



DEPARTMENT OF AGRICULTURE
CARAGA REGION

CITIZEN'S CHARTER
2022 (2ND Edition)



I. MANDATE

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

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

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

II. VISION

A food secure Philippine with prosperous farmers and fisher folk.

III. MISSION

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



OUR SERVICE PLEDGE

We, the Officers and Employees of the Department of Agriculture-Caraga Region, do hereby pledge to:

- D**edicating ourselves to relentlessly perform our sworn duties and responsibilities in pursuit of service excellence;
- A**ct on your needs with sensitivity and utmost regard to spiritual, cultural and social identities;
- S**erve you promptly and efficiently, with accountability and transparency;
- E**nsure thorough implementation of our service standards as embodied in our Citizen's Charter;
- R**espond timely to your complaints on our services and execute appropriate and cohesive measures for their resolution;
- V**alue and consider your comments and suggestions to further improve our services;
- E**mpower the public on accessing the right information concerning our policies, programs, activities and services in all forms of media; and;
- S**eek for constant service improvement for the welfare of our clients.

All these we pledge, because you are our topmost priority!



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**OFFICE OF THE
REGIONAL EXECUTIVE DIRECTOR
EXTERNAL SERVICES**



1. RECEIVING OF DOCUMENTS ADDRESS TO THE REGIONAL EXECUTIVE DIRECTOR

The office of the Regional Director (ORD) receives official documents address to the department's regional directors.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	OFFICE OF THE REGIONAL DIRECTOR			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2B – Government to Business/ G2C – Government to Clients			
Who may avail:	All Clients			
CHECKLIST OF EQUIREMENTS			WHERE TO SECURE	
1. Documents address to the Regional Executive Director			c/o Requisitioner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook in the Public Assistance and Complaints Desk (PACD).	Step 1.1: Give the Client's Logbook.	None	3 Minutes	PACD Officer-of-the-Day
2. Submit the pertinent documents address to the Regional Executive Director	Step 2.1: Receive, scan, and encode for record management.	None	3 Minutes	Records Officer RECORDS UNIT
	Step 2.2: From ORD routed to the concerned divisions/ sections/units for their information/actions with routing slip.	None	5 Minutes	Admin. Assistant III (Secretary) OFFICE OF REGIONAL EXECUTIVE DIRECTOR
TOTAL			11 Minutes	



2. ASSISTANCE TO CLIENTS TO TRACK DOWN DOCUMENTS PERTAINING REQUEST/PROPOSAL

The Office of the Regional Director (ORD) assists on inquiries of clients on their request or proposals pertaining to:

- Agricultural Inputs (ie. seedlings, planting materials, fertilizer, equipment, etc.)
- Farm-to-Market-Road Projects
- Trainings and Seminars
- Project Implementation based on project proposals submitted
- Monitoring and Validation of farms for accreditation
- Endorsement of applications, certification and licensing of land conversion

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	OFFICE OF THE REGIONAL DIRECTOR			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2B – Government to Business/ G2C – Government to Clients			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook in the Public Assistance and Complaints Desk (PACD).	Step 1.1: Give the Client's Logbook.	None	3 Minutes	PACD Officer-of-the-Day
2. Inquire client's concern at the Office of the Regional Executive Director.	Step 2.1: Attend to client's inquiries and specific concerns.	None	15 Minutes	ORD Staff OFFICE OF THE REGIONAL EXECUTIVE DIRECTOR
	Step 2.2: Directs client's inquiries and special concerns to concerned Division/ Unit/ Office/Section.	None	5 Minutes	ORD Staff OFFICE OF THE REGIONAL EXECUTIVE DIRECTOR
TOTAL			23 Minutes	



ADMINISTRATIVE AND FINANCE DIVISION

External Services



1. ORDER OF PAYMENT

Issued upon the request of payee; allow the cashier or recipient of the deposit/payment to validate the information of the deposit/payment being made.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	ACCOUNTING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Mode of Payment			c/o Requisitioner	
2. Disbursement Voucher - *in case of fund transfers/ Liquidation Purposes (LGU's/Attached agencies)			c/o Requisitioner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Step 1.1: Record the document received and endorse for order of payment slip issuance	None	7 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.2: Check as to completeness and correctness of submitted documents; generate order of payment slip	None	10 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.3: Sign the order of payment slip	None	5 Minutes	Chief, Regional Accountant ACCOUNTING SECTION
2. Claim the order of payment slip.	Step 2.1: Record and release the requested order of payment slip	None	7 Minutes	Administrative Aide III ACCOUNTING SECTION
TOTAL			29 Minutes	



2. ISSUANCE OF BID DOCUMENTS: For Public Bidding

The issuance of bid documents is offered to all interested bidders to a project.

Fees of bidding documents:

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500, 000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

*Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT UNIT			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client / G2B – Government to Business			
Who may avail:	Bidders/Business Sector/Private Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1 Original)		Accounting		
2. Official Receipt (1 Photocopy)		Cashier		
3. Invitation to bid (1 Copy)		PhilGeps website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for bid documents and fees	Step 1.1: Attends to the bidders inquiries.	None	5 Minutes	BAC Secretariat BACSEC



2. Secure request for Order of Payment	Step 2.2: Issuance of Order of payment by the Accounting Section	None	15 Minutes	Administrative Assistant III ACCOUNTING SECTION
3. Pay the required feed	Step 3.1: Received payment & Issuance of Official Receipt.	Depends on the fees of bidding docs.	15 Minutes	Collection Officer CASHIER UNIT
4. Submit a copy of Official Receipt to BAC Sec.	Step 4.1: Receive the OR & issue the bid documents	None	20 Minutes	BAC Secretariat Staff BACSEC
TOTAL			55 Minutes	



3. ISSUANCE OF REQUEST FOR QUOTATION

The RFQ is issued upon the request of clients to participate in a procurement process as a bidder which requires price quotation.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	BIDS AND AWARDS COMMITTEE SECRETARIAT UNIT			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client / G2B – Government to Business			
Who may avail:	Bidders/Business Sector/Private Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Known qualification of bidder		Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for RFQ	Step 1.1: Attends to the bidders inquiries.	None	5 Minutes	Administrative Assistant II BACSEC
	Step 1.2: Issue RFQ for price quotation.	None	5 Minutes	Administrative Assistant II BACSEC
2. Submit bid with required documents	Step 1.3: Received the documents submitted for BAC action	None	5 Minutes	Administrative Assistant II BACSEC
TOTAL			15 Minutes	



4. ISSUANCE OF LDDAP-ADA/IC AND PACSVAL

Issuance of List of Due and Demandable Accounts Payable-Advice to Debit Accounts/Issued Check (LDDAP-ADA/IC) and Payroll Accounts Validation (PACSVAL) is a bank to bank transaction made as a form of payment to a specified transactional account. This kind of service is the usual process of payment to various entities to Department of Agriculture-Caraga other than Check payment.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	CASHIERING UNIT			
Classification:	COMPLEX			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Client/ G2B - Government to Business			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Disbursement Voucher (DV) (Approved with complete required attachments set according to Government Accounting and Auditing Rules)			Office of the RED/RTD	
2. For DA and LGU employees: LAND BANK OF THE PHILIPPINES BANK ACCOUNTS (LBP) Verified by the owner. For Creditors: LBP or OTHER BANKS STI1			Land Bank of the Philippines or Other Banks	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved DV from the Office of the RTD/RED	Step 1.1: Records approved DV forwarded to the Cashier. Checks the completeness of the DV.	None	1 day	Regional Cashier Officer/ Alternate Cashiering Unit
	Step 1.2: Issuance of LDDAP-ADA/IC Checking of LBP account, account name and amount.	None	1 day	Accounting Staff and Regional Cashier Officer/ Alternate Cashiering Unit

	Step 1.3: Approval of LDDAP- ADA/IC and Summary for signatories.	None		RTD for Operations RTD for Research & Regulations Regional Executive Director
	Step 1.4: Issuance of PACSVAL Encodes LBP accounts, Names and amounts. Checks PACSVAL	None	1 day	Regional Cashier Officer/ Alternate Cashiering Unit
	Step 1.5: Approval and Signature of PACSVAL	None	1 day	Regional Cashier / RTD for Operations/ RTD for Research & Regulations/ Regional Executive Director
	Step 1.6: Submission to the Bank	None	3 hours Nb. Waiting time is 24-28 hours for bank clearing	Regional Cashier Officer Cashiering Unit
2. Confirms the deposited amount in the respective account	Step 2.1: Confirms or informs parties that has been debited	None	10 minutes	Regional Cashier Officer Cashiering Unit
TOTAL			4 days, 3 hours and 10 minutes	This includes the time for bank clearing



5. ISSUANCE OF OFFICIAL RECEIPTS FOR VARIOUS COLLECTION

The issuance of Official Receipts for various collections from: the unused/ excess funds from fund transfers to LGUs; sale of bidding documents, registration fees for animal shows, laboratory test and analysis fees, refund of employees and other services provided by the agency.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:		CASHIER UNIT		
Classification:		SIMPLE		
Type of Transaction:		G2G-Government to Government/ G2C-Government to Client		
Who may avail:		All Clients		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Order of Payment (1 Original copy)		Accounting Section		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Filled-up Order of Payment Form <i>(this form can be secured from the Accounting Section)</i>	Step 1.1: Review the submitted documents as to correctness and completeness of the information. If all information is correct and complete, proceed to step 1.2. Incomplete/incorrect information, Cashier Staff to verify the Accounting Staff concerned.	None	5 minutes	Cashier Staff
	Step 1.2: Issue Official receipt/s based on the Order of Payment.	None	5 Minutes	Admin. Officer I Cashiering Unit
TOTAL			10 minutes	



6. ATTENDING TO JOB SEEKERS FOR A POSSIBLE EMPLOYEMENT

Facilitate the job seekers application for a possible employment in the Department of Agriculture-Caraga through review of the application documents submitted vis-à-vis checklist of documentary requirements.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

OFFICE OR DIVISION:	HUMAN RESOURCE SECTION	
Classification:	SIMPLE	
Type of Transaction:	G2C-Government to Client	
Who may avail:	Anyone who seeks for employment in the DA-Caraga	
CHECKLIST OF REQUIREMENT	WHERE TO SECURE	
A. FOR PERMANENT/PLANTILLA POSITIONS		
1. Application Letter/ Letter of Intent <i>indicating the position he/she is applying for</i> address to the Regional Executive Director thru the Chief, Human Resource Section. (1 original copy in A4 size paper)	Job seekers	
2. Fully filled out Personal Data Sheet (CS Form No. 212, Revised 2017) (1 original copy in Legal Size Paper)	Can be downloaded at www.csc.gov.ph	
3. Transcript of Records (1 photocopy in Legal Size Paper)	Schools where the applicant attended	
4. Authenticated Proof of Eligibility <ul style="list-style-type: none"> ▪ CSC Eligibility (for CSC eligibility holder) ▪ Valid PRC ID and Board Rating (Licensure, Board, Bar Exams) (1 Copy) 	CSC/PRC	
5. Certificate Trainings/ Seminars attended (submit only relevant trainings attended) (Photocopy. One training cert per paper)	Job Applicant	
6. Performance Rating (IPCR) for the last rating period (for government employees) (1 photocopy certified by the HR Officer)	Human Resource Office/Agency where the applicant is connected	
7. Service Record/Certificate of Employment (if applicable) (1 photocopy certified by the HR Officer)	Human Resource Office/Agency where the applicant is connected	



8. Special Order/Memorandum of designations (for applicants applying for Supervisory Positions) (1 photocopy certified by the HR Officer)		Human Resource Office/Agency where the applicant is connected		
B. For Contract of Service/ Project-based applicants				
1. Application Letter/ Letter of Intent <i>indicating the position he/she is applying for</i> address to the Regional Executive Director thru the Chief, Human Resource Section (1 original copy in A4 size paper)		Job seekers		
2. Fully filled out Personal Data Sheet (CS Form No. 212, Revised 2017) (1 original copy in Legal Size Paper)		Can be downloaded at www.csc.gov.ph		
3. Transcript of Records (1 photocopy in Legal Size Paper)		Schools where the applicant attended		
4. Proof of Eligibility (if applicable) <ul style="list-style-type: none"> ▪ CSC Eligibility (CSC eligible) ▪ Valid PRC ID/Board Rating (Licensure, Board, Bar Exams) (1 photocopy)		CSC/PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents to the Human Resource Section	Step 1.1: Receive and review documents submitted vis-à-vis checklist of requirements. If documents are not complete returned to applicant for completion.	None	10 minutes	Human Resource Section Staff Recruitment, Selection and Placement
	If documents are found in order, forward to Records Unit for records management and route to Office of the RED for appropriate action/routing to Chief, Admin & Finance Division.	None	10 minutes	HR Staff Recruitment, Selection and Placement
	Step 1.2: Received documents from the Office of the Chief for appropriate Action; 1. Data entry of	None	5 minutes	HR Staff



	<p>Applicant's information in the system.</p> <p>2. Inform applicants thru letter on the status of his/her job application.</p>	None	1 day	<p>Recruitment, Selection and Placement</p> <p>HR Staff Recruitment, Selection and Placement</p>
TOTAL			1 Day and 25 Minutes	



7. APPLICATION FOR ON-THE-JOB TRAINING PROGRAM

Facilitate the request of Intern Students or Higher Education Institutions (HEI) in partnering with the Department of Agriculture-Caraga for their On-the-Job Training (OJT) Programs. The program aims to help the students understand theories and principles learned and provided by their learning institutions better through experience and practice by providing them various real-life experiences relevant and necessary to their chosen field.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	HUMAN RESOURCE SECTION	
Classification:	COMPLEX	
Type of Transaction:	G2C-Government to Client	
Who may avail:	Intern Students or Higher Education Institutions who would like to partner with the Department of Agriculture-Caraga for their OJT Training Programs.	
CHECKLIST OF REQUIREMENT	WHERE TO SECURE	
<p>1. Endorsement Letter/ Letter of Intent (1 ORIGINAL Copy in A4 size paper) <i>The letter shall indicate the following information:</i></p> <ul style="list-style-type: none"> ▪ <i>List of students to be enrolled in the program</i> ▪ <i>Total Number of students and course</i> ▪ <i>Required number of Hours/ OJT period</i> ▪ <i>OJT sites (preference sites)</i> <p>address to the Regional Executive Director thru the Chief, Human Resource Section.</p> <p>Note: letter shall be duly signed by any of the following:</p> <ul style="list-style-type: none"> ▪ University President ▪ College Dean ▪ OJT Coordinator 	Higher Education Institution (HEI)/ Intern Student/s	
<p>2. Resume/Curriculum Vitae of each aspiring interns. (1 original copy in A4 size paper)</p>	OJT Coordinator/ Intern Student	
<p>3. Parent's/Guardian's Certification of Waiver/ Permission (this form will be provided by the OJT Program in-</p>	OJT program in-charge (DA-Caraga HR Staff)	

charge after the approval of the Memorandum of Agreement (MOA) (1 original copy & notarized)				
4. Memorandum of Agreement (MOA) (the standardized MOA of the Department of Agriculture-Caraga will be provided by the OJT Program in-charge to the OJT Coordinator, the latter shall accomplish it for fully admission of the student-trainee)		OJT Program In-Charge (DA-Caraga HR Staff)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Endorsement Letter/ Letter of Intent to the Records Unit. <i>(submission shall include the student-trainees Resume/CV)</i>	Step 1.1: Received and logged for record management	None	5 minutes	Records Officer Records Unit
	Step 1.2: Forward letter to the Office of the Regional Executive Director for his action (routing to Admin. & Finance Division).	None	10 minutes	Records Officer Records Unit
	Step 1.3: Admin & Finance Chief will note for appropriate action course thru the HR Section.	None	1 day	Chief, Admin & Finance Division
	Step 1.4: HR Chief endorses the letter/document to the OJT Program In-charge for facilitation.	None	1 hour	Chief, HR Section
	Step 1.5: OJT Program In-Charge evaluates the application and completeness of documents submitted vis-à-vis checklist of documents. If found in order, coordinate/consult the concerned division where	None	1 day	HR Staff (OJT Program In-Charge)/ Division Concerned

	<p>the field of study is appropriate or where the students desired to be assigned.</p> <p>If document submitted is incomplete, inform the OJT Coordinator/ student-trainee and request to submit the missing document vis-à-vis checklist of requirements.</p>			
	<p>Step 1.6: OJT Program In-Charge informed the HEI/ student-trainee thru letter the status of their application.</p> <p>If the Division is in need of the student-trainee/s the following forms are attached to the letter to be accomplished by the requesting party:</p> <ul style="list-style-type: none"> ➤ Parent's/ Guardian's Certification of Waiver/Permission ➤ DA-Caraga standardized MOA 	None	1 day	HR Staff (OJT Program In-Charge)
2. Submit accomplished forms to the HR Section	<p>Step 2.1: OJT Program In-Charge review the documents submitted and if found in order, shall forward the MOA for the RED's signature</p>	None	1 hour	HR Staff (OJT Program In-Charge)
	<p>Step 2.2: OJT Program In-Charge informed and coordinates with the OJT Coordinator/ Student-Trainee for notarization of signed MOA thru SMS.</p>	None	1 hour	HR Staff (OJT Program In-Charge)
3. Submit notarized MOA to the HR Section	<p>Step 3.1: OJT Program In-Charge review and provide a copy of the notarized MOA to the OJT Coordinator/ Student-Trainee and set schedule for OJT Orientation and deployment.</p>	None	1 hour	HR Staff (OJT Program In-Charge)

	<p>Step 3.2: OJT Program In-Charge shall inform the concerned sites on the schedule of deployment of student-trainees thru SMS.</p> <p>OJT Program In-Charge furnishes the concerned sites copy of the documents (i.e.MOA, CVs, Rating Sheets) submitted by the HEI/Student Trainee course through the Records Unit.</p>	None	1 hour	HR Staff (OJT Program In-Charge)
4. Attendance to Orientation and deployment	<p>Step 4.1: OJT Program In-Charge conducts orientation to student-trainees on the Agency's office rules and policies. After orientation, the student-trainees are now deployed to their respective learning sites.</p>	None	4 hours	HR Chief & HR Staff (OJT Program In-Charge)
TOTAL			3 days, 9 hours and 15 minutes	



8. ISSUANCE OF SERVICE RECORD (INACTIVE EMPLOYEE)

Provide/issue a copy of the Service Record of the inactive employee upon verification that the requesting party has rendered service to the agency and with approved request from the Chief of the Human Resource Section

