



Citizen's CHARTER

PROVINCIAL OFFICE FOR AGRICULTURAL SERVICES

1) Crops

Frontline Service	Procedure	Person Responsible/Commodity	Time Needed	Document Needed	Fees if Any
a. Render technical assistance on Cultural Management, Harvesting, Post Harvest Handling and Processing	1.Client fills up a request slip in the office or visits the office and make a verbal request.	Lorna T. Morante – HVCC, Coffee, Cut Flower, Camote & Cashew	10-15 Minutes	Request Slip or Letter Request	None
	2.Technical Staff schedules the visit to the farm	Alvin Nava – Corn, Cassava, Vermi composting, Nature Farming	one day or less		
	3.Technical Staff conducts farm visit and render technical assistance	Joejin D. Galve – Rice, Vegetables and Mango			
b. Conduct Technical Hands-on Training and Technology Demonstration	1.MLGU identifies participant/s of the training 2.Participants attend the training	Lorna T. Morante	2 days (depends on the type of training conducted)	Endorsement Letter from the MAO Logbook	None
c. Provide TDC Service Facilities (TDC facilities & Mechanical Dryer)	1.Clients make letter or verbal request	Lorna T. Morante	10-15 Minutes	Logbook	P200.00/load of 100kgs. P50.00 rent of utensils/batch
	2.Use of the equipment/machine is scheduled for orientation	Delilah Gallentes	15 hours per batch for drying operation		

2) Research and Development Section FITS Center

Frontline Service	Procedure	Person Responsible/Commodity	Time Needed	Document Needed	Fees if Any
a. Provide Information, Education and Communication (IEC) materials in different formats such as print and broadcast	1.Walk-in Clients fill-up clients form from the FITS Center (depending on IEC materials or service requested)	Judy D. Bulquerin	Upon request, depending on the availability of the IEC materials	FITS Logbook, Client's form	None
	2.For Local Government Units-Agricultural Extension Workers(AEWs) make letter request for the IEC materials they need materials to be requested		1 week or depending on the availability of the IEC materials requested	Letter Request	
	3.Clients fill-up form for inclusion in the farmers data		10 minutes	FITS Logbook	
b. Provide clients Access Through Internet	1.Access use of computer and internet	Judy D. Bulquerin	Within 30 minutes or upon the availability of the facility	Client's form	None
c. Technical assistance on enterprise development	1.Clients make a letter of request	Judy D. Bulquerin	Depends on the request or the assistance needed	Letter request	None
d. Link clients to Agricultural experts and Financing Institution	1.Client make a letter request 2.FITS Manager discusses and asses client's needs 3.FITS Manager links clients to concerned person or agency	Judy D. Bulquerin	Depends on the request or the assistance needed		None
e. Provide Technology Information	1.Inquire schedule of activities from FITS	Judy D. Bulquerin	10-15 Minutes one day	None	None
	2.Participate in the Info Caravan				
2. Techno-clinic	1.Inquire schedule of activities from FITS 2.Participate in the Techno-clinic	Judy D. Bulquerin and Cecile M. Galimba	10-15 Minutes one day	None	None

3) CPAR & Other Research Development & Extension Activities

Frontline Service	Procedure	Person Responsible/Commodity	Time Needed	Document Needed	Fees if Any
a. Technology Demonstration/Dissemination	1.POAS conducts participatory Rapid Appraisal to Farmer Groups	Yolanda Aguda	Depends on the type of services requested	Letter request or Research Proposal	None
	2.With Municipal Agriculture Offices Identify Research Project to be implemented by farmer beneficiaries	Judy D. Bulquerin			
	3.Research Projects Implemented in selected sites	Cecile M. Galimba			

