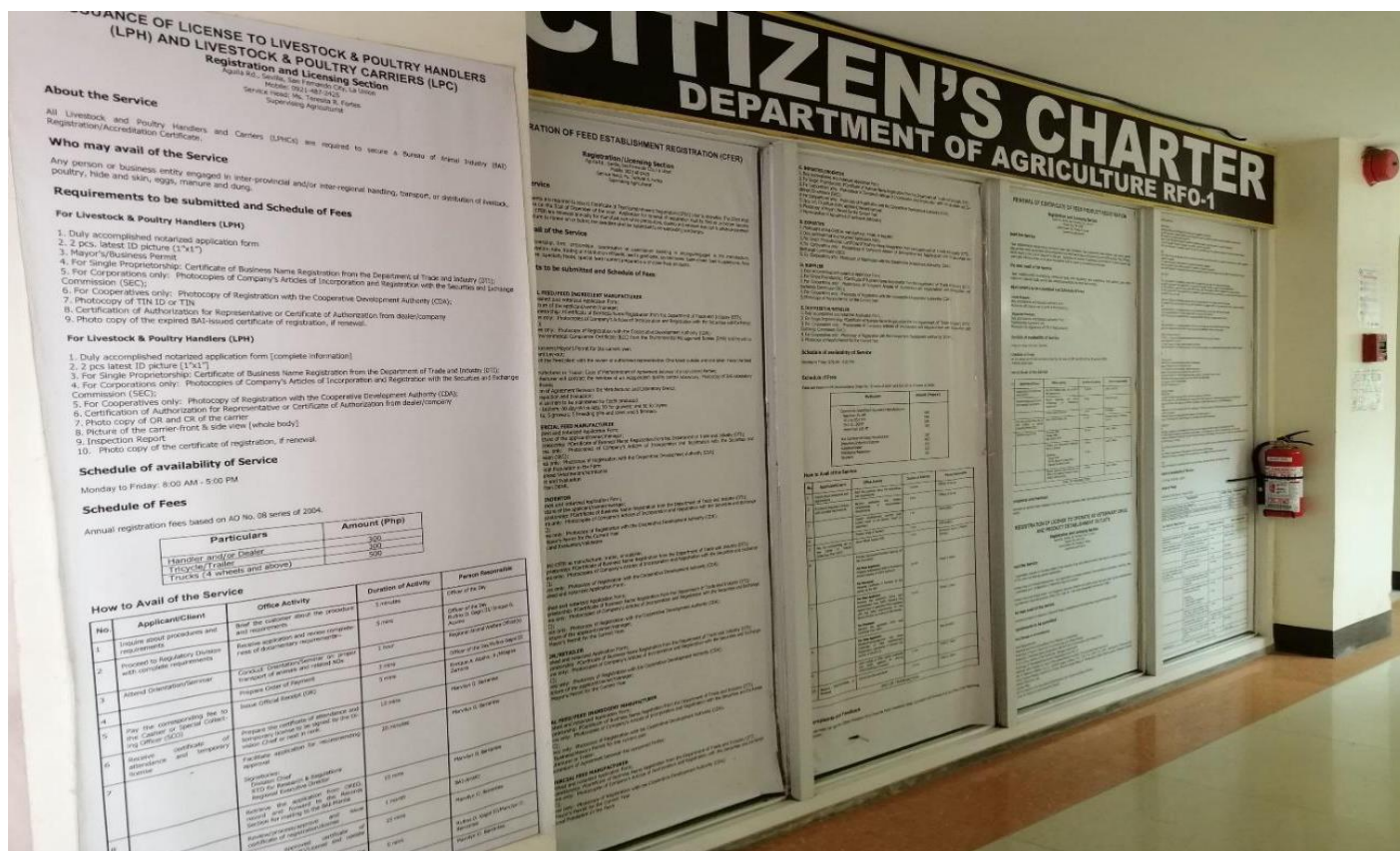
<input type="checkbox"/>	Inquiry
<input type="checkbox"/>	Technical Services Please specify: _____
<input type="checkbox"/>	Get data/documents/information Please specify: _____
<input type="checkbox"/>	ICT-related services
<input type="checkbox"/>	Coordination
<input type="checkbox"/>	Registration and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