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:		HUMAN RESOURCE SECTION		
Classification:		SIMPLE		
Type of Transaction:		G2C-Government to Client		
Who may avail:		All Inactive employees or their authorized representative.		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Accomplished Request Form (1 original copy)		Human Resource Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form at the Human Resource Section.	Step 1.1: HR Staff to provide request form	None	5 minutes	Admin. Aide IV HR Records Custodian
2. Submit accomplished request form to the HR Chief	Step 2.1: HR Chief to validate and approved the request.	None	5 minutes	Chief, HR
	Step 2.2 HR Chief to forward the approved request to the concerned HR Staff	None	5 minutes	Chief, HR
	Step 2.3: HR Staff to generate the Service Record from the Human Resources Information System (HRIS) and forward to HR Chief for signature.	None	5 Minutes	HR Staff (HRIS In-Charge)
	Step 2.4: HR Chief to review the generated Service Record. If found in order, sign the Service Record and return to HR Staff for records management purposes.	None	5 Minutes	Chief, HR



	If not in order, return the document to HRIS In-Charge for reprinting.			HR Staff HRIS In-Charge
3. Collect the signed Service Record*	Step 3.1: HR Staff to log the document and have it received by the requesting party.	None	5 Minutes	Admin. Aide IV HR Records Custodian
TOTAL			30 minutes	



9. SUMMER YOUTH INTERNSHIP PROGRAM (SYIP)/ GOVERNMENT INTERNSHIP PROGRAM

Summer Youth Internship Program (SYIP) or Government Internship Program is a program of the Department of Agriculture (DA) in line with the Executive Order No. 139 series of 1993 cascade to DA Regional Offices, Bureaus, Attached Agencies and Corporation in the Country. Its objective is to initiate the youth to public service and extend possible financial assistance for the next school year enrollment, among others.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	HUMAN RESOURCE SECTION			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students, out-of-school youth, and differently abled individuals with good health condition whose age are 18-25 year old who are not related by consanguinity or affinity to any official or employee in the Department of Agriculture-Caraga.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Accomplished Application Form (1 original copy)		HR Section of DA-Caraga		
2. Photocopy of Birth Certificate (1 photocopy)		Phil. Statistics Authority		
3. Certificate of Income Tax Return <i>(for employed parents)</i> (1 photocopy)		BIR		
4. Barangay Certification <i>(certifying that the parent's of the applicant is/are farmers, fisherfolks or belong to indigenous group)</i> (1 original copy)		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form at the Human Resource Section.	Step 1.1: SYI Program In-Charge hand-out application form	None	10 minutes	HR Staff (SYI Program In-Charge)

<p>2. Submit accomplished Application form and supporting documents to the HR Section</p>	<p>Step 2.1: SYI Program In-Charge reviews and assesses the following:</p> <ol style="list-style-type: none"> 1. veracity and completeness of the documents submitted; 2. Screen/identify qualified applicants vis-à-vis qualification of interns as stipulated in the D.O. <p>The SYI Program in-charge shall immediately inform the applicant/s on the status of their application through SMS.</p>	<p>None</p>	<p>10 minutes</p> <p>30 minutes</p>	<p>HR Staff (SYI Program In-Charge)</p> <p>HR Staff (SYI Program In-Charge)</p>
	<p>Step 2.2: Qualified applicants are listed in SYIP master list.</p> <p>The SYI Program In-charge set schedule for written examination and interview. <i>(this is only administered if the total number of qualified applicants exceeds the number of slots available)</i></p>	<p>None</p>	<p>20 minutes</p>	<p>HR Staff (SYI Program In-Charge)</p>
	<p>Step 2.3: Conduct of written examination and interview by the HR Chief.</p>	<p>None</p>	<p>1 day</p>	<p>Chief, Human Resource Section</p>
	<p>Step 2.4: SYI Program In-charge informed the selected applicants for Contract signing thru SMS.</p> <p>Preparation of Contract for all the selected applicants.</p>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>4 hours</p>	<p>HR Staff (SYI Program In-Charge)</p> <p>HR Staff (SYI Program In-Charge)</p>



3. Signing of Contract at the HR Section	Step 3.1: SYI Program In-charge facilitates the Contract signing and informs the selected student on the schedule of orientation and deployment/starting date.	50.00 Notarial fee	1 day	HR Staff (SYI Program In-Charge)
	Step 3.2: SYI Program In-Charge facilitates the approval of the Contract and notarization.	None	1 day	HR Staff (SYI Program In-Charge)
TOTAL			3 days, 7 hour and 10 minutes	



ADMINISTRATIVE AND FINANCE DIVISION

Internal Services



1. PROCESSING OF CONTRACTS/ LETTER ORDER (LO)/ PURCHASE ORDER (PO), MEMORANDUM OF AGREEMENT (MOA), ETC.

Processing of pertinent contracts, letter order, purchase request, and memorandum of agreements in the Accounting Section undertaken by the DA – Caraga

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	ACCOUNTING SECTION			
Classification:	COMPLEEX			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Please refer to the checklist of General Requirements attached below (page 33)</i>		<i>Please refer to the checklist of General Requirements attached below (page 32)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required Procurement Documents and Eligibility Documents.	Step 1.1: Record the documents received and endorse for review	None	7 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.2: Scrutiny and analysis of the documents	None	30 minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.3: Forward to Budget Section for funding	None	30 minutes	Budget Officer BUDGET SECTION
	Step 1.4: Review & sign the document	None	30 minutes	Chief, Regional Accountant ACCOUNTING SECTION



	Step 1.5: Record and forward the documents to the Office of the Regional Executive Director for approval.	None	7 Minutes	Administrative Aide III ACCOUNTING SECTION
TOTAL			1 Hour and 44 Minutes	

CHECKLIST: AGENCY TO AGENCY PROCUREMENT

--- DV ATTACHMENTS ---
<ul style="list-style-type: none"> ▪ Obligation Request / Budget Utilization Request ▪ Disbursement Voucher ▪ Original Purchase Order/Contract - brand name should be indicated <ul style="list-style-type: none"> - should be received, signed and dated by supplier - should be stamped received, signed and dated by COA (per COA Circular 2009-001) ▪ Original Purchase Request - should be APP verified <ul style="list-style-type: none"> - purpose should be specific ▪ Implementing Guidelines approved by Secretary ▪ Charge Invoice/Statement of Account- duly received, signed and dated by GSS ▪ Delivery receipt ▪ Inspection and Acceptance Report ▪ Computation of Liquidated damages, if applicable <p>Additional Requirements, if applicable: For program implementation: (if for distribution) -List of Recipients with signature- indicate date of distribution -Certificate of Turn-over & Acceptance -Invoice Receipts</p> <p>For activity/training/workshop/meeting: -List of Recipients with signature - indicate title and date of activity - Program of Activities & Highlights (for seminars,trainings,workshop) / Minutes (for meetings) - Certification of Attendance/Authority to Attend - Certification of Job Satisfaction</p> <p>For purchase of seeds: - NSQCS Result of Test Analysis</p> <p>For purchase of goods/supplies : -Request and Issuance Slip (RIS) -Report for Supplies and Materials Issued (RSMI) PAR? - Inventory Custodian Slip (ICS) - for semi expendable equipment with amount below 15,000 -Monthly Consumption Report (for feeds only)</p>
--- CONTRACT / P. O. ATTACHMENTS ---
<ul style="list-style-type: none"> ▪ Price Quotation from Servicing Agency - brand name should be indicated ▪ Certification from the servicing agency for its compliance with all the conditions prescribed under Section 5 of GPPB Resolution No. 18-2007 dated May 31,2007 ▪ BAC Resolution -recommending the mode of procurement and awarding of the agency, approved by RED ▪ Memorandum of Agreement (MOA) ,if applicable ▪ Notice of Award -duly received, signed and dated by the servicing agency
--- P. R. ATTACHMENTS ---
<p>For program implementation:</p> <ul style="list-style-type: none"> ▪ Implementing Guidelines approved by Secretary ▪ Requirements stated in the Implementing Guidelines <i>such as but not limited to the ff:</i> ▪ Letter of Intent (LOI) from Recipient- should be received by RED's office ▪ Project Proposal & Guidelines- reviewed by , approved by ▪ Joint Validation Report(for equipments)- validated by AMAD,Banner Program, RAED ▪ Validated MasterList of Beneficiaries- should be certified correct by the program coordinator ▪ Resolution to enter into MOA- date should be before MOA date



- Memorandum of Agreement
 - MAO/CAO/PAO endorsement
 - SEC/DOLE /CDA Registration
 - Others
- For project/activity/workshop/training:**
Activity Design with budgetary requirements approved by RED Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof



2. PROCESSING OF DISBURSEMENT VOUCHER (DV) FOR ALL TRANSACTION (INFRASTRUCTURE PROJECTS & COMPETITIVE PUBLIC BIDDING – Goods, Equipment and Services)

Processing of disbursement vouchers for all transactions by the department excluding the employee's claim and salaries.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	ACCOUNTINGS SECTION			
Classification:	COMPLEX/ HIGHLY TECHNICAL			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Please refer to the checklist of General Requirements attached below (page 37-44)</i>		<i>Please refer to the checklist of General Requirements attached below (page 36)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher with the required Procurement Documents, Delivery Documents & Inspection, Eligibility Documents and Enabling Documents	Step 1.1: Record the documents received and endorse for review	None	7 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.2: Check as to appropriateness and completeness of the documents received	None	30 minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.3: Encode to Subsidiary Ledger (SL)	None	30 Minutes	Administrative Aide III ACCOUNTING SECTION



	Step 1.4: Compute the tax of the transaction	None	30 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.5: Review & sign the document	None	30 Minutes	Chief, Regional Accountant ACCOUNTING SECTION
	Step 1.6: Index the documents	None	30 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.7: Record and forward to the Office of the Regional Director for approval	None	7 Minutes	Administrative Aide III ACCOUNTING SECTION
			2 Hours and 44 Minutes	



CHECKLIST: COMPETITIVE PUBLIC BIDDING (ABC is above 1 M)

---- GOODS / EQUIPMENTS / SERVICES ----

--- Disbursement Voucher Attachments ---
<ul style="list-style-type: none"> ▪ Obligation Request/Budget Utilization Request – date should be after contract date ▪ Disbursement Voucher ▪ Contract of Agreement (with Head of Accounting as 1 of the witness and CAF) –must be completed within 10 CD from recipe of NOA <ul style="list-style-type: none"> Note: Approved contract must be stamped and received by COA within 5 CD after completion of the contract/can be stituted by a transmittal ▪ Purchase Order, if applicable –Should within 7 DC from approved within 10 CD from issuance of notice of award <ul style="list-style-type: none"> - Brand name should be indicated - Should be received, signed and dated by supplier - Should be stamped received by COA within 5 CD after completion of contract (per COA circular 2009-001) ▪ Notice to Proceed – issued within 7 CD from approval of contract Issued: _____ Confirmed: _____ ▪ Purchase Request – should be APP verified <ul style="list-style-type: none"> - purpose should be specific - brand name is not allowed except for repair of specific equipment ▪ Implementing Guidelines approved by Secretary ▪ Sales Invoice/Statement of Account – duly received, signed and dated by end user ▪ Inspection and Acceptance Report –if repairs, indicate property no. of the equipment being repaired ▪ Delivery Receipt –if available ▪ Warranty Security (1% of the contract amount for cash / bank guarantee) ▪ Computation of Liquidated Damages, if applicable (1/10 of 1% for everyday of delay in the delivery) <p>Additional Requirements, if applicable:</p> <p>For program implementation: (if for distribution)</p> <ul style="list-style-type: none"> -List of Receipts with signature verified by MAO/PAO/Coordinator -Certificate of Turn-over & Acceptance -Invoice Receipts (for government agencies only) <p>For purchase of seeds:</p> <ul style="list-style-type: none"> - NSQCS Result of Test Analysis <p>For purchase of goods/supplies:</p> <ul style="list-style-type: none"> -Request and Issuance Slip (RIS) -Report for Supplies and Materials Issued (RSMI) -Inventory Custodian Slip (ICS) -for semi expendable equipment with amount below 15,000 per unit -Monthly Consumption Report (for feeds only) <p>For purchase of Equipment:</p> <ul style="list-style-type: none"> -Property Acknowledgement Receipt (PAR) -Picture -AMTEC Test Result -Warranty Certificate <p>For purchase of livestock:</p> <ul style="list-style-type: none"> -Certificate of Ownership -Certificate of Transfer of Ownership -Barangay Animal Certification - Permit to Transport - Veterinary Health Certificate
--- Purchase Order Attachments ---
<ul style="list-style-type: none"> ▪ Pre-procurement Conference – Minutes with Attendance (if PR is 2M and above) ▪ Proof of posting of Invitation to Bid (posted for 7 calendar days) <ul style="list-style-type: none"> ○ Newspaper clipping (if PR is above 10M) ○ Print-out copy of posting in the PHILGEPS ○ Certification of posting in the website of the procuring agency ○ Certification from head of the BAC Secretariat on the posting of advertisement in conspicuous place ▪ Pre-bid Conference (12CD before the Bidding) – Minutes with Attendance (if PR is 1M and above) ▪ Invitation letter to Observers – duly stamped, received, signed and dated by addressee <ul style="list-style-type: none"> ○ COA ○ Accredited NGO ○ Specific relevant chamber-member of Philippine Chamber of Commerce and Industry ▪ Opening of the Bids – Minutes with Attendance

Bidding Documents

- Bid form of the prospective bidders
- Bid proposal with prices – brand name should be indicated
- Company's Profile
- Bid Security in the form of either
 - 2% of ABC – for cash/manager's Check/bank guarantee/irrevocable letter of credit
 - 5% of ABC – for surety bond
 - Bid security declaration

Legal Documents (must be valid within bidding date)

- SEC/DTI Registration
- Business Permit – must be valid within the procurement date
- PhilGeps Registration

- BPI Accreditation (for seeds and other planting materials)
- BAI Accreditation (for animals)
- FPA Accreditation (for fertilizers and pesticides)

Technical Documents

- Statement from prospective bidder of all its ongoing govt. and private contracts – similar or not to the contract to be bid
- Statement of Single Largest **Similar** Completed Contract – amount equal to 50% of ABC (attach delivery receipt/sales invoice)
- Production/Delivery Schedule
- Technical Specifications & Schedule of Requirements
- Manpower Requirements
- After-Sales Service
- Omnibus Sworn Statement

Financial Documents

- Audited Financial Statements duly stamped received by the BIR for 2 preceding years
- Latest Income and Business Tax Return
- BIR Tax Clearance
- NFCC or committed line of credit
- Abstract of Bids and Awards – as read and as calculated
- TWG Bid Evaluation Report – must be completed within 7 CD from deadline of submission of bids
- Post Qualification Evaluation Report – must be completed within 45 CD from Bid Evaluation Report
- Notice of Post Qualification
- BAC Resolution – must be approved within 15 CD from Notice of Post Qua
- Notice of Award – issued immediately after approval of the BAC Resolutions Issued: _____ Conformed: _____
- Print out copy of PHILGEPS posting of Notice of Award and Notice to Proceed
- Performance Security – issued within 10 CD from receipt of NOA until ISSUANCE OF FINAL ACCEPTANCE
- 5% of the contract amount – for cash/manager's check/bank guarantee/irrevocable LC
- 30% of the contract amount – for surety bond

--- Purchase Request Attachment ---

For program implementation:

- Implementing Guidelines approved by Secretary
- Requirements stated in the Implementing Guidelines such as:
- Letter of Intent (LOI) From Receipt
- Project Proposal & Guidelines approved by RED
- Joint Validation Report (for equipment) – validated by AMAD, Banner Program, RAED
- Validated Masterlist of Beneficiaries
- Resolution to enter into MOA
- Memorandum of Agreement
- MOA/CAO/PAO endorsement
- SEC/DOLE/CDA Registration

For Activity/project/training/workshop:

- Activity Design with Budgetary Requirements approved by RED

For purchase of vehicles:

- Authority from DBM to purchase vehicle
- Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review in the technical evaluation thereof



CHECKLIST: NEGOTIATED PROCUREMENT (2 FAILURE OF BIDDINGS)

---- GOODS / EQUIPMENTS / SERVICES ----

--- Disbursement Voucher Attachments ---
<ul style="list-style-type: none"> ▪ Obligation Request / Budget Utilization Request- date should be on or after contract date ▪ Disbursement Voucher ▪ Original Purchase Order/Contract - brand name should be indicated <ul style="list-style-type: none"> - should be received, signed and dated by supplier - should be stamped received, signed and dated by COA ▪ Original Purchase Request - should be APP verified <ul style="list-style-type: none"> - purpose should be specific - brand name is not allowed except for repair of specific equipment ▪ Implementing Guidelines approved by Secretary ▪ Original Sales Invoice - should be received, signed and dated by GS ▪ Inspection and Acceptance Report - if equipment, indicate property no. ▪ Delivery Receipt - should be received, signed and dated by GS ▪ Warranty Security (1% of the contract amount for cash / bank guarantee)- should be dated immediately after acceptance date ▪ Computation of Liquidated Damages, if applicable <p>Additional Requirements, if applicable:</p> <p>For program implementation: (if for distribution)</p> <ul style="list-style-type: none"> -List of recipients with signature (indicate date of distribution) -Certificate of Turn-over & Acceptance -Invoice Receipts (for government agencies only) <p>For purchase of seeds:</p> <ul style="list-style-type: none"> - NSQCS Result of Test Analysis <p>For purchase of goods/supplies:</p> <ul style="list-style-type: none"> -Request and Issuance Slip (RIS) -Report for Supplies and Materials Issued (RSMI) - Inventory Custodian Slip (ICS) -for semi expendable equipment with amount below 15,000 -Monthly Consumption Report (for feeds only) <p>For purchase of Equipment:</p> <ul style="list-style-type: none"> -Property Acknowledgement Receipt (PAR) -Picture -AMTEC Test Result -Warranty Certificate <p>For gasoline expenses:</p> <ul style="list-style-type: none"> -Fuel consumption report -Approved Trip ticket (for vehicles) -Approved withdrawal Slip <p>For advertising expense :</p> <ul style="list-style-type: none"> -Newspaper Clipping as proof of publication -Certification of Satisfactory Service -Certification that you have secure a copy of the CD for radio/TV commercial as proof of broadcast
--- Purchase Order Attachments ---
<ul style="list-style-type: none"> ▪ Proof of Posting of Request for Price Quotation (posted for min. of 3 CD) ▪ Print-out copy of posting in the PHILGEPs ▪ Certification of posting in the website of the procuring agency - should be dated ▪ Certification from head of the BAC Secretariat on the posting of advertisement in conspicuous places ▪ Invitation letter to Observers - duly stamped, received, signed and dated by addressee ▪ COA ▪ Accredited NGO ▪ Specific relevant chamber-member of Philippine Chamber of Commerce and Industry ▪ Minutes of BAC for failure of 2 biddings ▪ Request for Price Quotation –brand name should be indicated <ul style="list-style-type: none"> - receipt of one quotation is sufficient to proceed in the procurement <p>Legal Documents: (must be valid within procurement date)</p> <ul style="list-style-type: none"> ▪ SEC/DTI Registration ▪ Business Permit ▪ PhilGEPs Registration ▪ Income Tax Return ▪ Omnibus Sworn Statement - indicate procurement title ▪ BPI Accreditation (for seeds and other planting materials) ▪ BAI Accreditation (for animals) ▪ FPA Accreditation (for fertilizers and pesticides) ▪ Abstract of Bids and Awards - all BAC members should signed, if absent, pls indicate absent ▪ TWG Evaluation Report ▪ BAC Resolution- should indicate that the BAC sent RFQs to at least 3 suppliers of known qualifications