4) Agricultural Engineering

Frontline Service	Procedure	Person Responsible/Commodity	Time Needed	Document Needed	Fees if Any
a. Provide Tractor Services to farms	1.Applicants fill-up application form at	Danilo Gabasa	10-15 minutes	Application form	None
	Agri-Engineering Unit Tractor operator inspects the farm sites	Ignacio Tario (operator)	As scheduled by the applicant	Approved Application form	P500.00/hr., fuel to be provided by the applicant
	Actual Tractor operation	Ignacio Tario	As scheduled by the applicant/ depends upon the availability of the tractor and area of the farm	Approved application form	
b. Draft agricultural engineering Plans/Project estimation for irrigation and Post-Harvest Facilities	Coordinate with Engineering staff	Danilo G. Gabasa	As scheduled	Written or verbal request	None
d. Render Eng'g Assistance to clients	Coordinate with Engineering staff	Danilo G. Gabasa	As scheduled	Written or verbal request	none

5) Fisheries

Frontline Service	Procedure	Person Responsible/Commodity	Time Needed	Documents Needed	Fees if Any
a. Facilitate the Provision of Fry and/or Fingerlings	Fish Farmers make a letter request POAS sends request to concerned agencies	Ma. Cecilia Farrol and Felix Maestral Jr.	Availability of the fry/ fingerlings 2 weeks	Letter request	None
b. Provision of Technical Assistance on cultural management to include: Fishpond Engineering Pond Management Water Management Disease Management	Client visits the office and make a verbal or written request	Ma. Cecilia Farrol and Felix Maestral Jr.		Letter request	None
Feeds and feeding management Culture of Fish and Fishery Products in Freshwater ponds					
Culture of Fish and Fishery products brackish water Ponds Culture of Fish and Fishery Products					
In cages and pens Seaweeds production Other High Value Fishery Products					
c. Provide Data/Information related to fisheries	1.Client submits a letter request addressed to the Governor 2.POAS staff routes the request to the office of the Governor for approval 3.Data released upon presentation of approval from the Gov's office	Ma. Cecilia Farrol	Upon the governor's approval	Approved letter request from the Gov's Office	None
d. Assistance to Fund Sourcing for Fisheries-related Projects	1.Clients submits a letter request	Ma. Cecilia Farrol and Felix Maestral Jr.	20-30 minutes	Letter request	None
	2.Staff discusses the scope and objective of the project with the client and schedules a site validation and meeting with the group if the proponent is an association		Depending on the completeness of the data and the applicant's profile	Proponents profile	
	3.Staff prepares the proposal with the necessary data provided by the proponent		1 day or less	Full blown project proposal	
	4.Staff assists the proponent endorse the project proposal to the funding agency				
e. Assistance to FARMC Strengthening	1.Client visits the office and make a verbal or written request	Ma. Cecilia Farrol and Felix Maestral Jr.	Depending on the nature of the activity conducted		None
	2.Staff discusses with the client the nature of assistance requested and schedules a meeting with the FARMC concerned				
	3.Staff coordinates with other agencies for sharing of resources				
	4.Conduct intervention of activity as requested by the client				
f. Assist in the occurrence of Caetacian Stranding	1.Client notifies the office	Ma. Cecilia Farrol and Felix Maestral Jr.	Within 20 min. depending on the site of the stranding	Letter request	None
	2.Staff responds to the notice the soonest possible time				



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6) Livestock

Frontline Service	Procedure	Person Responsible/Commodity	Time Needed	Document Needed	Fees if Any
a. Provide Technical Assistance on Production, Care and Management of Livestock and Poultry <ol style="list-style-type: none"> 1. Selection of Culling 2. Feeds and Feeding 3. Waste management 4. Pasture Development 5. Breeding Practices 6. Marketing 7. Record keeping on Livestock Farm Practices 	Verbal/written request form beneficiaries	Rosalie C. de la Cruz and Sandra Gaitan – Livestock Dyrene T. Legaspi – Poultry	Within the day, depending on the scope of the request	Letter request Complete Address of Farmer Records of the farmer	None
b. Provide Training on Livestock and Poultry Production Service					