- 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			

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

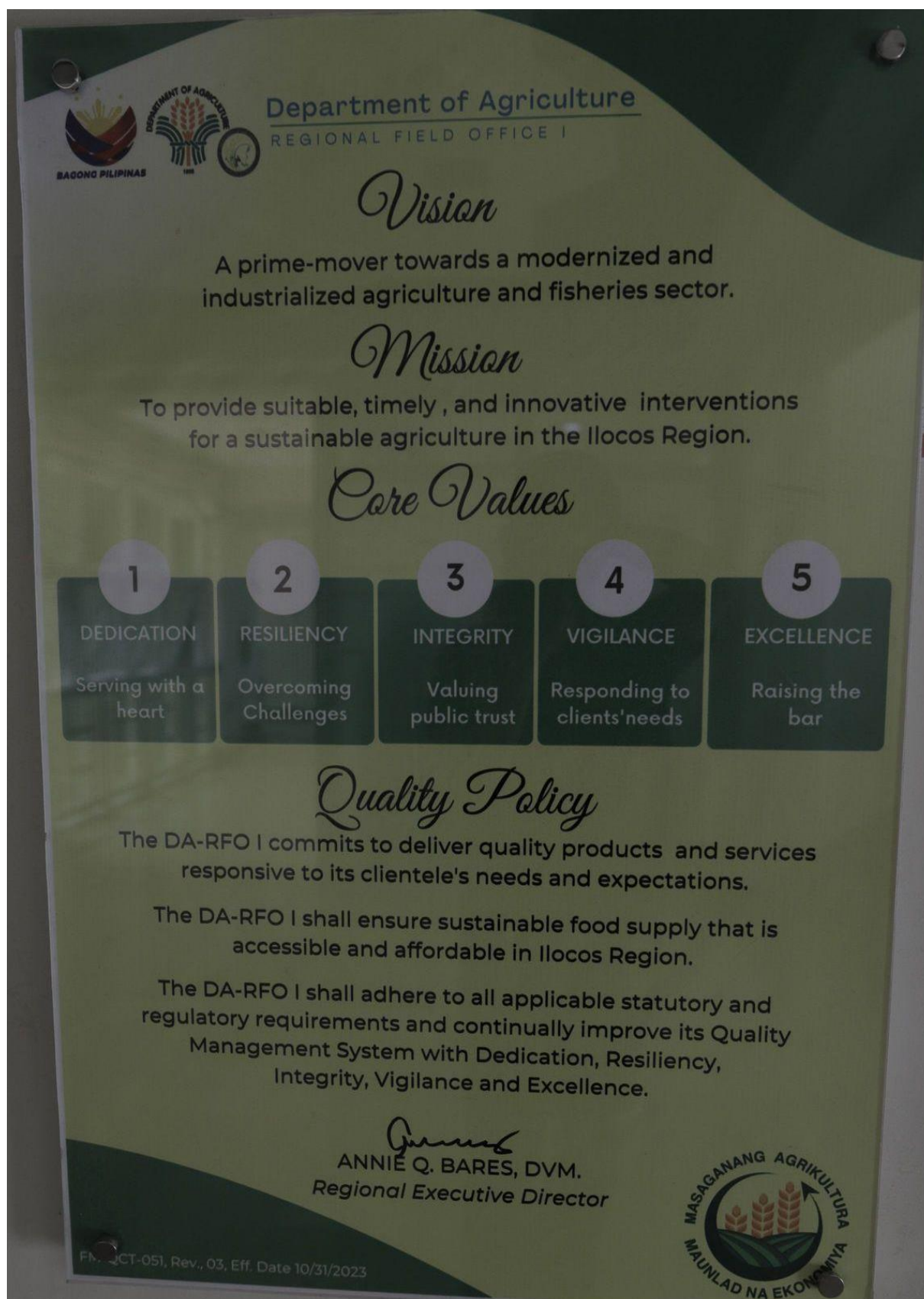
● Citizen's Charter



● No Gift Policy



- DA-RFO 1's Vision, Mission, Core Values and Quality Policy



Department of Agriculture
REGIONAL FIELD OFFICE I

Vision

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

Mission

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

Core Values

1	2	3	4	5
DEDICATION	RESILIENCY	INTEGRITY	VIGILANCE	EXCELLENCE
Serving with a heart	Overcoming Challenges	Valuing public trust	Responding to clients' needs	Raising the bar

Quality Policy


The DA-RFO I commits to deliver quality products and services responsive to its clientele's needs and expectations.

The DA-RFO I shall ensure sustainable food supply that is accessible and affordable in Ilocos Region.

The DA-RFO I shall adhere to all applicable statutory and regulatory requirements and continually improve its Quality Management System with Dedication, Resiliency, Integrity, Vigilance and Excellence.

Annie Q. Bares, DVM.
ANNIE Q. BARES, DVM.
Regional Executive Director

FA- QCT-051, Rev., 03, Eff. Date 10/31/2023



MASAGANANG AGRIKULTURA
MAUNLAD NA EKONOMIYA

- **Ramp**



- **Elevator**



- **Precautionary Measures**