- Notice of Award- should be received, signed and dated by supplier
- Print out copy of PHILGEPs posting of Notice of Award
- Performance Security- should be signed by contractor and insurance company
 - 5% of the contract amount -for cash/manager's check/bank guarantee/irrevocable LC
 - 30% of the contract amount-for surety bond
- Certificate of Registration of the Insurance Company

--- Purchase Request Attachments ---

For program implementation:

Implementing Guidelines approved by Secretary

Requirements stated in the Implementing Guidelines *such as but not limited to the ff:*

- Letter of Intent (LOI) from Recipient- should be received by RED's office
- Project Proposal & Guidelines- reviewed by , approved by
- Joint Validation Report(for equipments)- validated by AMAD,Banner Program, RAED
- Validated MasterList of Beneficiaries- should be certified correct by the program coordinator
- Resolution to enter into MOA- date should be before MOA date
- Memorandum of Agreement
- MAO/CAO/PAO endorsement
- SEC/DOLE /CDA Registration
- Others

For activity/project/training/workshop:

Activity Design with Budgetary Requirements approved by RED

Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

**CHECKLIST: COMPETITIVE PUBLIC BIDDING –
INFRASTRUCTURE PROJECTS (ABC is above 1M)
--- PAYMENT OF MOBILIZATION FEE ---**

--- Disbursement Voucher Attachments ---

- Obligation Request / Budget Utilization Request - should be duly signed by all concerns
- Disbursement Voucher
- Written request for payment of mobilization fee- should be approved by RED
- Letter of Credit/Bank Guarantee/Surety Bond- amount is equal to amount of mobilization fee
- Contract of Agreement (with Head of Accounting as 1 of the witness and CAF) - must be completed within 10 CD from receipt of NOA
 - Note: Approved contract must be stamped received by COA within 5 CD after completion of the contract / can be stituted by a transmittal
- Notice to Proceed - must be issued within 7 CD from approval of the contract Date received: _____
- Proof of Postings of NTP
 - Print-out copy of posting in the PHILGEPs
 - Certification of posting in the website of the procuring agency- should be dated
 - Certification from the head of the BAC Secretariat on the posting of advertisement in conspicuous places.
- Purchase Request - should be APP verified, with complete printed name and signatures of signatories
 - purpose should be specific
- Implementing Guidelines approved by Secretary or Certification from the Banner Program Coordinator that they conformed to Program Guidelines and Policies

--- Contract Attachment ---

Pre-procurement Conference- Minutes with Attendance (if PR is 5M and above)

Proof of Posting of Invitation to Bid (posted for a min. of 7 CD)

Newspaper clipping (if PR is above 15M Sunset provision only until Oct, 2018. However, a PE that cannot post its opportunities in the Philgeps for justifiable reason shall continue to publish its advertisement in a newspaper of general nationwide circulation)

Print-out copy of posting in the PHILGEPs

Certification of posting in the website of the procuring agency- should be dated

Certification from the head of the BAC Secretariat on the posting of advertisement in conspicuous places.

Pre-bid Conference- Minutes with Attendance (if PR is 1M and above)

Invitation letter to Observers - should be stamped received, signed and dated by addressee

COA

Accredited NGO

National association of contractors duly recognized by Construction Industry Authority (ex. PCAI,NCAP,PICE)

Opening of the Bids- Minutes with Attendance

Bid Documents:

Bid form of the prospective bidders

Bidder's quotation/Bid prices/Bill of Quantities

Company's Profile

Bid Security -2% of ABC -for cash, manager's check, bank guarantee or irrevocable letter of credit

-5% of ABC- for Surety bond

-Bid securing declaration (indicate procurement title)

Legal Documents: (must be valid within bidding date)

SEC/DTI Registration
Valid Business Permit
PCAB License
PhilGEPS Registration

Technical Documents:

Statement from prospective bidder of all its ongoing govt. and private contracts- similar or not to the contract to be bid
Statement of Single Largest Similar Completed Contract-amount equal to 50% of ABC (attach certificate of acceptance/completion)
Cash flow by quarter and payment schedule
Construction Schedule and S-Curve
PERT-CPM
Construction Methods in Narrative Form
Project Organizational Chart
Manpower Schedule
List of Contractor's Personnel
List of Contractor's Equipment
Equipment Utilization Schedule
Certificate of Site Inspection
Construction Safety and Health program of the contractor- approved by DOLE
Omnibus Sworn Statement- indicate procurement title
Joint Venture Agreement, if applicable

Financial Documents:

Audited Financial Statements duly stamped received by the BIR(not earlier than 2 years)
Latest Income and Business Tax Return
BIR Tax Clearance
NFCC or committed line of credit amount is at least 10% of the ABC to be bid
BAC Resolution declaring LCRB and Recommending Award, approved by HOPE
Notification of Bidding results to the Losing Bidders - duly received, signed and dated by the supplier
Abstract of Bids as Calculated - all BAC members should signed, if absent, pls indicate absent
Abstract of Bids and Awards - all BAC members should signed, if absent, pls indicate absent
Bid Evaluation Report - must be completed within 7 CD from deadline of submission of bids for determination of the bidder with LCB, as reviewed by the BAC
Minutes with Attendance Sheet of BAC meeting on Bid Evaluation
Post-qualification Evaluation Report by TWG-must be completed within 45 CD from Bid Eval'n Report
Notice of Post qualification- duly received, signed and dated by supplier (LCB or Lowest Calculated Bid)
Minutes of Post-Qualification Activities with Attendance Sheet
Invitation to observers - duly received for Post Qualification Stage
BAC Resolution declaring the bidder with LCB- must be approved within 15 CD from Notice of Post Qualification
Abstract of Bids as Read
Notice of Award -issued immediately after approval of BAC Resolution Date confirmed: _____
Proof of Letter of Information to Signed NOA to a supplier in its official address with reminders that failure to confirmed , the PE shall consider the next bidder
Proof of Postings of Notice of Award (NOA)
Print-out copy of posting in the PHILGEPS
Certification of posting in the website of the procuring agency- should be dated
Certification from the head of the BAC Secretariat on the posting of advertisement in conspicuous places.
Proof of Postings of NTP
Print-out copy of posting in the PHILGEPS
Certification of posting in the website of the procuring agency- should be dated
Certification from the head of the BAC Secretariat on the posting of advertisement in conspicuous places.
Print out copy of PHILGEPS posting of Notice of Award
Insurance Commission Certification of the Insurance Company
Performance Security- must be issued within 10 CD from receipt of NOA
10% of the contract amount- cash, manager's check, bank guarantee or irrevocable LC
30% of the contract amount - surety bond

--- Purchase Request Attachment ---

<p>Detailed Engineering ,shall include the following - Annex A of IRR - should be certified correct by Chief of RAED</p> <ul style="list-style-type: none"> Survey Site Validation / Investigation Report approved by RED- inspected by, reviewed by Soils and Foundation Investigation Construction Materials Investigation Preparation of Design Plans Preparation of Technical Specifications Preparation of Quantity and Cost Estimates Preparation of Program of Work Preparation of Proposed Construction schedule (and estimated Cash Flow for projects with Schedule over 6 months Preparation of Road Right of Way/Canal Right of Way Plans , if applicable, including Schedule of Acquisition Preparation of Utility Relocation Plan Preparation and Submission of Design Report Environmental Impact Statement for critical project as defined by the DENR Preparation of minimum requirements for a Construction safety and Health Program for the project being considered Value Engineering Studies Preparation of Bid/Tender Documents
<p>Program of Works and Quantity and Detailed Cost Estimates - should be certified correct by Chief of RAED</p> <ul style="list-style-type: none"> Contract Plans/Drawings/Technical Specifications Site development plan Plans and project profile Typical sections and details Drainage details where applicable Structural plans at appropriate scales indicating all details necessary in order that the complete structure can be set out and constructed Other details which may be required by the head of the agency <p>Detailed breakdown of Approved Budget for the Contract Agency Contract Time or Duration through PERT/CPM Annual Procurement Plan project procurement Management Plan (PPMP) Locational Clearance/Building Permit/ Excavation Permit/Fencing Permit, if applicable Road Right of Way/Canal Right of Way , if applicable Proof of ownership, if applicable -Title /Deed of Donation/Deed of Usufruct/Certificate of ownership from Assessor's Office Geotagged Pre-implementation Pictures</p> <p>Additional Requirements, if applicable: For Program implementation (DA Memorandum Order No. 26 & COA AOM: Implementing Guidelines approved by Secretary Requirements stated in the Implementing Guidelines such as but not limited to the ff: Letter of Intent (LOI) from Recipient- should be received by RED's office Recipients Profile Project Proposal & Guidelines- reviewed by , approved by Validated MasterList of Beneficiaries- should be certified correct by the program coordinator Resolution to enter into MOA- date should be before MOA date Memorandum of Agreement with special provision for liquidation, disposition, ownership, accountability and maintenance MAO/CAO/PAO endorsement SEC/DOLE /CDA Registration geotagged photos or proof of availability of land Others</p> <p>Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p>



CHECKLIST: INFRASTRUCTURE PROJECTS

--- PROGRESS BILLING ---

&

--- FINAL BILLING ---

--- Disbursement Voucher Attachments ---
<ul style="list-style-type: none"> ▪ Obligation Request / Budget Utilization Request - should be duly signed by all concerns ▪ Disbursement Voucher ▪ Contract of Agreement (with Head of Accounting as 1 of the witness and CAF) - must be completed within 10 CD from receipt of NOA ▪ Note: Approved contract must be stamped received by COA within 5 CD after completion of the contract / can be stituted by a transmittal ▪ Notice to Proceed - must be completed within 7 CD from approval of the contract Date received: _____ ▪ Purchase Request - should be APP verified, with complete printed name and signatures of signatories <ul style="list-style-type: none"> - purpose should be specific ▪ Implementing Guidelines approved by Secretary or Certification from the Banner Program Coordinator that they conformed to Program Guidelines and Policies ▪ Request for Billing - should be signed, dated and received by GS or RAED aside from Records Unit, whichever, if applicable ▪ Statement of Work Accomplished - indicate period covered and duly signed and Approved ▪ Statement of Time Elapsed and Work Accomplishments (STEWA) - duly signed and approved ▪ Request for Inspection - should be received, signed and dated by RAED ▪ Inspection and Acceptance Report-if repairs/construction for DA's use-indicate property no. ▪ Contractor's Affidavit ▪ Geotagged Photos (ongoing/completed) ▪ Field Density Test - for concreting of road ▪ Warranty Security - date should be immediately after date of acceptance ▪ 5% of the contract amount- cash, letter of credit ▪ 10% of the contract amount- bank guarantee ▪ 30% of the contract amount - surety bond ▪ Computation of liquidated damages, if applicable (1/10 of 1% for everyday of delay of the cost of unperformed work) ▪ Photocopy of previous paid disbursement voucher and its attached checklist
<p>Additional , if applicable</p> <p>Suspension Order - duly received, signed, dated and approved Note: The validity of the performance security shall likewise be extended Certification form PNP station which has responsibility over the affected area and duly confirmed by Regional Director of DILG - for Peace & Order Situation - (Annex E of 2016 IRR RA 9184) Resume order - duly received, signed, dated and approved Extension order and/or Approved Extension Request - duly received, signed, dated and approved Note: The validity of the performance security shall likewise be extended Request for Extension - duly signed , dated and received by Records Units Certification from DILG or AFP provincial Commander and duly approved by the DND - for Peace & Order per Manual of Procedures PAG-ASA for unfavorable weather condition; Proof of actual conditions obtained at the site (in excess of pre-determined one) like Weather Chart duly signed Certification from appropriate government agencies like DTI (Shortage of Construction materials); DOLE (Labor strike); DILG & DND (Peace & Order Situation); Variation order - duly received, signed, dated and approved (per Annex B of COA Memorandum 2005-027 dated 2/28/2005 & IRR 9A84; coa circular 2012-001) Copy of Approved Change Order (CO/ Extra Work Order (EWO) Copy of Approved original Plans indicating the affected portions of the projects</p>
<p>Duly revised plans and specifications , if applicable, indicating the changes made which shall be color coded Copy of agency's report establishing the necessity/justification(s) for the need of such CO/EWO which shall include : (a) the computation as to the quantities of the additional works involved per item indicating the specific stations where such works are needed; (b) the date of inspection conducted and the results of such inspection; (c) a detailed estimate of the unit cost of such items of work for new unit costs including those expressed in volume/area/lump-sum/lot Copy of Approved / revised PERT/CPM Network which shall be color coded, reflecting the effect of additional / deductive time for the subject CO/EWO; Copy of approved detailed breakdown of contract cost for the variation order; Amended Contract due to variation duly, signed and received by COA within 5 days from perfection as built plan</p>
<p>Take note for variation order: <i>The cumulative amount of the positive or additive variation order does not exceed 10% of the original contract price Within the general scope of the project as bid and awarded The scope of works shall be reduced so as to accommodate a positive variation order If more than 10 % the variation shall be bedded out. In exceptional cases where it is urgently necessary to complete the original scope of work, the HOPE may authorized positive variation order that will make the cumulative value of the positive variation orders go beyond 10% not more than 20% of the original contract price, subject to the guidelines of GPPB:</i></p>



Provided that appropriate sanctions shall be imposed on the designer, consultant or official responsible for the original engineering design which failed to consider the variation Order beyond 10%
Retention money for progress payments shall be withheld of 10% for every claim if the progress billing is 50% or less of the contract price. If, after 50% completion, the work is satisfactorily done and on schedule, no additional retention shall be made; otherwise, the 10% retention shall be imposed.

Note: Other transactions to be released in the incoming amended edition of the DA-Caraga's Citizen's Charter



3. PROCESSING OF DISBURSMENT VOUCHER (DV) FOR TEV/COS/ PIECEWORK SALARIES

Processing of disbursement of vouchers for transactions by the department including the employee's claims and salaries.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	ACCOUNTING SECTION			
Classification:	SIMPLE/COMPLEX/HIGHLY TECHNICAL			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Please refer to the checklist of General Requirements attached below (page 46)</i>		<i>Please refer to the checklist of General Requirements attached below (page 44)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher with complete attachment	Step 1.1: Record the documents received and endorse for review	None	7 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.2: Check as to appropriateness and completeness of the documents received	None	30 minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.3: Forward to Budget Section for funding	None	30 Minutes	Budget Officer BUDGET SECTION
	Step 1.4: Forward to Accounting Section for encoding in the Subsidiary Ledger (SL)	None	30 minutes	Administrative Aide III ACCOUNTING SECTION

	Step 1.5: Review and sign the Disbursement Voucher.	None	30 minutes	Chief, Regional Accountant ACCOUNTING SECTION
	Step 1.6: Indexing the Disbursement Voucher	None	30 minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.7: Record and forward to the Office of the Regional Director for approval	None	7 Minutes	Administrative Aide III ACCOUNTING SECTION
TOTAL			2 Hours and 44 Minutes	

CHECKLIST: TRAVELLING EXPENSE VOUCHER

SUPPORTING DOCUMENTS
<p>LOCAL AND NATIONAL</p> <ul style="list-style-type: none"> ▪ Obligation Request - 3 copies ▪ Disbursement Voucher- 3 copies ▪ Itinerary of Travel ▪ Travel Order (duly approved by the Regional Director) ▪ Memorandum signed by the Regional Director ▪ Invitation letter for National seminars, trainings and workshops. ▪ Used Tickets- bus tickets, marine vessel tickets , plane ticket, boarding pass, terminal fee ticket, trip ticket, official receipt and ▪ Certification of Expenses not requiring receipts - for habal-habal fare ▪ Certificate of Appearance/ Attendance ▪ Certificate of Travel Completed ▪ Post Travel Report duly received by Records Unit <p>Additional Requirement for Reimbursement (LOCAL & NATIONAL):</p> <ul style="list-style-type: none"> ▪ Special Order/ Approved letter Request/ Amendment to Contract (for Actual Claim; Amended Contract for Non-Regular Employee) ▪ Trip Ticket (for Drivers) ▪ Monthly Travel Report (for Drivers) ▪ Screen Shot or Flight Details if ticket used is of higher classification/price, to determine reasonableness of amount/unavailability of lower price tickets ▪ Such other documents peculiar to the transaction and considered necessary in the auditorial review and in the evaluation thereof. <p>Additional Requirement for Prepayment (LOCAL & NATIONAL):</p> <ul style="list-style-type: none"> ▪ Official Receipt (if plane ticket included) ▪ Plane Ticket (If plane ticket included) ▪ Guarantee Letter (from Non-DA employee) ▪ Letter Request to Attend/Recommendation from supervisor and duly endorsed by Training Evaluation Committee for training activities ▪ Such other documents peculiar to the transaction and considered necessary in the auditorial review and in the evaluation thereof. <p>Additional Requirement for Foreign Travel</p> <ul style="list-style-type: none"> ▪ Memorandum/Special Order and or Authority from the Secretary ▪ For plane fare, quotations of three travel agency or its equivalent ▪ Flight Itinerary issued by the airline/ticketing office/Travel Agency ▪ Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed ▪ Document to show the dollar to peso exchange rate at the date of grant of cash advance ▪ Authority from the OP to claim representation expenses, if applicable ▪ In case of seminar/trainings:



- Invitation addressed to the agency inviting participants (issued by the foreign country)
- Acceptance of the nominees as participants (issued by the foreign country)
- Programme Agenda and Logistics information
- Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books
- Such other documents peculiar to the transaction and considered necessary in the auditorial review and in the evaluation thereof.

Additional Requirements for non-DA employees:

- Memorandum/Invitation from DA
- Approved travel order from their agency
- Certificate of No claims signed by their Accountant

NOTE:

*Attach all the documents in order per checklist.

*Erasures must be countersigned by proper authority.

*For claims of more than one travel in one voucher, please arrange the documents per Travel Order.

*All documents must be furnished in two copies except for Obligation Request and Disbursement Voucher.

*Deadline of submission will be submitted within 30 days upon return from his travel to his permanent station or the end of the following month whichever comes earlier.

*If submitted beyond the deadline, justification letter should be attached. Provided that the delayed in submission is only up to 15 days from the deadline.

*It should be stated in the Itinerary of Travel the claimant's address for accounting review purposes.