OTHER SERVICES | National Agriculture Programs

Frontline Service	Procedure	Person Responsible/Commodity	Time Needed	Documents Needed	Fees if Any
a. Facilitate provision of production support assistance to farmers	1. Department of Agriculture Field Unit 6 allocates Rice, Corn, Vegetable planting materials to Provincial Office for Agricultural Services	Yolanda M. Aguda – Rice Coordinator	20-30 minutes		None
	2. POAS distributes allocated seeds to the municipalities	Alvin L. Nava Coordinator			
	3. Municipal Agriculture Office Identifies the recipients of the seeds and prepares the Master List of farmer beneficiaries	Joejin D. Galvez – Rice Seed Coordinator			
	4. The Master List is submitted to POAS as reference for distribution	Lorna T. Morante – HVCDP Coordinator			
	5. Farmers who are listed receive the seeds from their respective Municipalities or from POAS	Rosalie dela Cruz – Livestock Coordinator Feliza Gatilogo – Credit & Marketing Coord.			
b. Provide technical Training on Extension Support Education and Training Service to Rice Sufficiency	1. Department of Agriculture Identifies trainings to be conducted and allocate slots to the Municipal Agriculture Offices	Cecile M. Galimba		Endorsement from the Municipal Agriculture Offices	
	2. POAS informs the Municipal Agriculture Offices which identify participants to the training				
	3. Identified farmers attend the trainings				

OTHER SERVICES | Provincial Agriculture and Fishery Council (PAFC)

Frontline Service	Procedure	Person Responsible/Commodity	Time Needed	Documents Needed	Fees if Any
1. Identifies and consolidates agriculture and fisheries related concerns and problems 2. Prepare resolutions on policies to be formulated concerning the problem/s identified 3. Endorse resolutions to the concerned agencies 4. Facilitate funding assistance for livelihood projects	Concerns are reported by the Municipal Agriculture and Fishery Chairman during PAFC meeting	Wilma M. Bungar – PAFC Coordinator	1 day		None
	Resolutions are formulated after the discussions during the meeting		2 weeks or depending on the urgency or gravity of the problem		
	Resolution are endorsed to the concerned agencies for policy formulation or action/s relative to the problem or concern		10 minutes		
	1. Letter requested if submitted to POAS		1 day		
	2. Request is validated during the PAFC meeting		10 minutes		
	3. A meeting is scheduled with the association's officers and members		1 day		
	4. The status of the association is assessed and the scope and objectives of the project are discussed during the meeting		2 weeks or depending on the pace of the preparation by the association		
	5. A project proposal is prepared by the officers and members of the association		2 weeks or depending on schedule of the respective meeting		
	6. The proposal is endorsed by the MAFC to the PAFC which in turn endorses to the regional AFC		1 day		
	7. The RAFC endorses the proposal to the National AFC for the funding				

OTHER SERVICES | Institutional Development for Youth and Women Farmers and Fisher folks

Frontline Service	Procedure	Person Responsible/Commodity	Time Needed	Documents Needed	Fees if Any
a. Provide/Facilitate Training	1. POAS prepares activity/training design for approval of the funding/cooperating agency/office	Ma. Lovelia G. Gamo and Lourdes Gallego	1 week		
	2. POAS invites participants thru MLGUs where MLGUs confirm the attendance of their invited participants		2 days		
	3. Participants attend the training		1 -3 days (depending on the type of training)		
b. Access to Livelihood Project	1. POAS validates the proposal and endorses it to the funding agencies like the DARFU 6 for livelihood and the DA-Agriculture Training Institute for trainings		2 weeks		
	1. POAS distributes Scholarship Application Forms / training application forms to the Municipal Coordinators of the Municipal Agriculture Offices		2 weeks		
c. Facilitates Access to Scholarship Programs, short term courses/season long training for the Children of Farmers and Fisher folks	2. Interested applicants submit the filled up forms and requirements back to POAS		2 weeks		
	3. POAS validates and endorses the documents to the Department of Agriculture / Agricultural Training Institute /Bureau of Fisheries and Aquatic Resources (BFAR) RFO 6 for evaluation				
	4. POAS informs the applicants of the result of evaluation and the dates of oral and written examinations	1 day			