*Attached Certificate of Appearance should be original and with no erasures. The one certifying the certificate of appearance should indicate his/her complete name and designation. Certificates should also have a letterhead except for special cases.

*One Certificate of Travel Completed should be furnished for one Travel Order.



4. DISTRIBUTION OF 2316 CERTIFICATE OF COMPENSATION PAYMENT OR INCOME TAX WITHHELD

Issued the form to each employee on or before the 31st of January of the succeeding year in which payment was made. However, in the case of termination of employment, it must be issued on the same day when the last payment of wages was made. In case of transfer of employment, it is requested as part of pre-employment requirements in order for the new employer to make sure that the previous employer has made the correct deductions.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	ACCOUNTING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request (Verbal/Written)		DA-Caraga Employee/Official		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the certificate from the Accounting Section.	Step 1.1: Cater the request for a specific certificate	None	3 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.2: Process, track and generate the certificate	None	10 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.3: Sign the Certificate of Income Tax Withheld	None	3 Minutes	Chief, Regional Accountant ACCOUNTING SECTION
2. Receive Certificate of Income Tax Withheld	Step 2: Record and release the requested certificate	None	3 Minutes	Administrative Aide III ACCOUNTING SECTION
TOTAL			19 Minutes	



5. ISSUANCE OF WITHHOLDING TAX CERTIFICATES 2307/2306

Issuance of the 2307 Certificate issued upon the request of an employee as their attachment together with the Quarter/Annual Income Tax Return – BIR form 1701 so that the amount of withholding tax shall be allowed as a tax credit against the income tax liability. Tax Certificate 2307/2306 is also issued upon payment particularly to suppliers subject to final and/or creditable withholding tax.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	ACCOUNTING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. <i>Request (Verbal/Written)</i>		DA-Caraga Officials and Employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the certificate from the Accounting Section.	Step 1.1: Cater to the request of a specific certificate.	None	3 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.2: Compute the tax; generate the certificate	None	10 Minutes	Administrative Aide III ACCOUNTING SECTION
	Step 1.3: Sign the certificate requested.	None	3 Minutes	Chief, Regional Accountant ACCOUNTING SECTION
2. Claim the requested certificate.	Step 2: Record and release the requested certificate.	None	3 Minutes	Administrative Aide III ACCOUNTING SECTION
TOTAL			19 Minutes	



6. FUNDING OF OBLIGATION REQUEST AND STATUS (ORS)/BUDGET OBLIGATION UTILIZATION REQUEST AND STATUS (BURS), CONTRACTS AND OTHER TRANSACTIONS

It is a document whereby a certification of allotment and obligation for future adjustment of an expense account.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	BUDGET SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Please refer to the checklist of General Requirements attached below</i>		<i>Please refer to the checklist of General Requirements attached below</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Unit/Section/ Division submit ORS/BURS Form.	Step 1.1: Receive ORS/BURS form and forward to concerned Budget Personnel	None	2 Minutes	Receiving personnel BUDGET SECTION
	Step 1.2: Review, analyze, and fund the ORS/BURS form.	None	20 Minutes	Budget Personnel BUDGET SECTION
	Step 1.3: Analyzed and signed ORS/BURS form	None	20 Minutes	OIC, Budget Office BUDGET SECTION
	Step 1.4: Releasing of funded ORS/BURS form. to Accounting Section	None	20 Minutes	Releasing Personnel BUDGET SECTION
TOTAL			1 Hour and 2 Minutes	



7. FUNDING OF BUDGET DISBURSEMENT VOUCHER (TEV) / EMPLOYEES CLAIMS/

It is a document use to pay an individual.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	BUDGET SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Client			
Who may avail:	DA-Caraga Officials and Employee/client farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Please refer to the checklist of General Requirements attached below (page 54-60).</i>		<i>Please refer to the checklist of General Requirements attached below (page 52)</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/Unit/Section/Division submit Disbursement Voucher Form.	Step 1.1: Receive Disbursement Voucher form and forward to the concerned Budget Personnel	None	2 Minutes	Receiving personnel BUDGET SECTION
	Step 1.2: Fund Disbursement Voucher.	None	5 Minutes	Budget Personnel BUDGET SECTION
	Step 1.3: Releasing Disbursement Voucher and forward to Accounting Section	None	2 Minutes	Releasing Personnel BUDGET SECTION
TOTAL			9 Minutes	



8. REVIEW OF PROJECT PROCUREMENT MANAGEMENT PLAN (PPMP)

Refers to the procurement plan of a specific program/project/activity of the agency of which the procuring entity should be preparing along with the project line item budget.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	BUDGET SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-Caraga Officials and Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complied PPMP Form			End User/ Division/Office/Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/Unit/ Section/ Division submit Signed PPMP form by the Division head.	Step 1.1: Receive PPMP form and forward to the concerned Budget Personnel	None	2 Minutes	Budget Personnel BUDGET SECTION
	Step 1.2: Review and sign the PPMP form	None	10 Minutes	Officer In Charge BUDGET SECTION
	Step 1.3: Forward to the office the Regional Executive Director (RED) for approval.	None	5 Minutes	Budget Personnel BUDGET SECTION
	Step 1.4: Submit PPMP form to the BAC Secretariat office.	None	2 Minutes	BAC Secretariat
TOTAL			19 Minutes	



9. FUNDING OF PURCHASE REQUEST (PR)

The Purchase Request is a document detailing required items and services, the quantity, supplier and associated cost as well as when the procuring entity is required.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	BUDGET SECTION			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-Caraga Officials and Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complied & Completed Purchase Request Form.		End User/Division/Office/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/Unit/Section/Division submit Signed Purchase Request by requisitioner.	Step 1.1: Receive Purchase Request form and forward to the concerned Budget Personnel	None	2 Minutes	Receiving personnel BUDGET SECTION
	Step 1.2: Review and analyzed PR.	None	5 Minutes	Budget Personnel BUDGET SECTION
	Step 1.3: Funding of the Purchase Request.	None	10 Minutes	Budget Personnel BUDGET SECTION
	Step 1.4: Signed funded PR by the OIC, Budget Office.	None	20 Minutes	OIC, Budget Office BUDGET SECTION



	Step 1.5: Forward funded PR Form to the office of the Regional Executive Director.	None	2 Minutes	Receiving personnel BUDGET SECTION
TOTAL			39 Minutes	

GENERAL REQUIREMENTS
(To be attached to Disbursement Vouchers per Transaction)

FUNDING OF DV/ORS/BURS/PR/PPMP IN BUDGET SECTION

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
<input type="checkbox"/> Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS)	Requesting Party
1. Travelling Expenses	
A. Local Travel	
Travelling Expenses – Per Diem	
○ Communication	Requesting Party
○ Special Order/ Memorandum	Requesting Party
○ Travel Order/Trip Ticket	Requesting Party
○ Itinerary	Requesting Party
Travelling Expenses – Per Diem with Plane Fare	
○ Communication	Requesting Party
○ Special Order/ Memorandum	Requesting Party
○ Travel Order/Trip Ticket	Requesting Party
○ Itinerary	Requesting Party
○ Electronic Ticket	Requesting Party
○ Boarding Pass	Requesting Party
○ Official Receipt	Requesting Party
○ Screen Shot of Flight Details	Requesting Party

B. Foreign Travel	
○ Communication	Requesting Party
○ Invitation Letter	Requesting Party
○ Special Order/Memorandum Order	Requesting Party
○ Travel Order	Requesting Party
○ Itinerary	Requesting Party
○ Newspaper Clipping (Conversion of Currency Rate)	Requesting Party
2. Training Expenses	
A. Seminar Training to be Attended	Requesting Party
○ Invitation Letter	Requesting Party
○ Memorandum Order/Special Order	Requesting Party
○ Letter Request to Attend	Requesting Party
○ Registration Fee	Requesting Party
B. Trainings Conducted by the Office	
○ Project Procurement Management Plan (PPMP)	Requesting Party
○ Annual Procurement Plan (APP)	Requesting Party
○ Purchase Request (PR)	Requesting Party
○ Memorandum Order/Special Order	Requesting Party
○ Activity Design/Training Design	Requesting Party
○ List of Participants	Requesting Party
3. Mandatory Expenses	
A. Water and Electricity	
○ Billing Statement /Statement of Account (1 Original)	Requesting Party
B. Communication/Telephone Expenses	
○ Billing Statement/Statement of Account (1 Original)	Requesting Party
○ Certification that Phone calls are Official in Nature (1 Original)	Requesting Party
C. Gasoline	
○ Project Procurement Management Plan (PPMP)	Requesting Party
○ Annual Procurement Plan (APP)	Requesting Party

○ Purchase Request (PR)	Requesting Party
○ Approved Budget Contract (ABC)	Requesting Party
○ BAC Resolution (If Applicable)	Requesting Party
○ Contract (If Applicable)	Requesting Party
D. Janitorial Services	
○ Project Procurement Management Plan (PPMP)	Requesting Party
○ Annual Procurement Plan (APP)	Requesting Party
○ Purchase Request (PR)	Requesting Party
○ Approved Budget Contract (ABC)	Requesting Party
○ BAC Resolution (If Applicable)	Requesting Party
○ Contract (If Applicable)	Requesting Party
E. Security Services	
○ Project Procurement Management Plan (PPMP)	Requesting Party
○ Annual Procurement Plan (APP)	Requesting Party
○ Purchase Request (PR)	Requesting Party
○ Approved Budget Contract (ABC)	Requesting Party
○ BAC Resolution (1 certified true copy)	Requesting Party
○ Terms of Reference (1 Photocopy)	Requesting Party
4. Salaries of Individuals Hired under Contract of Service	
○ Contract duly signed, notarized with certificate of availability of funds (1 original copy and 2 certified true copies for initial claim, 1 photocopy for succeeding claims)	Concerned DA-Caraga Employee
○ Accomplishment Report approved by Requesting Party (1 original copy)	Concerned DA-Caraga Employee
○ Approved Daily Time Record and duly verified by Personnel Division (1 original copy)	Concerned DA-Caraga Employee
5. Consultancy Services	
○ Approved Purchase Request (1 original)	Concerned DA-Caraga Employee
○ Three (3) Quotations (1 original)	BAC Sec
○ Abstract of Quotation duly noted by Head of Office and Approved by Director's Level (1 Original)	BAC Sec
○ PhilGEPS Posting Reference Number &	BAC Sec

Award Notice Abstract (for transactions amounting to more than P50,000.00) (1 original)	
○ Notice of Award (1 original)	BAC Sec
○ Signed and notarized contract with Certificate of Availability of Funds (1 original)	Consultant/ End User
○ Notice to Proceed (1 original)	BAC Sec
○ Terms of Reference (1 original)	Consultant
○ Approved Expected Outputs/deliverables (1 original)	Consultant/ End User
○ Copy of Approved Manning Schedule (1 original)	Consultant/ End User
○ Copy of Curriculum Vitae of the Consultants & staff (1 original)	Consultant/ End User
○ Approved Project Procurement Management Plan (PPMP) / Supplemental Project Procurement Management Plan (SPPMP) (1 photocopy)	End User
6. Replenishment of Cash Advances	
○ Special Order (1 photocopy)	HRMS
○ Official Receipts/Sales Invoices (1 original)	Supplier
○ Replenishment Report (1 original)	Concerned Special Disbursing Officer(SDO)
○ Approved Purchase Request (1 original)	Requesting Party/Concerned Office
○ Certificate of Emergency Purchase (1 original)	Requesting Party/Concerned Office
○ Certificate of Inspection and Acceptance (1 original)	General Service Section
○ Report of Waste Materials, in case of repair (1 original)	General Service Section
○ Approved trip ticket for gasoline expenses (1 original)	General Service Section
○ Three (3) Quotations from suppliers (original)	BAC Sec
○ Abstract of Quotations (1 original)	BAC Sec
7. Supplier/Contractor/Service Provider	
A. Repair and Maintenance of Motor Vehicles/ Equipment	
○ Duly signed Purchase Order (1 original)	BAC Sec
○ Pre-repair Evaluation/Inspection Report (1 original)	General Services Section
○ Approved Job Order Request (1 original)	General Services Section
○ BAC Resolution (1 certified true copy)	BAC Sec



○ Warranty Certificate (1 original)	Service Provider
○ Inspection & Acceptance Report (1 original)	General Services Section
○ Three (3) Quotations from Suppliers (1 original)	BAC Sec
○ Abstract of Quotation duly noted by Head of Office and Approved by Director's Level (1 Original)	BAC Sec
○ Certificate of Acceptance (1 original)	Concerned Requesting Party/Office
○ Approved Project Procurement Management Plan (PPMP) (1 photocopy)	End User
○ Vehicle Repair Request (1 original)	General Services Section
○ Waste Materials Report (1 original)	General Services Section
○ Request for Inspection (1 original)	General Services Section
○ Post Inspection Report (1 original)	General Services Section
○ Service Invoice (1 original)	Service Provider
○ PhilGEPS Posting Reference Number & Award Notice Abstract (for transactions amounting to more than P50,000.00)	BAC Sec
○ Quality Control Inspection Report (1 original)	General Services Section
B. Printing	
○ Purchase Request (1 original)	End User
○ BAC Resolution (1 certified true copy)	BAC Sec
○ Abstract of Quotation duly noted by Head of Office and Approved by Director's Level (1 Original)	BAC Sec
○ Three (3) Quotations from suppliers (original)	BAC Sec
8. Procurement of Office Supplies Through Procurement Service	
○ Project Procurement Management Plan (PPMP)	End User
○ Annual Procurement Plan (APP)	End User
○ Purchase Request (PR)	End User
○ Approved Budget Contract (ABC)	End User
○ Certificate of Non-Availability of Stocks	End User
9. Government Share for Mandatory Deductions	
○ Payroll/List of Personnel with Corresponding amount of Government Share on GSIS, Pag-ibig, Philhealth) (1 original)	Human Resource Section (HRS)

10. Salaries and Wages	
A. First Salary	
○ Duly approved Appointment (1 Certified True Copy)	DA- Caraga Concerned Employee /Human Resource Section (HRS)
○ Oath of Office (1 Certified True Copy)	DA- Caraga Concerned Employee /Human Resource Section (HRS)
○ Certificate of Assumption (1 Certified True Copy)	DA- Caraga Concerned Employee /Human Resource Section (HRS)
○ Statement of Assets, Liabilities and Net Worth (1 Certified True Copy)	DA- Caraga Concerned Employee /Human Resource Section (HRS)
Additional Requirements (for transferees from one government office to another)	
○ Office Clearance (1 Certified True Copy)	Human Resource Section (HRS)
○ Certificate of Available Leave Credits (1 original)	Human Resource Section (HRS)
○ Service Record (1 original)	Human Resource Section (HRS)
B. Salary (if deleted from the payroll)	
○ Approved Daily Time Record (1 original)	Human Resource Section (HRS)
○ Copy of Payroll (1 Certified True Copy)	Human Resource Section (HRS)
11. Allowances and Other Similar Expenses	
A. Special Counsel Allowance	
○ Office Order/Designation/Letter of the OSG deputizing the claimant to appear in court as special counsel (1 photocopy)	DA- Caraga Concerned Employee
○ Certificate of Appearance issued by the Office of the Clerk of Court (1 original)	Office of the Clerk Court
○ Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented (1 original)	Legal Service
○ Certification issued by the concerned lawyer and Agency Accountant that the amount being claimed is still within the limitation (1 original)	Legal Service/ Accounting Section
○ Legal	
○ Certification that the case is not pursuant to Motion for Extension of postponement of hearing (1 original)	Legal Service
B. Loyalty Award Bonus	
○ Certification of years in service (1 original)	Human Resource Section (HRS)
○ Service Record (1 original)	Human Resource Section (HRS)
C. Step Increment	
○ Notice of Step Increment (NOSI) /Notice of Salary Adjustment (NOSA) (1 Certified True Copy)	Human Resource Section (HRS)
○ Approved Appointment in case of promotion (1 Certified True Copy)	Human Resource Section (HRS)



D. Monetization	
○ Special Allotment Release Order (SARO) (1 Certified True Copy)	Department of Budget and Management (DBM)
○ Notice of Cash Allocation (NCA) (1 Certified True Copy)	Department of Budget and Management (DBM)
○ Matrix of Computation, if applicable (1 original)	Human Resource Section (HRS)
○ Application for Leave (1 Certified True Copy)	DA- Caraga Concerned Employee/ Human Resource Section (HRS)
○ Notice of Step Increment (NOSI) (1 Certified True Copy)	Human Resource Section (HRS)
○ Service Record (1 Certified True Copy)	Human Resource Section (HRS)
A. Terminal Leave	
○ Special Allotment Release Order (SARO) (1 Certified True Copy)	Department of Budget and Management (DBM)
○ Notice of Cash Allocation (NCA) (1 Certified True Copy)	Department of Budget and Management (DBM)



10. INVENTORY & INSPECTION REPORT OF UNSERVICEABLE PROPERTY (IIRUP)

The IIRUP is a report prepared by the Supply and Property Unit as a basis to record dropping from the books the unserviceable properties carried in the PPE accounts.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	GENERAL SERVICES SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DA – Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unserviceable Equipments		GSS-Supply & Property Head		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender the unserviceable equipment/s to the Property Unit Head	Step 1.1: Reconcile the serial, property numbers of the equipment as per record and prepare Waste Material Report	None	3 days	Head of Supply & Property Unit General Services Section
	Step 1.2: Encode and print IIRUP and forward to Accounting for determination of depreciation (Semi-Annual).	None	3 days	Head of Supply & Property Unit General Services Section
	Step 1.3: Encode depreciation and check IIRUP per Accounting record	None		Reporting Unit Accounting Section
	Step 1.4: Forward IIRUP to ORD upon receipt for approval	None	2 days	Head of Supply & Property Unit General Services Section



	Step 1.5: Forward approved IIRUP to COA for Technical Review Inspection and Final Appraisal	None	2 days	Head of Supply & Property Unit General Services Section
TOTAL			10 days	



11. INSPECTION AND ACCEPTANCE REPORT OF MACHINERIES/ EQUIPMENT & SUPPLIES

The IAR is a report prepared as basis for payment of procured items and for the verification by Inspectorate Team as well as acceptance by the Head of Supply and Property Unit.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	GENERAL SERVICES SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DA – Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Delivery of Machineries/ Equipment & supplies			GSS-Supply & Property Head	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Delivery receipt	Step 1.1: Preparation of Inspection and Acceptance report upon submission of Delivery Receipts (DRs) and endorsed it to Inspectorate Teams A or B	None	30 minutes/ Transaction	Head of Supply & Property Unit General Services Section
TOTAL			30 Minutes/ Transaction	



12. MOTORPOOL MANAGEMENT AND USE

The Motor pool provides services by issuance of Trip Tickets to the authorized personnel on travel.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	GENERAL SERVICES SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DA – Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Motor pool Operation			GSS-Supply & Property Head	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Approved Travel Order	Step 1.1: Issuance of Trip Ticket upon approved Travel Order and withdrawal of Fuel Issuance Slip	None	1 hour/ Transaction	Motor Pool Unit General Services Section
TOTAL			1 Hour/ Transaction	



13. APPLICATION FOR LEAVE

Application for Leave filed by every employee in their absence from work – a right granted to officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribe.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	HUMAN RESOURCE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DA – Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave Form 6 Revised 1998 Maternity Leave ▪ Office Clearance		Human Resource Section		
2. Study Leave, Vacation Leave if more than 30 days ▪ Office Clearance		Human Resource Section		
3. Sick Leave for more than 5 days ▪ Medical Certificate		Attending Physician/Hospital/Medical		
4. For Study Leave ▪ Approval Sheet of the Thesis/ Dissertation proposal ▪ Study Leave Contract		School/Institution Enrolled HR Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files application for leave (with Office Clearance for Maternity Leave and Vacation Leave more than 30 days)	Step 1.1: Receive the application for leave and check the supporting documents	None	10 Minutes	Administrative Assistant II HR Section
	Step 1.2: Process leave: computes leave balance and deducts the no. of Days of leave applied	None	10 Minutes	Administrative Assistant II HR Section
	Step 1.3: The Chief, HRMS, signs the Certification balance of the leave form	None	5 Minutes	Administrative Assistant II HR SECTION

	Step 1.4: Forward leave to the Regional Executive Director/RTD for Operations/ RTD for Regulation, Research and ILD for approval	None	5 Minutes	Administrative Assistant II HR SECTION
	Step 1.5: Regional Executive Director signs/approves the application for leave	None	1 Day	Regional Executive Director
	Step 1.6: Receive the approved Leave application for filing at the HRMS	None	5 Minutes	Administrative Assistant II HR SECTION
FOR STUDY LEAVE:				
1. Submit the Request Letter to the Records Unit.	Step 1.1: Receive, scan, and encode for record management	None	3 Minutes	Records Officer RECORDS UNIT OFFICE OF THE REGIONAL EXECUTIVE DIRECTOR
	Step 1.2: Route letter to the Office of the Regional Executive Director and forward to the office of the Admin. and Finance Chief.	None	1 Hour	Records Officer Records Unit
	Step 1.3: Admin. and Finance Chief will note for appropriate action courses through PDC	None	1 Day	Chief, Admin. & Finance Division ADMIN. AND FINANCE
	Step 1.4: Receive the request letter and check the eligibility requirement of the study leave applicant upon approval by the PDC forward the application to the HRMS	None	1 Hour	PDC HR SECTION



	Step 1.5: Advise the employee to file Application for Leave, Clearance and Approval Sheet. Comply submission of notarized Study Leave Contract	None	10 Minutes	Administrative Officer II HR SECTION
2. Files the Application for Leave CS Form 6 with Clearance, Approval Sheet and signed Study Leave Contract.	Step 2.1: Process Leave Application and Study Leave Contract reviewed by PDC	None	10 Minutes	Administrative Assistant II HR SECTION
	Step 2.2: The Chief, HRMS, signs the Certification balance of the leave form and the Study Leave Contract witness portion. PDC – affix signature	None	10 Minutes	Administrative Assistant II HR Section
	Step 2.3: Forward Leave and Study Leave Contract to the Office of the Regional Executive Director for approval/signature	None	5 Minutes	Administrative Assistant II HR SECTION
	Step 2.4: Regional Executive Director signs/approves the application for leave and Study Leave Contract.	None	1 Day	Regional Executive Director
3. Receives copy of approved leave application. Receives Study Leave Contract to be notarized.	Step 3.1: Receive the approved leave application for filing at the HRMS. Study Leave Contract released to the employee for notarization	None	5 Minutes	Administrative Assistant II HR Section
4. Submits notarized Study Leave Contract.	Step 4.1: Receives notarized Study Leave Contract for filing	None	5 Minutes	Administrative Aide III HR Section
TOTAL			1 Day and 35 Minutes For Study Leave 2 Days, 3 Hours and 8 Minutes	



14. APPLICATION FOR PHILHEALTH AVAILMENT

PhilHealth CF-1 Form (Claim Form 1) is issued to employees who wish to avail the in-patient hospital care and out-patient care as requirement to avail of the hospitalization PhilHealth benefits.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	HUMAN RESOURCE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DA-Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth CF-1 (Claim Form 1)		PhilHealth Office/HRS DA-Caraga		
CLIENTS STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the said form and submit the form from the hospital	Step 1.1: Receive and for review the filled-up PhilHealth CF-1 form	None	2 Minutes	Administrative Assistant II HR Section
	Step 1.2: Review and fill-up the necessary data on the form under Employer's part - Employer's Certification - PhilHealth Employee Number (PEN)	None	3 Minutes	Administrative Assistant II HR Section
	Step 1.3: Sign the Certification of the employer's portion	None	2 Minutes	Either of these three (3) authorized rep. Administrative Officer V HRS or OIC, Admin and Finance



2. Claim the requested PhilHealth CF-1	Step 2.1: Release the requested PhilHealth CF-1	None	3 Minutes	Administrative Assistant II HR Section
TOTAL			10 Minutes	



15. CERTIFICATION OF LEAVE CREDITS

Issued upon the request of the employee for whatever legal purpose it may best serve him/her.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	HUMAN RESOURCE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DA-Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request – Verbal or Written		DA-Caraga Employee		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification of Leave Credits	Step 1.1: Prepare the Certification of Leave Credits after processing	None	30 Minutes	Administrative Assistant II HR SECTION
2. Receive the Certification of Leave Credits	Step 2: Release the Certification of Leave Credits	None	3 Minutes	Administrative Assistant II HR SECTION
TOTAL			33 Minutes	



16. ISSUANCE OF SERVICE RECORD (ACTIVE EMPLOYEE)

Issue a copy of the Service Record of the active employee upon submission of approved request from the Chief of the Human Resource Section

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:		HUMAN RESOURCE SECTION		
Classification:		SIMPLE		
Type of Transaction:		G2C-Government to Client		
Who may avail:		All active employees or their authorized representative.		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Accomplished Request Form (1 original copy)		Human Resource Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form at the Human Resource Section.	Step 1.1: HR Staff to provide request form.	None	5 minutes	Admin. Aide IV HR Records Custodian
2. Submit accomplished request form to the HR Chief.	Step 2.1: HR Chief to validate and approved the request.	None	5 minutes	Chief, HR
	Step 2.2 HR Chief to forward the approved request to the concerned HR Staff.	None	5 minutes	Chief, HR
	Step 2.3: HR Staff to generate the Service Record from the Human Resources Information System (HRIS) and forward to HR Chief for signature.	None	5 Minutes	HR Staff (HRIS In-Charge)
	Step 2.4: HR Chief to review the generated Service Record. If found in order, sign the Service Record and return	None	5 Minutes	Chief, HR



	to HR Staff for records management purposes. If not in order, return the document to HRIS In-Charge for reprinting.			HR Staff HRIS In-Charge
3. Collect the signed Service Record*	Step 3.1: HR Staff to log the document and have it received by the requesting party.	None	5 Minutes	Admin. Aide IV HR Records Custodian
TOTAL			30 minutes	

*The requesting party can opt to wait for the request to be released.



17. NOMINATION DOCUMENTS FOR L&D TRAINING

Nomination documents are issued to active DA Caraga employees Recommended attending training/seminars/workshops or conferences.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	HUMAN RESOURCE SECTION			
Classification:	COMPLEX			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DA-Caraga Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Invitation letter			Training providers	
2. Nomination form			HR Section / Division Chief	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DA Central Office/ Training provider sends an invitation letter/memo on the list of trainings/seminars being offered for the current year	Step 1.1: Receive, scan, and encode for record management	None	3 Minutes	Records Officer RECORDS UNIT
	Step 1.2: Route letter to the Office of the Regional Executive Director and forward to the office of the Admin. and Finance Chief	None	1 Hour	Records Officer RECORDS UNIT
	Step 1.3: Admin. and Finance Chief will note for appropriate action courses through HRMS	None	1 Day	Chief, Admin. and Finance Division ADMIN. AND FINANCE DIVISION

	Step 1.4: Prepares memorandum notice to nominated candidates to attend training/seminar	None	1 Day	Administrative Officer II HR SECTION
	Step 1.5: Copy of the memo notice posted in the bulletin board	None	5 Minutes	Administrative Aide VI HR SECTION
	Step 1.6: The Division Chief of the concerned nominee accomplishes the HRDC nomination form.	None	1 Hour	Division Chief
2. Nominee submits the Individual Development Plan (IDP)	Step 2.1: Receive the nominee's IDP	None	30 Minutes	Employee/ Participant
	Step 2.2: Prepare the L&D list of nominees for attachment for the HRDC evaluation form	None	1 Day	Administrative Officer IV HRSECTION
	Step 2.3: Prepare memorandum for schedule of HRDC evaluation meeting	None	1 Hour	HRDC Chairperson
	Step 2.4: Provides HRDC evaluation rating form for the HRDC to rate nominees	None	1 Hour	HRDC Chairperson Concerned Division Chief DAEA Representative
	Step 2.5: Tabulate the evaluation rating	None	1 Hour	Administrative Officer IV HR SECTION
	Step 2.6: Prepare HRDC minutes and resolution	None	3 Days	Administrative Officer IV HR SECTION
	Step 2.7: Prepare a memo signed by the HRDC Chairperson to be	None	1 Day	Administrative Officer IV



	forwarded to the Regional Executive Director for approval.			HR SECTION HRDC Chairperson Regional Executive Director
3. Nominee/ participant Receives SO to attend trainings/seminars	Step 3.1: Prepare Special Order (SO) for nominees to attend; and nomination form for reservation of nominees /participants to attend and for confirmation	None	1 Day	Administrative Officer IV HR SECTION
TOTAL			6 Days, 1 Hour and 33 Minutes	



18. PROCESSING OF DAILY TIME RECORDS (DTRs) REGULAR AND CONTRACT

Daily Time Records (DTRs) are submitted monthly or every 16th and 1st working day of the following month by every employee to support payment of their salaries attached with complete supporting documents as proof of their attendance.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	HUMAN RESOURCE SECTION			
Classification:	COMPLEX			
Type of Transaction:	G2G- Government to Government			
Who may avail:	DA-Caraga Officials & Employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Daily Time Record (CSC Form 212) and		To be generated by the HR Office		
2. Attachments <ul style="list-style-type: none"> ▪ Memorandum ▪ Approved Travel Order ▪ Certificate of Appearance/ Participation/Attendance ▪ Pass Slip ▪ Approved Leave (for regular employees) ▪ Other pertinent documents as maybe required to establish proof of attendance 		To be provided by DA-Caraga Employee/Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished DTR Form with complete attachments to Payroll In-Charge at HR Section.	<p>Step 1.1: Receive and review accomplished DTR Form vis-à-vis checklist of requirements.</p> <p>If document submitted are complete and correct, entry data to payroll system.</p> <p>If incomplete and incorrect return to concerned employee/ staff for rectification.</p>	None	10 minutes	<p>Admin. Officer II (for Regular Employee)</p> <p>Admin. Officer III (for COS)</p>



	Step 1.2: Prepare/print payroll and forward to HR Chief for review and signature.	None	1 day 2 days	Admin. Officer II (for Regular Employee) Admin. Officer III (for COS)
	Step 1.3: Signed payroll forwarded to HR staff for record management purposes.	None	10 minutes	HR Staff (HR Record Custodian)
	Step 1.4: Signed payroll are logged and forward to concerned office/unit for processing.	None	5 minutes	HR Staff (HR Record Custodian)
TOTAL			3 Days and 25 Minutes	



19. REQUEST APPROVAL OF TRAVEL AUTHORITY FROM DA CENTRAL OFFICE

This request for Travel Authority is facilitated by Human Resource Management Section (HRMS) through submission of documents pertaining to foreign travels on official business and personal travel duly approved by the Department of Agriculture's Secretary to its employees.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	HUMAN RESOURCE SECTION	
Classification:	SIMPLE	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DA-Caraga Officials and Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. OSEC Document Tracking Slip	HRS	
2. Briefer Form	HRS	
3. Memo Endorsement from the head of the agency	HRS	
4. Request for clearance from USEC concerned	HRS	
5. Invitation letter/ acceptance/ admission letter	HRS	
6. Certification of no pending administrative case	HRS	
7. Updated service record	HRS	
8. Justification (if entail government expenses)	HRS	
9. List of foreign travels/training undertaken/attended for the last three years. If none, certification from the chief personnel section.	HRS/Nominee/Employee	
10. Last Travel Report (if any)	Employee/Nominee	
11. Updated Personal Data Sheet with recent ID.	CSC Website/Employee	
12. Duly accomplished and notarized training/scholarship contact of training and study trip.	HRS/Nominee/Employee	
13. Duly accomplished and notarized service contract for non-study trips for	HRS/Nominee/Employee	

countries such as USA, Australia, New Zealand, Japan, South Korea, European Countries, and Canada.				
14. Revitalized Briefer Form		HRS/Nominee/Employee		
15. Certification of No Un-liquidated Cash Advance (CNUC) as a prerequisite to support the travel per section 22 of EO 77		DA Caraga Regional Accountant		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Nominee/ Employee inquires to HRMS for the required documents for a request of Travel Authority	Step 1.1: Cater the nominee/employee's inquiries about the request for Travel Authority	None	10 Minutes	Administrative Officer V HR SECTION
	Step 1.2: Discuss the checklist of required documents for the request	None	20 Minutes	Administrative Officer V HR SECTION
2. Complies the required documents needed for the request *updated PDS with new ID, signed by the Regional Executive Director *Certificate of No-Unliquidated Cash Advance (CNUC) *Revitalized briefer form	Step 2.1: Prepare the OSEC documents tracking slip with the attached documents above	None	2 Days	Administrative Officer V HR Section Nominee/ Employee
3. Submit the complied documents	Step 3.1: Submit the pertinent documents to the PDC chair to countersign in the	None	1 Day	Administrative Officer V



	endorsement letter and to be forwarded to the Office of the Regional Executive Director.			HR SECTION Nominee/ Employee
	Step 3.2: Forward the above-signed documents to the DA Central Office for the approval of the request	None	3 Days *Excluding the process of approval in the DA Central	Records Officer RECORDS UNIT
	Step 3.3: Preparation of Memorandum for the nominee/employee upon the receipt of duly approved Travel Authority from the DA Central Office	None	1 Hour	Administrative Officer V HR SECTION
4. Nominee / employee receives a copy of approved travel authority with a signed memo/ letter of approval	Step 4.1: Release the signed letter of approval/memo/ Travel authority to nominee/employee concern	None	5 Minutes	Administrative Officer V HR SECTION
TOTAL			6 Days, 1 Hour and 33 Minutes	



REGULATORY DIVISION

EXTERNAL SERVICE



1. ISSUANCE OF LICENSE TO OPERATE AS ANIMAL FEED ESTABLISHMENT AND VETERINARY DRUG AND PRODUCT ESTABLISHMENT

All feed and veterinary drug and product outlets are required to secure a Bureau of Animal Industry (BAI) Registration Certificate of License to Operate under RA 1556-The Livestock and Poultry Feeds Act; RA 3720- Foods, Drugs and Devices and Cosmetics Act; RA 9711-Food and Drug Administration Act of 2009 and RA 6675-Genericks Act of 1988).

Schedule of Availability of Service

Monday to Friday- 8:00 AM to 5:00 PM

Schedule of Fees

Services	Fees
I. Feed Establishment	
A. Commercial-Mixed Feed/Ingredient Manufacturer	
Less than 25 MT	Php 450.00
25.1 to 50.00 MT	Php. 540.00
50.1 to 100 MT	Php 630.00
More than 100 MT	Php 720.00
B. Non-Commercial Feed Manufacturer	Php 180.00
C. Importer/Indentor/Exporter	Php 480.00
D. Supplier/Dealer	Php 240.00
E. Distributor/Repacker/Retailer	
Distributor	Php 120.00
Repacker	Php 120.00
Retailer	Php 60.00
II. VETERINARY PRODUCT ESTABLISHMENT	
A. Manufacturer	
New	Php 6,000.00
Renewal	Php 12,000.00
B. Trader	
New	Php 3,600.00
Renewal	Php 7,200.00
C. Distributor	
New	Php 2,400.00
Renewal	
D. Outlet	
New	Php 240.00
Renewal	Php 480.00



Office or Division	REGULATORY DIVISION	
Classification	HIGHLY TECHNICAL	
Type of transaction:	G2C- Government to Clients / G2B- Government to Business	
Who may avail:	Citizens currently engaged in animal feeds and veterinary drugs and products trading and those who plan to engage in said business within Region XIII.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. FEED ESTABLISHMENT (GENERAL REQUIREMENTS)		
1. Notarized application form;	Requisitioner /DA XIII Regulatory Division	
2. Latest 2pcs "1x1" ID Picture;	Requisitioner	
3. Documentary Stamp;	BIR or City Hall	
4. Photocopy of Community Tax Certificate;	Barangay Hall	
5. Photocopy of PRC ID of attending Veterinarian / Nutritionist;	Veterinarian / Nutritionist	
6. Community Tax Certificate, PTR, and Diploma; List of Products Sold.	Requisitioner/Veterinarian or Nutritionist	
A. COMMERCIAL-MIXED FEED/INGREDIENT MANUFACTURER		
1. Photocopy of Business permit from the Department of Trade and Industry (DTI);	Department of Trade and Industry XIII	
2. For corporations only: Photocopy of Company's Registration and Article of Incorporation with the Securities and Exchange Commission (SEC);	Securities and Exchange Commission XIII	
3. For Cooperatives only: Photocopy of Registration with the Cooperative Development Authority (CDA);	Cooperative Development Authority	
4. Photocopy Environmental Compliance Certificate (ECC) from the Environmental & Management Bureau of the Local DENR;	DENR XIII	
5. Photocopy of Mayor's /Business Permit for the current year;	Municipal Hall or City Mayor's Office	
6. Copy of the plant lay-out (new);	Requisitioner	
7. Latest picture of the feed plant with the owner or authorized representative (one taken outside and another one taken inside the plant); (new);	Requisitioner	
8. If a Toll Manufacturer or Trader, copy of the Memorandum of Agreement between the concerned parties;	Requisitioner	
9. If the manufacturer contracts the services of an independent quality control laboratory, copy of the Memorandum of Agreement between the manufacturer and laboratory owner and photocopy of BAI-Laboratory Recognition Certificate (new);	Requisitioner	



10. Plant Site and Facility Inspection and Evaluation Report;	Requisitioner
11. Affidavit of Registered Chemist;	DA RFO XIII Regulatory Division
12. Application of Product registration;	DA RFO XIII Regulatory Division
13. Proof of Payment of Registration Fee.	DA RFO XIII Regulatory Division
B. NON –COMMERCIAL FEED MANUFACTURER	
1. Photocopy of Business permit from Department of Trade and Industry (DTI);	Department of Trade and Industry XIII
2. Photocopy of Mayor's / Business Permit for the current year;	Municipal Hall or City Mayor's Office
3. Affidavit of Licensed Veterinarian / Nutritionist;	DA RFO XIII Regulatory Division
4. PTO and ECC from DENR;	DENR/ CENRO
5. Affidavit of animal population in the farm;	Requisitioner
6. Farm and Plant Site and Facility Inspection and Evaluation Report	DA RFO XIII Regulatory Division
7. Proof of Payment of Registration Fee.	DA RFO XIII Regulatory Division
C. IMPORTER/INDENTOR/EXPORTER	
1. Photocopy of Business permit from Department of Trade and Industry (DTI);	Department of Trade and Industry XIII
2. For Corporation : Photocopy of SEC Registration and Article of Incorporation	Securities and Exchange Commission
3. For Cooperative : Photocopy of CDA Registration;	Cooperative Development Authority
4. Photocopy of Mayor's / Business Permit for the current year;	Municipal Hall or City Mayor's Office
5. Distributorship Agreement with the foreign supplier;	Requisitioner
6. Site and facility Inspection and Evaluation Report;	DA RFO XIII Regulatory Division
7. Proof of Payment of Registration Fee.	DA RFO XIII Regulatory Division
D. SUPPLIER/DEALER	
1. Photocopy of Mayor's/ Business Permit for the current year;	Municipal Hall or City Mayor's Office
2. Proof of Payment of Registration Fee.	DA RFO XIII Regulatory Division
E. DISTRIBUTOR/REPACKER/RETAILER	
1. Photocopy of Mayor's/ Business Permit for the current year;	Municipal Hall or City Mayor's Office
2. Proof of Payment of Registration Fee. **To be submitted annually as requirement for renewal of Registration.	DA RFO XIII Regulatory Division



II. VETERINARY DRUG AND PRODUCTS ESTABLISHMENT (GENERAL REQUIREMENTS)	
1. Notarized and accomplished Joint Affidavit of Undertaking;	Requisitioner
2. Photocopy of Mayor's / Business Permit (nature of business specified) for the current year and Official Receipt;	Municipal Hall or City Mayor's Office
3. Photocopy of Business Name Registration with BDT/SEC (if corporation) and Articles of Incorporation;	Securities and Exchange Commission
4. ID (5cm x 5cm) picture of the Owner, Gen. Manager, Veterinarian;	Requisitioner
5. Photocopy of Pharmacist, Veterinarian, and Chemist Registration and Valid ID, PTR, Community Tax Certificate (as applicable);	Requisitioner / Pharmacist Veterinarian / Chemist
6. Notarized valid Contract of Lease of the space/ building occupied, if the applicant does not own it;	Requisitioner
7. List of Reference Books: <ul style="list-style-type: none"> • USP/NF (Latest Edition) • RA 3720, RA 6675, RA 5921 • Remington's Pharmaceutical Sciences (Latest Edition) • Goodman and Gilman Pharmacological Basis of Therapeutics • British Pharmacopeia • Philippine National Veterinary Formulary 	Requisitioner
8. Location Plan;	Requisitioner
9. List of products to be manufactured/distributed with Generic and Brand Names;	Requisitioner
10. Copy of Inspection and Evaluation Report;	Requisitioner/DA RFO XIII Regulatory Division
11. Original Copy of Previous LTO	Requisitioner
A. MANUFACTURER	
1. Environmental Compliance Certificate (ECC) from the Environmental & Management Bureau of the Local DENR and Permit to Operate from the Local DENR/LLDA;	DENR XIII
2. Current Floor Plan with complete dimension and proposed floor plan in accordance to approved Good Manufacturing Practices (GMP);	Requisitioner
3. List of manufacturing/ quality control equipment;	
4. Photocopy of valid BAI-LSD Laboratory Recognition Certificate of Quality Control Laboratory or contracted laboratory. **Notarized Joint Affidavit of Undertaking between the duly-licensed Veterinarian, Pharmacist and Chemist with the Owner/ General Manager.	Requisitioner

B. TRADER	
1. Notarized VALID CONTRACT OF AGREEMENT with the manufacturer containing a stipulation that both manufacturer and trader are jointly responsible for the quality of products;	Requisitioner
2. Environmental Compliance Certificate (ECC) / Permit to operate of Contracted laboratory.	DENR XIII
3. Photocopy of valid BAI-LSD Laboratory Recognition Certificate Of Contracted Laboratory/ Licensed Chemist valid PRC ID. **Notarized Joint Affidavit of Undertaking between the duly-licensed Veterinarian, Pharmacist and Chemist with the Owner/ General Manager.	Requisitioner
C. DISTRIBUTOR	
Importer	
1. Notarized Joint Affidavit of Undertaking between the duly- licensed Veterinarian, Pharmacist and Chemist with the Owner/General Manager;	Requisitioner/DA RFO XIII Regulatory Division
2. Foreign Agency Agreement (with authentication from territorial Philippine Consulate in case of Exclusive Distributorship);	Requisitioner
3. Current GMP Certificate issued by a Government Health Agency, duly Authenticated by the Philippine Consulate at the Country of origin;	Requisitioner
4. Government Certificate of Clearance and free sale or registration approval of the product from the country of origin duly Authenticated by the Philippine Consulate at the country of origin.	Requisitioner
Exporter	
1. Notarized Joint Affidavit of Undertaking between the duly- licensed Veterinarian, Pharmacist and Chemist with the Owner / General Manager. **A valid Contract of Agreement with BAI Licensed VDAP Manufacturer in Addition to other requirements set by other competent authorities.	Requisitioner
Wholesaler	
1. Notarized Joint Affidavit of Undertaking between the duly- licensed Veterinarian, Pharmacist and Chemist with the Owner/ General Manager;	Requisitioner/DA RFO XIII Regulatory Division
2. A valid Contract of Agreement with BAI Licensed VDAP Manufacturer / VDAP Importer. ***Complete list of products to be sold with their corresponding product registration numbers and expiry dates.	Requisitioner

D. OUTLET				
1. Notarized Joint Affidavit of Undertaking between the duly- licensed Veterinarian, Pharmacist and Chemist with the Owner/ General Manager; ***Complete list of products to be sold with their corresponding product registration numbers and expiry dates.		Requisitioner/DA RFO XIII Regulatory Division		
E. CHANGES IN CIRCUMSTANCES				
1. Official Letter re: change of address / owner / business name/ Veterinarian / Pharmacist / Chemist / etc. as applicable;		Requisitioner		
2. Surrender original / old LTO;		Requisitioner		
3. Deed of Sale / Transfer of Rights in case of change of ownership;		Requisitioner		
4. Notarized Joint Affidavit of Undertaking between the duly- licensed Veterinarian, Pharmacist and Chemist in case of change. Surcharge : A fifty percent (50%) of the amount due shall be levied on every expired LTO. ** To be submitted upon renewal. ** Upon application and satisfactory compliance of all general and additional requirements the following fees (non-refundable) shall be charged in full for entire coverage of registration.		Requisitioner/DA RFO XIII Regulatory Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and inquire for requirements and application procedures.	Step 11: Brief the customer on the application procedures and give list of requirements together with the application form.	None	(excluded)	(Agriculturist II, Regulatory Division)
2. Fill-up registration form (original) and submit for processing.	Step 2.1: Receive and review the application forms for the completeness of requirements (photocopy) submitted.	None	1 Day	Agriculturist II, Regulatory Division
	Step 2.2: Conduct ocular inspection, prepare report and endorse application for approval.	None	2 Days	Agriculturist II, Regulatory Division
3. Pay corresponding fees to the authorized Special Collecting Officers	Step 3.1: Special Collecting Officers receive payment and issue Order of Payment.	Refer to table of fees above	10 Minutes	Agriculturist II, Regulatory Division

	Step 3.2: Endorse application to Regional Executive Director for approval.	None	1 Day	Agriculturist II, Regulatory Division
	Step 3.3: Retrieve approved documents from the Regional Executive Director's Office.	None	1 Day	Agriculturist II, Regulatory Division
	Step 3.4: If new applications, submit documents to BAI-CO for approval of BAI Director for issuance of the License to Operate.	None	1 Day	Agriculturist II, Regulatory Division
	Step 3.5: If renewal of Feed Establishment, submit a copy of applications to BAI-CO for their reference and file. Notify client for the release of their copy. If renewal of VDAP Establishment, submit documents to BAI-CO for approval of BAI Director for the issuance of the License to Operate.	None		Agriculturist II, Regulatory Division
	Step 3.6: Receive approved Certificate of Registration and record the same.	None	1 Day	Agriculturist II, Regulatory Division
	Step 3.7: Notify the client to get approved Registration Certificate.	None	10 Minutes	Agriculturist II, Regulatory Division
4. Receive approved Registration Certificate	Step 4.1: Release approved Registration Certificate, record and file the documents	None	10 Minutes	Agriculturist II, Regulatory Division
TOTAL			7 Days and 30 Minutes	***Note: Exclusive of number of Days of non-compliance during inspection and evaluation requirements.



2. ISSUANCE OF CERTIFICATE OF FEED PRODUCT REGISTRATION AND VETERINARY DRUG AND PRODUCT REGISTRATION

All feed and veterinary drug and product outlets are required to secure a Bureau of Animal Industry (BAI) Registration Certificate of License to Operate under RA 1556-The Livestock and Poultry Feeds Act; RA 3720- Foods, Drugs and Devices and Cosmetics Act; RA 9711- Food and Drug Administration Act of 2009 and RA 6675- Generics Act of 1988).

Schedule of Availability of Service

Monday to Friday- 8:00 AM to 5: PM

Schedule of Availability of Service

Services	Fees
I. Feed Product Registration (per product)	Php 100.00
II. Veterinary Drug and Product Registration (per product)	
New	
Unbranded Generic (for 2 years + cost of Laboratory Analysis)	Php 1,200.00
Branded Generic (for 2 years + cot of Laboratory Analysis)	Php 2,400.00
Renewal (for 5 years + cost of Laboratory Analysis)	Php 1,800.00
Inspection Fee ** (Php 0.25 per kilogram and Php 1.00 per liter for premix additives and supplements that are manufactured locally or imported shall be charged monthly on the basis of total volume of VDAP manufactured locally or imported)**	Php 0.25/ Php 1.00

Office or Division	REGULATORY DIVISION
Classification	HIGHLY TECHNICAL
Type of transaction:	G2C – Government to Client/ G2B – Government to Business
Who may avail:	Citizens currently engaged in animal feeds and veterinary drugs and products trading and those who plan to engage in said business within Region XIII.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. FEED ESTABLISHMENT (GENERAL REQUIREMENTS)	
1. Notarized application form;	Requisitioner /DA RFO XIII Regulatory Division
2. Latest 2pcs 1x1 ID Picture;	Requisitioner
3. Documentary Stamp;	BIR or City Hall



4. Photocopy of Community Tax Certificate;	Barangay Hall
5. Photocopy of PRC ID of attending Veterinarian / Nutritionist;	Veterinarian / Nutritionist
6. Community Tax Certificate, PTR, and Diploma; List of Product Sold.	Veterinarian or Nutritionist
A. FEED PRODUCT REGISTRATION	
Imported Feed Products	
1. Brand Name Clearance (For branded Products);	DA RFO XIII Regulatory Division
2. Certificate of Free Sale from country of origin (if CFS and GMP issued by the government agency from country of origin no need to comply #4);	Requisitioner
3. Certificate of Good Manufacturing Practice from country of origin(if applicable);	Requisitioner
4. Authentication issued by the Philippine Embassy or Consular Office at country of origin (Nos. 2 & 3);	Requisitioner
5. Government Veterinary Health/Phytosanitary Certificate from country of origin;	Requisitioner
6. Distribution Agreement between the importer and foreign manufacturer / supplier (for branded products);	Requisitioner
7. Technical description of the product;	Requisitioner
8. Process Flow / Manufacturing Procedure;	Requisitioner
9. Certificate of Analysis;	Requisitioner
10. Facsimile or draft of the proposed tag or label for each type of product;	Requisitioner
11. Sample of not less than 250 grams of each product.	Requisitioner
Locally Manufactured Feed Products	
1. Brand Name Clearance;	DA RFO XIII Regulatory Division
2. Technical description of the products;	Requisitioner
3. Process Flow / Manufacturing Procedure;	Requisitioner
4. Certificate of Analysis;	Requisitioner
5. Facsimile or draft of the proposal tag or label of each type of feed product;	Requisitioner
6. Sample of not less than 250 grams per product;	Requisitioner
7. Affidavit of Animal Nutritionist / Veterinary Consultant;	Requisitioner / Veterinarian or Nutritionist
8. Affidavit of Quality Control Chemist.	Requisitioner / Chemist

II. VETERINARY DRUG AND PRODUCT REGISTRATION (GENERAL REQUIREMENTS)	
1. Notarized and accomplished Joint Affidavit of Undertaking;	Requisitioner
2. Photocopy of Mayor's / Business Permit (nature of business specified) for the current year and Official Receipt;	Municipal Hall or City Mayor's Office
3. Photocopy of Business Name Registration with BDT / SEC (if corporation) and Articles of Incorporation;	Securities and Exchange Commission
4. ID (5cm x 5cm) picture of the Owner, Gen. Manager, Veterinarian;	Requisitioner
5. Photocopy of Pharmacist, Veterinarian, and Chemist Registration and Valid ID PTR, Community Tax Certificate (as applicable);	Requisitioner
6. Notarized valid Contract of Lease of the space / building occupied, if the applicant does not own it;	Requisitioner
7. List of Reference Books: <ul style="list-style-type: none"> • USP /NF (Latest Edition) • RA 3720, RA 6675, RA 5921 • Remington's Pharmaceutical Sciences (Latest Edition) • Goodman and Gilman Pharmacological Basis of Therapeutics • British Pharmacopeia • Philippine National Veterinary Formulary 	Requisitioner
8. Location Plan;	Requisitioner
9. List of products to be manufactured / distributed with Generic and Brand Names;	Requisitioner
10. Copy of Inspection and Evaluation Report;	Requisitioner /DA RFO XIII Regulatory Division
11. Original Copy of previous LTO.	Requisitioner
A. VETERINARY DRUG AND PRODUCT REGISTRATION	
1. Notarized letter of application from manufacturer / traders / distributor (Annex AFSD Form 3A) For Initial / Renewal of registration of Change of Circumstances (COC);	Requisitioner /DA RFO XIII Regulatory Division
2. Duly accomplished AFSD Form No. 3;	Requisitioner /DA RFO XIII Regulatory Division
3. Contract of Agreement / Authorization between manufacturer and distributor;	Requisitioner
4. List of all ingredients used as a component of the product indicating the quantity and technical specification;	Requisitioner
5. Full description of the methods used, the facilities	Requisitioner

and controls in the manufacture, processing and packaging of the product;	
6. Technical specification and physical description of the finished products;	Requisitioner
7. Complete assay procedure for active ingredients, finished product and degradation products, if any;	Requisitioner
8. Certificate of Analysis from BAI / LSD / Recognized Laboratory / Manufacturer's analysis (Imported) / Government Issued;	Requisitioner
9. Stability studies of the product to justify claimed expiration date of Accelerated Short Term Stability or actual Stability Study;	Requisitioner
10. Unattached generic labels or proposed labels to be used for the product with actual color and text (in accordance with A.O. 55, S1988);	Requisitioner
11. Duly accomplished and notarized Declaration Form;	Requisitioner
12. Approved Brand Name Clearance;	Requisitioner /DA RFO XIII Regulatory Division
13. Xeroxed copy of valid PRC license of Veterinary Medical Officer;	Requisitioner
14. MRL and ADI of the product (Where Applicable);	Requisitioner
15. Copy of latest Certificate of Product Registration (CPR) and License to Operate (LTO);	Requisitioner /DA RFO XIII Regulatory Division
16. Actual Commercial label and copy of previous BAI approved;	Requisitioner
17. Proof of payment of Registration upon approval of CPR.	Requisitioner /DA RFO XIII Regulatory Division
CHANGE IN CIRCUMSTANCES:	
1. Official letter re: change of address / owner / business name / Veterinarian / Pharmacist / Chemist / etc. as applicable;	Requisitioner
2. Surrender original CPR and approved label;	Requisitioner
3. Duly notarized Declaration Form, Form 3A and for any change(s) in the product;	Requisitioner
4. Pertinent documents required for the amendment of the product claims (based on Checklist);	Requisitioner

ADDITIONAL REQUIREMENTS FOR IMPORTERS OF AUTHORIZED DISTRIBUTOR FROM FOREIGN SOURCES:				
1. Government Certificate of Clearance and Free Sale / Registration approval of the product / Export Certificate from country origin;			Requisitioner	
2. Government Certification attesting to the status of the manufacturer's competency and reliability of the personnel and facilities;			Requisitioner	
3. Agreement must be authenticated by the territorial Philippine Consulate in case of Exclusive Distributorship. ***Note: Items 1,2 & 3 should be duly authenticated by territorial Philippine consulate or in the absence of the Consulate, any equivalent regulatory government Agency. ***To be submitted upon renewal of registration. ** Change of Circumstances (COC).			Requisitioner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and inquire for requirements and application procedures.	Step 1.1: Brief the customer on the application procedures and give list of requirements together with the application form.	None	(excluded)	Agriculturist II, Regulatory Division
2. Fill-up registration form (original) and submit for processing.	Step 2.1: Receive and review the application forms for the completeness of requirements (photocopy) submitted.	None	1 Day	Agriculturist II, Regulatory Division
	Step 2.2: Conduct ocular inspection, prepare report and endorse application for approval.	None	2 Days	Agriculturist II, Regulatory Division
3. Pay corresponding fees to Authorized Special Collecting Officers	Step 3.1: Special Collecting Officers receive payment and issue Order of Payment.	Refer to table of fees above	10 Minutes	Agriculturist II, Regulatory Division
	Step 3.2: Endorse application to Regional Executive Director for Approval	None	1 Day	Agriculturist II, Regulatory Division

	Step 3.3: Retrieve approved documents from the Regional Executive Director's Office.	None	1 Day	Agriculturist II, Regulatory Division
	Step 3.4: If new applications, submit documents to BAI-CO for approval of BAI Director for the issuance of the Certificate of the Registration.	None	1 Day	Agriculturist II, Regulatory Division
	Step 3.5: If renewal of Feed Product, submit a copy of applications to BAI-CO for their reference and file. Notify client for the release of their copy. If renewal of VDAP, submit documents to BAI-CO for approval of BAI Director for the issuance of the License to Operate.	None		Agriculturist II, Regulatory Division
	Step 3.6: Receive approved Certificate of Registration and record the same.	None	1 Day	Agriculturist II, Regulatory Division
	Step 3.7: Notify the client to get approved Registration Certificate.	None	10 Minutes	Agriculturist II, Regulatory Division
4. Receive approved Registration Certificate	Step 4.1: Release approved Registration Certificate, record and file the documents.	None	10 Minutes	Agriculturist II, Regulatory Division
TOTAL			7 hours and 30 Minutes	**Note: Exclusive of number of Days of non-compliance during inspection and evaluation requirements.



3. ISSUANCE OF LICENSE TO LIVESTOCK AND POULTRY HANDLERS AND LIVESTOCK POULTRY CARRIERS

All Livestock and Poultry Handlers and Carriers (LPHCs) are required to secure a Bureau of Animal Industry (BAI) Registration Certificate under PD No. 07 series of 1972, otherwise known as the “orderly marketing of livestock, poultry, meat and animal by-products” as amended by AO No. 08,2005.

Schedule of Availability of Service

Monday to Friday-8:00 AM to 5:00 PM

Schedules of Fees

I. ANIMAL PRODUCTS & BY- PRODUCTS HANDLERS	Fees
1. Livestock Dealer	Php 300.00
2. Poultry Dealer	Php 300.00
3. Egg Dealer	Php 300.00
4. Milk Dealer	Php 300.00
5. Hides Dealer	Php 300.00
6. Skin Dealer	Php 300.00
7. Manure and Dung Dealer	Php 300.00
8. Game Fowl Dealer	Php 300.00
II. TRANSPORT CARRIERS	
(one sticker per carrier for land transport carrier) Annual Registration Fees based on AO No. 08:	
Land Transport Carrier	
Tricycles and Trailers	Php 300.00
Trucks, AUVs, Containers and others	Php 500.00
Water and Air Transport Carriers	Php 500.00
III. ANNUAL	
Handlers and/or Dealers	Php 300.00
Tricycles and Trailers	Php 300.00
Trucks, AUVs, Containers and others	Php 500.00
Water and Air Transportation Carriers	Php 500.00



Office or Division	REGULATORY DIVISION	
Classification	Highly Technical	
Type of transaction:	G2C- Government to Clients / G2B- Government to Business	
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
I. LIVESTOCK AND POULTRY HANDLERS		
1. Notarized application form;	Requisitioner /DA RFO XIII Regulatory Division	
2. Latest 2pcs "1x1" ID Picture;	Requisitioner	
3. Tax Identification Number (TIN) of the individual operators, representative, partnership, corporation, cooperative and association;	BIR	
4. Business Permit;	City Mayor's Office	
5. Corporation / Cooperative / Association: <ul style="list-style-type: none"> • Certificate from the Board of Directors who are persons with authority to bind the corporation, cooperative, or association; • Article of Incorporation; 	Requisitioner	
6. All participants shall undergo seminar;		
7. Certificate of Attendance (seminar) for regional and provincial applicants;	Requisitioner	
8. Photocopy of Securities and Exchange Commission (SEC) for partnership, corporation, cooperative and association.	Securities and Exchange Commission	
LIVESTOCK AND POULTRY CARRIERS		
1. Notarized Application Form;	Requisitioner /DA RFO XIII Regulatory Division	
2. LTO Official Receipt and Certificate of Registration of vehicle (photocopy);	Requisitioner	
3. Deed of sale (if applicant is not the owner of the vehicle or ownership has not yet been transferred);	Requisitioner	
4. Documentary Stamp;	BIR / City Hall	
5. Latest 2 pcs. 1" x 1" ID Picture;	Requisitioner	
6. Tax Identification Number (TIN) of the individual operators, representative, partnership, corporation, cooperative and association;	BIR	
7. Business Permit;	City Mayor's Office	
8. Single Proprietorship- If applicant's name does not appear on the business permit or named after his/her wife/husband, then, Special Power of Attorney will be required;	Requisitioner	

9. Partnership		Requisitioner		
<ul style="list-style-type: none"> • Certificate from partners who are persons with authority to bind the partnership or; • Article of Partnership; 				
10. Corporation / Cooperative / Association:		Requisitioner		
<ul style="list-style-type: none"> • Certificate from the Board of Directors who are persons with authority to bind the corporation, cooperative and association; 				
11. All applicants shall undergo seminar Certificate of Attendance (seminar) for regional and provincial applicants;		Requisitioner		
12. Full body pictures of carrier (front, side and back) with plate number.		Requisitioner		
13. Photocopy of SEC for partnership, corporation, cooperative and association.		Securities and Exchange Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application and inquire for requirements and application procedure.	Step 1,1: Brief the customer on application procedures and give lists of requirements together with the application form.	None	(excluded)	Agriculturist I / Agriculturist II / Veterinarian II, / DA RFO XIII Regulatory Division
2. Accomplish and submit application form(original)	Step 2.1: Receive and review the application forms and other requirements. (photocopy)	None	1 Day	Agriculturist I / Agriculturist II / Veterinarian II, / DA RFO XIII Regulatory Division
	Step 2.2: Conduct short orientation and seminar on proper handling and control during shipment/transport and other responsibilities attached to license.	None	1 Day	Agriculturist I / Agriculturist II / Veterinarian II, / DA RFO XIII Regulatory Division
	Step 2.3: Prepare the Certificate of Attendance and temporary license, facilitate signing and approval and give to clients.	None		Agriculturist I / Agriculturist II / Veterinarian II, / DA RFO XIII Regulatory Division

3. Pay corresponding fees to Special Collecting Officer.	Step 3.1: Special Collecting Officer receives payment and issues Order of payment.	Refer to table of fees above	10 Minutes	Agriculturist I / Agriculturist II / Veterinarian II, / DA RFO XIII Regulatory Division
	Step 3.2: <ul style="list-style-type: none"> • Endorse application to Regional Executive Director for approval. (Renewal Applications) • Endorse application to Regional Executive Director for Recommending approval to BAI Director (Initial Applications) 	None	1 Day	Agriculturist I / Agriculturist II / Veterinarian II, / DA RFO XIII Regulatory Division
	Step 3.3: Retrieve the signed application form from ORED.	None	1 Day	Agriculturist I / Agriculturist II / Veterinarian II / DA RFO XIII Regulatory Division
	Step 3.4: Submit the signed copy of application form together with the complete requirements to Records Unit for mailing to the BAI-CO, Marketing Development Division for approval.	None	1 Day	Agriculturist I / Agriculturist II / Veterinarian II/ DA RFO XIII Regulatory Division
	Step 3.5: Call Central Office to inform of the mailed documents.	None	10 Minutes	Agriculturist I / Agriculturist II / Veterinarian II/ DA RFO XIII Regulatory Division

	<p>Step 3.6:</p> <ul style="list-style-type: none"> • Receive approved Certificate of Registration/ Sticker / Handlers ID and record the same. • Issuance of Certificate of Registration for Renewal signed by Regional Executive Director. 	None	1 Day	Agriculturist I / Agriculturist II / Veterinarian II, / DA RFO XIII Regulatory Division
	<p>Step 3.7 : Call the client to get license, sticker and handler's ID.</p>	None	10 Minutes	Agriculturist I / Agriculturist II / Veterinarian II, / DA RFO XIII Regulatory Division
4. Receive approved Registration Certificate/Handler's ID/ sticker and surrender issued temporary certificate.	<p>Step 4.1: Release approved Registration Certificate, record and file.</p>	None	10 Minutes	Agriculturist I / Agriculturist II / Veterinarian II, / DA RFO XIII Regulatory Division
TOTAL			6 Days and 40 Minutes	**Note: Exclusive of number of Days of non-compliance during inspection and evaluation requirements.



4. ISSUANCE OF CERTIFICATE OF ANIMAL WELFARE REGISTRATION

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 as stated in the Animal Welfare Act of 998 (R.A. 8485) as amended as by R.A. 10631.

Schedule of Availability of Service

Monday to Friday- 8:00 AM to 5:00 PM

Schedule of Fees

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



5. PHILIPPINE GOOD AGRICULTURAL PRACTICES (PHILGAP) CERTIFICATION

The Philippine Good Agricultural Practices (PhilGAP) Certification program is being promoted and facilitated by the DA-Regulatory Division in order to ensure food safety and assure quality of agricultural products while keeping high regard on environmental protection and workers health, safety and welfare. It also aims at facilitating access of Philippine Agricultural Crops to neighboring ASEAN markets and other foreign markets.

Schedule of Availability of Service

Monday to Friday- 8:00 AM to 5:00 PM

Office or Division	REGULATORY DIVISION	
Classification	HIGHLY TECHNICAL	
Type of transaction:	G2C- Government to Clients / G2B- Government to Business / G2G- Government to Government.	
Who may avail:	<ul style="list-style-type: none"> • Individual Farmers; • Partnership / Joint Venture; • Cooperatives; • Corporations; • Associations / Organizations; • Demonstration Farms. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. LIVESTOCK AND POULTRY HANDLERS		
1. Accomplished Application Form;	Regulatory Division DA RFO- XIII	
2. Organizational profile	Requisitioner	
3. Farm map or area map	Requisitioner	
4. Farm Layout	Requisitioner	
5. Field operation procedures	Requisitioner	
6. Annex A- Production & Harvesting Records (GAP-F01A)	Requisitioner	
7. Annex B- List of Fertilizers, Pesticides and Other Agricultural Chemicals used (GAP-FO1B)	Requisitioner	
8. Certificate of Nutrient Soil Analysis	Requisitioner	
9. Certificate of Training on GAP	Requisitioner	
10. Certificate of Registration (SEC/DTI /CDA /DOLE if applicable)	DTI,SEC,DOLE,CDA	
Additional for Group Applicants:		
1. Internal Control System (ICS)	Requisitioner	
2. Procedure for accreditation (<i>if applicable</i>);	Requisitioner	
3. Manual of procedure for Outgrowership scheme (<i>if applicable</i>);	Requisitioner	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Filing of application and review of documents.</p> <p>Submit complete enabling documents in one folder.</p>	<p>Step 1.1: Submit application documents to Records Unit for recording and forward to Regional Executive Director for comment and routing to Regulatory Division.</p>	None	3 Days	<p>(Regional Executive Director)</p> <p>Record Officer</p> <p>Records Unit</p>
	<p>Step 1.2: Forward documents to Regional GAP teams</p>	None	1 Day	<p>(Chief, Regulatory Division)</p> <p>Agriculturist II,</p> <p>Regulatory Division</p>
<p>2. Review of submitted enabling documents.</p>	<p>Step 2.1: Evaluate and verify the completeness of documents. If there are lacking documents, return folder to the applicant and advise them to complete all the requirements.</p> <p><i>Note: All applications must be endorsed by the Municipal Agriculturist & Provincial Agriculturist</i></p>	None	1 Day	<p>Supervising Agriculturist</p> <p>Agriculturist I</p> <p>Regulatory Division</p>
<p>3. Conduct Farm Pre-Assessment.</p>	<p>Step 3.1: Conduct of field validation/evaluation to ensure that the applicant and its farm is compliant with the PhilGAP four (4) modules such as food safety, produce quality, environment management and farm workers safety and welfare.</p>	None	1 Day	<p>Supervising Agriculturist</p> <p>Agriculturist I</p> <p>Regulatory Division</p> <p>This activity is conducted with other members of the Regional GAP Team in DA-RFO XIII.</p>

	Step 3.2: Prepare Pre-assessment Report	None	1 Day	Agriculturist I Regulatory Division
	Step 3.3: Submit reports to the Chief of the Regulatory Division for comment and initial signature	None	1 Day	Agriculturist I Regulatory Division
4. Endorse the Complete PhilGAP Application Folder with Pre-Assessment Report to Bureau of Plant Industry (BPI-PPSSD)	Step 4.1: Endorse complete documents to GAP Secretariat (BPI-PPSSD Central Office).	None	1 Day	(Regional Executive Director) (Head, Records Section)
	Step 4.2: BPI-PPSSD will review and check & evaluate the completeness of documents.	None	(excluded)	Bureau of Plant Industry (BPI)-PPSSD
	Step 4.3: If found to be complete, the BPI-PPSSD will notify the Regional & Executive GAP Team for the schedule of final National PhilGAP Audit/Inspection.			
5. Final PhilGAP Audit/ Inspection (National Auditors/ Inspectors)	Step 5.1: Conduct Final Pre-Assessment of the farm to check if the farm is already ready for the National PhilGAP inspection.	None	1 Day	Supervising Agriculturist Agriculturist I Regulatory Division
	Step 5.2: Conduct Final Audit/Inspection of the farm. In cases when there will be some non-compliance, the applicant will be advised to comply it within a period of time.	None	1 Day	Supervising Agriculturist Agriculturist I Regulatory Division
	Step 5.3: Submit all lacking documents as required by the National Auditors/Inspection during	None	(excluded)	Applicant

	the final inspection.			
6. Evaluation of report of inspection	Step 6.1: Evaluate reports of inspection	None	(excluded)	PhilGAPCC
	Step 6.2: Recommends farm for PhilGAP Certification			
7. Issuance of PhilGAP Certificate	Step 7.1: Issues PhilGAP Certificate of the applicant	None	(excluded)	BPI-Director
8. Receive approved PhilGAP Certificate	Step 8.1: Inform the applicant on the availability of the PhilGAP Certificate	None	15 Minutes	Agriculturist II Regulatory Division
	Step 8.2: Award the PhilGAP Certificate to the applicant	None	1 Day	(Regional Executive Director) (Assistant Regional Director for Operations) (Assistant Regional Director for Research, Regulations and ILD) Regional GAP Team
TOTAL			11 Days and 15 Minutes	**Note: Exclusive of number of Days for their action



AGRIBUSINESS AND MARKETING ASSISTANCE DIVISION

EXTERNAL SERVICE



1. CREDIT FACILITATION AND ASSISTANCE

Tasked to facilitate and assist all Credit facilitation to farmers and fisherfolks and help sustain the delivery of financial assistance to the viable stakeholders in support to the agriculture and fisheries modernization, food security and poverty alleviation especially affected with natural calamity

Schedule of availability of Services

Monday to Friday

8:00 A.M. – 5:00 P.M.

Office or Division:		AGRIBUSINESS AND MARKETING ASSISTANCE DIVISION		
Classification:		Complex		
Type of Transaction:		Government to Client (G2C)		
Who may avail:		All Farmers and Fisherfolks that belong to Cooperative, Association as well as Individual partners and stakeholders engaged in Agribusiness Activity and Development.		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the credit program	Step 1.1: Briefs/orients the client about the credit program	None	30 minutes	Chief, AMAD/ RACDO Agriculturist II
2. Prepare request letter for assistance	Step 2.1: Received the communication/ request letter and prepare endorsement letter	None	5 Minutes	Chief, AMAD/ RACDO Agriculturist II Records Unit/ ORED
	Step2.2: Assist/ Orient client in the Online Application		15 minutes	Chief, AMAD/ RACDO Agriculturist II
	Step 2.3: Coordinate with the Government Financing Institutions (GFIs) like LBP, Rural Banks and ACPC with Cooperative Banks Conduits for endorsement	None	30 minutes	Agriculturist II Records Unit/ ORED
TOTAL			1 hour and 20 minutes	



2. FARMERS & FISHERFOLK ENTERPRISE DEVELOPMENT INFORMATION SYSTEM (FFEDIS) REGISTRATION

For the purpose of documentation, planning, reporting and processing in availing agri-fishery enterprise related interventions of the Department of Agriculture, FFEDIS registration is required as mandated in the Republic Act 11321 also known as the Sagip Saka Act. Processed data shall only be shared to partner agencies for planning, reporting and other use in accordance to the mandate of the agency.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	AGRIBUSINESS AND MARKETING ASSISTANCE DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client/ G2B – Government to Business			
Who may avail:	All enterprises engaged in agriculture and fishery-related economic activities, including, among others, producer groups, fisherfolk organizations/groups, cluster of growers or fishers and other similar enterprises as well as micro, small and medium scale processors, consolidators, exporters and other enterprises who are willing to assist producer groups in vertical clustering or joint business planning and/or forge contracts or formal marketing agreements with such producer groups.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Duly accomplished FFEDIS Enrollment Form		OSAC Office		
2. Mayor's Business Permit (1 original & photocopy)		Concerned LGUs		
3. Applicable Certificate of Registration: (1 original & photocopy) <ul style="list-style-type: none"> ▪ Securities and Exchange Commission (SEC) for Corporations ▪ Cooperative Development Authority for Cooperatives ▪ Department of Trade and Industry (DTI) Registration for single proprietor 		Concerned Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

A. REGISTRATION AT THE FFEDIS REGISTRATION DESK				
1. Secure Agri-Fisheries Enterprise Enrollment Form at the Registration Desk located at OSAC Office	Step 1.1: Hands-out enrolment form	None	10 minutes	Administrative Assistant II
2. Submit accomplished enrolment form attached with documentary requirements .	Step 2.1: Receive, logged and review the submitted accomplished form. Checks if the required fields are completely filled-out and attachments are complete vis-à-vis checklist of requirements	None	10 minutes	Administrative Assistant II/ Agriculturist II AMAD
	Step 2.2: Input the information to the system and then generate the User's Credentials/username and password of the FFE.	None	5 minutes	Administrative Assistant II/ Agriculturist II AMAD
	Step 2.3: Check and verify the information inputted in the system vis-à-vis Permits and Certifications attached	None	20 minutes	Agriculturist II & Supervising Agriculturist AMAD
	Step 2.4: Check and approve Enterprise Registrants	None	10 minutes	Chief, AMAD
	Step 2.5: Issue/sign Certificate of FFEDIS Registration	None	5 minutes	Regional Executive Director
TOTAL			1 Hour	

FOR WEB-BASED REGISTRATION



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the FFEDIS website using the link www.ffedis.da.gov.ph and fills-out the Enrollment Form and submit/attach online in PDF format the scanned copy of the documentary requirements	<p>Step 1.1: Examine if all the fields of the Enrollment Form are properly filled-out and if attachments are complete</p> <p>Check and verify the information inputted in the system vis-à-vis permits and certifications attached</p>	None	5 minutes	Agriculturist II & Supervising Agriculturist AMAD
	<p>Step 1.2: Check and approve enterprise Registrants</p>	None	5 minutes	Chief, AMAD
	<p>Step 1.3: Issue/sign Certificate of FFEDIS Registration</p>	None	5 minutes	Regional Executive Director
TOTAL			15 Minutes	



INTEGRATED LABORATORIES DIVISION

EXTERNAL SERVICE



1. ANIMAL DISEASE DIAGNOSTIC SERVICE

The Laboratory is task to perform the diagnosis of animal diseases through examination of animal tissues, blood sample, and fecal sample, sick or unhealthy and dead animals for specific treatment / prevention and control of disease.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Client/ G2B – Government to Business			
Who may avail:	LGU's, Private individuals, Companies, farmers, student researchers, research institutions and victims of animal bites.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<i>Refer to the list of requirements below (page 103)</i>		c/o Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit samples or specimen (tissues, blood, serum, dog's heads & feces & etc. of animal) Provides the following: Name/Owner Complete Address: Contact No: 2. Sample: Species: Age: Sex: Breed: Population: No. of heads affected:	Step 1.1: Receive and record of the samples	None	3 minutes	Lab. Tech II/ RADDL Staff

2. Test Requested	Step 2.1: History taking/ interview of client	None	30 minutes	Lab. Tech II/ RADDL Staff
	Step 2.2: Storage of sample (if the samples can't be examine immediately)	None	3 minutes	Lab. Tech II/ Lab Aide II
	Step 2.3: Preparing of the specimen for analysis/ exam.	None	1-2 hours (for frozen specimen)	Veterinarian III Veterinarian II
	Step 2.4: Examination of sample or specimen			
	1. Pathology			
	a. Gross Pathology			
	▪ Poultry		1hr/sample	Veterinarian IV/ RADDL Staff
	1. Up to 8 weeks old	50.00/ head		
	2. Over 2 months old	75.00/ head		
	▪ Swine		2hrs/sample	Veterinarian IV/ RADDL Staff
	1. Up to 8 weeks old	100.00/ head		
	2. Over 2 months old	150.00/ head		
	3. Sow/bear	200.00/ head		
	▪ Goat	150.00/ head	1.5hrs/ sample	
	▪ Large animal		4hrs/sample	
	1. up to 8 weeks old	200.00/ head		
	2. over 2 months old	300.00/ head		
	b. Clinical Pathology			
	▪ RBC/WBC Count	150.00/ sample	4hrs/sample	Veterinarian III/ Veterinarian II/ Lab. Tech. II
	▪ PCV (Pack Cell Volume)	75.00/ Sample	10mins/ sample	
	2. Virology			
	a. CAE	150.00/ Sample	1 day/plate (96 samples)	Veterinarian IV/ Veterinarian III/ Veterinarian II

	b. Rabies exam.	Free	4hrs/ sample	Veterinarian IV/ Veterinarian III/ Veterinarian II
	3. Bacteriology			
	a. Antibiotic Sensitivity Test	150.00/ organism	2days/ sample	Veterinarian IV/ Veterinarian III/ Veterinarian II
	b. Bacterial Isolation	250.00/ organism	4days/ sample	Veterinarian IV/ Veterinarian III/ Veterinarian II
	c. Water Coliform Test	150.00/ Sample	4days/ sample	Veterinarian III/ Veterinarian II/ Lab. Tech II
	4. Parasitology			
	a. Blood Parasite Exam.			
	1. DME (Direct Microscopic Exam.)	150.00/ Sample	1hr/sample	Veterinarian III/ Veterinarian II/
	b. Fecal Exam			
	1. DME	25.00/ sample	5mins/ sample	Veterinarian III/ Veterinarian II/
	c. Ectoparasite exam.	150.00/ sample	1.5hrs/ sample	
	d. Schistosomiasis	50.00/ Sample	12hrs for 6 samples	Veterinarian IV/ Veterinarian III/ Veterinarian II
	5. Serology			
	▪ CATT (Card Agglutination test for Trypanosoma)	150.00/ Sample	20mins/ sample	
	▪ MHCT (Microhaematocrit test)	150.00/ Sample		
	▪ Brucella Rose Bengal Test	150.00/ Sample		
	▪ Newcastle Disease (HA-HI) test	150.00/ Sample		
	▪ Salmonella Pollurom (Rapid test)	150.00/ Sample		
	▪ Mycoplasma gallicepticum	150.00/ sample		
	Step 2.5: Interpretation of Result			
	a. Evaluation/ verifying		15mins/	Veterinarian IV/

	and analysis		Sample	Veterinarian III/ Veterinarian II
	b. Recording and encoding of examination		10 minutes	Veterinarian IV/ Veterinarian III/ Veterinarian II Lab. Tech. II
	c. Approve results		5 minutes	Veterinarian IV
3. Pay corresponding fees at the Regional Office	Step 3.1: Issuance of Official Receipt	Refer to corresponding fees of the service	15minutes	Regional Cashier Cashiering Unit
4. Collect copy of the result	Step 4.1: Logged and release the result	None	5minutes	Lab. Tech II/ RADDL Staff
TOTAL				

Requirements to be submitted

Diagnosis/ Test to be performed	Animal parts/specimen to submit
<ul style="list-style-type: none"> • Pathology • Gross Pathology (Necropsy) • Clinical Pathology(CBC) Auto • Hematology Analyser • Pack Cell Volume (PCV) 	<ul style="list-style-type: none"> • acute/ chronically ill / and dead animal within 6 hours after death • whole blood (fresh / refrigerated blood with anticoagulant EDTA)
2. Virology <ul style="list-style-type: none"> • CAE (Caprine Arthritis Encephalitis) (ELISA TEST) • Rabies Examination – Fluorescent Antibody Test (FAT) • Hog Cholera (ELISA Test) • Porcine Reproductive Respiratory Syndrome(ELISA) • Porcine Circovirus 2 (ELISA) 	<ul style="list-style-type: none"> • Whole blood (3 ml) or serum 1 ml • head of animal (all warm blooded animals except humans) (fresh or frozen) • Fresh whole blood 3ml or serum 1ml • Fresh whole blood 3ml or serum 1ml • Fresh whole blood 3ml or serum 1ml
3. Bacteriology <ul style="list-style-type: none"> • Bacterial Isolation • Antibiotic Sensitivity Test • Water Coliform 	<ul style="list-style-type: none"> • Fresh animal tissues (heart, lungs, spleen, kidney and intestine & etc) • Isolates from bacterial isolation. • Fresh water in autoclaved container (secure from the laboratory)

<p>4. Parasitology</p> <ul style="list-style-type: none"> • Blood Parasite Examination • Fecal Examination (flotation/sedimentation) • Schistosomiasis Examination • Ectoparasite Exam. 	<ul style="list-style-type: none"> • Whole blood 5ml (fresh/refrigerated and heparinized) • Fecal matter (at least 30 grams) • Fresh fecal matter (at least 50 grams) • skin scraping
<p>5. Serology</p> <ul style="list-style-type: none"> • CATT (Card Agglutination test for Trypanosoma) • MHCT (Microhaematocrit test) • MIT (Mouse Inoculation test) • Brucella Rose Bengal Test • Newcastle Disease (HA-HI) test • Salmonella Pollurom (Rapid test) • Mycoplasma gallicepticum (ELISA) 	<ul style="list-style-type: none"> • blood serum at least 3 ml • Whole blood 5 ml (fresh ,refrigerated/heparinized) • whole blood fresh or refrigerated/heparinized and any suspect organism • Blood serum at least 2ml • Blood serum at least 2 ml • Blood serum at least 2 ml • Blood serum at least 2 ml

Clients' Responsibilities:

- Clients must observe proper labeling, storage and transporting of specimen/sample.
- Clients must tell the truth during interview and history taking.
- Clients must consult physicians or veterinarians after knowing the result of examination.
- Must claim/receive the result of laboratory examination and must pay the examination fees.
- Clients should keep laboratory results for future reference.
- Clients must report to concerned authorities cases of zoonotic animal diseases that occurred in their farms or premises.

General Guidelines in the Collection and Submission of Specimens

- Selection of animals or samples representative of the problem is the responsibility of the veterinarian in the field. If the field veterinarian asked the owner to present his own samples or animals to the laboratory, the owner should be provided with a completed submission form.
- Select specimens relevant to the problem under investigation.
- Collect materials as early in the acute stage of the infection as soon as possible.



- Preferably submit whole animals to the laboratory. If total necropsy is required, submit live animals so that autolysis does not hinder diagnosis. Pre-mortem clinicopathological tests can be taken to supplement post-mortem findings. Dead animals should be submitted within six (6) hours following the death of the animal to prevent invasion of suspected tissue by saprophytic microorganisms. At least 3 animals should be submitted. In the case of chickens, 0 to 6 weeks of age, or at least 6 are required.
- If it is not convenient to submit whole animals, submit tissue samples relevant to the problem under investigation. Select fresh specimens. Collect materials as aseptically as possible even if they are not for microbiological tests. If there is any doubt about what specimens to send, consult the laboratory personnel.
- Identify the sample clearly. Place each sample on container, and label it properly, not on the stopper or cap.
- Adequate cooling of fresh material is absolutely essential. The inclusion of ice or coolant packs in all boxes containing fresh tissues is strongly urged. This is particularly important with specimens for microbiological tests, but is also valuable for fresh materials. Frozen tissues are suitable for virology, chemistry, and most bacteriology but are not suitable for Histopathology for Parasitology. Only if the specimens are likely to take more than 24 hours to reach the laboratory it is necessary, or desirable, to freeze the specimens and send them in state. For fixed tissues, indicate the type of fixative.
- Materials sent by public transport must be properly packed. Disposable plastic or glass containers are recommended for use whenever possible. Avoid using plastic bags for any specimen; they often leak and are pervious to bacteria.
- All submitted samples are already laboratory property

Complaints and Feedback

Customers can get the Citizen Feedback Form from the Public Assistance Desk, accomplish and forward it to the Office of the Regional Director or drop in the suggestion box at the Public Assistance Desk.



2. FEED CHEMICAL ANALYSIS SERVICE

The Regional Feed Chemical Analysis Laboratory formerly Regional Feed Analytical Laboratory was established in 1999 through the strength of Republic Act 1556 otherwise known as the Livestock and Poultry Feeds Act (an act that regulates and controls the manufacture, importation, labeling, advertising, distribution and sale of livestock and poultry feeds and providing funds thereof). It helps in counterchecking the quality of feeds in all outlets through laboratory tests to ensure compliance with feed labeling and manufacturing standards, renders laboratory tests to individuals or groups who intend to formulate their own feeds; and assists students/ researchers on matters related to establishing the nutrient content of feeds or feeding stuffs. It also helps in quantitative determination of aflatoxin content on feeds and feedstuffs.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	FEED CHEMICAL ANALYSIS LABORATORY			
Classification:	COMPLEX			
Type of Transaction:	G2C – Government to Client/ G2B – Government to Business			
Who may avail:	Feed ingredients manufacturers, feed manufacturers, feed retailers, feed distributors, feed importers, feed suppliers, private individuals, cooperatives, students/researchers, and other walk in clients.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. 250 g of feed/corn sample for proximate analyses; 1 Kg of corn sample for Aflatoxin test, sealed with complete label		Requisitioner		
2. Dully filled-up information sheet		FCAL Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits at least 250g of feed/corn sample for proximate analyses; 1 Kg of corn sample for aflatoxin test; samples must be sealed with label	Step 1.1: Receives sample and gathers relevant details regarding on the sample(s) submitted and the client's information		15 minutes	Chemist III or FCAL Staff FCAL

	Step 1.2: Conducts ocular inspection and classifies each sample as to fit or unfit for analyses		5 minutes	Chemist III or FCAL Staff FCAL
	Step 1.3: Computes total analyses fees (based on Service Pledge issued by the Bureau of Animal Industry, Manila) and gives instructions to the client for the payment details.		3 minutes	Chemist III or FCAL Staff FCAL
2. Pays the corresponding fees to Cashier.	Step 2.1: Issues Official Receipt.	Refer to sched of fees below for the amount to be paid (page 108)	10 minutes	Regional Cashier Cashiering Unit
3. Presents O.R. to the receiving personnel in the laboratory as basis of analysis.	Step 3.1: Records O.R. no. in the record logbook.		2 minutes	Chemist III or FCAL Staff FCAL
	Step 3.2: Advises client on the availability of results of analysis.		2 minutes	Chemist III or FCAL Staff FCAL
	Step 3.3: Processes samples into working samples		30 minutes	Chemist III or FCAL Staff FCAL
	Step 3.4: Prepares and standardizes needed solutions.		210 minutes	Chemist III or FCAL Staff FCAL
	Step 3.5: Prepares other needed materials to start analyses.		15 minutes	Chemist III or FCAL Staff FCAL
	Step 3.6: Conducts laboratory analyses,			Chemist III or FCAL Staff

	computation of data and preparation of certificates for the results of analysis (repeat analysis may be conducted):			FCAL
	a. Percent Crude Protein		4 days	
	b. Percent Crude Fat		4 days	
	c. Percent Crude Fiber		5 days	
	d. Percent Moisture		2 days	
	e. Percent Ash		2 days	
	f. Aflatoxin Test		1 day	
	Step 3.7: Evaluates, reviews and certifies laboratory results		20 minutes	Chemist III FCAL
4. Client claims laboratory result(s) within agreed time.	Step 4.1: Releases laboratory results to client		3 minutes	Chemist III FCAL
TOTAL			18 Days, 5 hours and 15 Minutes	

Schedule of Fees

The fees to be paid depend upon the type of test requested on the sample as follows:

Analysis and Corresponding Fees		
Services Available	Length of Time per Analysis at normal circumstances (per batch)	Cost per Analysis (Php)
Proximate Analyses		
- Crude Protein	4 days	216.00
- Crude Fat	4 days	216.00
- Crude Fiber	4 days	240.0



- Moisture	2 days	120.00
- Ash	2 days	120.00
Aflatoxin Test	1 day	1,300.00



3. SOIL ANALYSIS SERVICE

Soil analysis is a tool to diagnose the soil fertility of agricultural land as basis for qualitative and quantitative fertilizer recommendation and other practices in soil management.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	REGIONAL SOILS LABORATORY			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government G2C – Government to Client G2B – Government to Business			
Who may avail:	<ul style="list-style-type: none"> • Farmers • Researchers • Investors • LGUs • Students • Other walk-in Clients 			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. One-half (½) to one (1) kilogram of properly collected soil sample with complete label		c/o requisitioner		
2. Dully filled-up request form		Regional Soils Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ½ - 1 kg of properly collected soil sample accompanied with a label with the following information: a. Name of Client b. Site of Farm c. Soil sample identification d. Area e. Date of Sampling f. Topography g. Crop(s)	Step 1.1: Accept and record the sample.	None	2 minutes	Chemist IV or RSL Staff RSL
	Step 1.2: Verify the sample through an interview.	None	10 minutes	
	Step 1.3: Processing the sample: A. Laboratory Method: 1. Drying of Soil Samples	Please refer sched of fees for the amt. to be paid (page 116)	5 days (if sample is fresh/wet)	

<p>planted/to be planted (if trees, indicate the age or if vegetables, specify the kind of vegetable, e.g. okra, string beans, eggplant)</p>	2. Pulverizing of Soil Samples	10minutes/ Sample	
	3. Soil Testing		
	a. pH/EC	1 hour (standing) 1min. reading	
	b. % OM	Overnight standing 1min. reading/ sample	
	c. Available P	4 hours	
	d. Potassium	4 hours	
	e. Soil Texture	2mins./ sample	
	f. CEC	1 day	
	g. Exchangeable Cu, Zn, Mn, Fe	1 day	
	h. Exchangeable bases (Ca, Mg, Na, K)	1 day	
	i. % Moisture	1 day	
j. Electrical conductivity	1 day		
k. Lime Requirement (For Fish Ponds)	Overnight standing; 1min. reading		
l. Elements using RST (Ca, Mg, Zn & S)	10mins./ Sample		
B. Rapid Method	1 hour		
Step 1.4: Compiling of Test	30-45mins./		

	<p>Results</p> <p>Step 1.5: Interpretation of test results & recommendations</p> <p>Step 1.6: Encoding of Soil Test Results & Fertilizer Recommendation</p> <p>Step 1.6: Inform the customer about the schedule of release of the test result.</p>		<p>Sample</p> <p>30-45mins./ Sample</p> <p>1 minute</p>	
2. Pay the corresponding fee (for students, researchers, and other clients excepts for farmers)	<p>Step 2.1: Issuance of Official Receipt</p>		5 minutes	<p>Regional Cashier</p> <p>Cashiering Unit</p>
3. Collect copy of the test results/ analysis and acknowledge receipt thereof in the logbook	<p>Step 3.1: Log and release the result</p>		2 minutes	<p>Chemist IV or RSL Staff</p> <p>RSL</p>
TOTAL			Refer to Duration for the total processing time	

Duration

- For Laboratory Method, the result is due within 2 weeks under normal circumstances.
- For Rapid Method, the result is due within 2-4 hours under normal circumstances. The length of time depends on the number of crops for fertilizer recommendation.
- Services are treated on a 1st come 1st serve basis.

Schedule of Fees

TEST PERFORMED	FEE (Pesos)	
	Farmer/Undergraduate Students	Researchers/ Graduate Students/Other Clients
1. Laboratory Method (%OM, P, K, & pH with Ca, Mg, Zn & S using RST Kit, texture) with 2 crops for fertilizer/lime recommendation	70*	100
2. Rapid Method (STK: N, P, K, & pH with Ca, Mg, Zn & S using RST Kit)	35.00*	50
3. Fertilizer Recommendation for additional crop	10.00	15
4. Special Analysis		
• Total nitrogen	100	150
• Extractable Cu, Zn, Mn, Fe	150	200
• Exchangeable Bases (Ca, Mg, Na, K)	150	200
• % Moisture	50	75
• Electrical Conductivity	50	75
• Sample Digestion	175	250

* Free of charge if the farmer's crop planted/to be planted is Rice or Corn

Rights and Responsibilities

1. Clients have the right to demand for official receipts when paying the fees being collected as in the case of students, researchers, private firms and other government agencies.
2. It is the responsibility of the clients to pay the corresponding fees charged for each test done and to claim the results as agreed upon, whether picked up or delivered.
3. The Regional Soils Laboratory reserves the right to reject the samples that were not collected in accordance with standard sampling procedures.

Comments and Feedback

Clients can get the Citizen Feedback Form from the Public Assistance Desk, accomplish and forward it to the Office of the Regional Executive Director.



4. STK AND RST REFILL SERVICE

Soil Test Kit (STK) and Rapid Soil Test (RST) Kit are inexpensive, quick, handy and easy to use soil testing tools to evaluate the fertility status of a soil. These kits can be used by farmers and agricultural technicians in the field to identify quickly soil macro- and micro-nutrient problems that limit rice and other crop production. Refills are done for requesting agricultural technicians and other clients.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	REGIONAL SOILS LABORATORY			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government G2C – Government to Client G2B – Government to Business			
Who may avail:	<ul style="list-style-type: none"> • Farmers • Researchers • Investors • LGUs • Students • Other walk-in Clients 			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Soil Test Kit (STK) and/or Rapid Soil Test (RST) Kit with complete reagent bottles.		Regional Soils Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the STK and/or RST Kit with complete reagent bottles	<p>Step 1.1: Accept and assess the kits(s)</p> <p>Step 1.2: Wash/ clean the reagent bottles and kits.</p> <p>Step 1.3: Drying of reagent bottles and kit</p> <p>Step 1.4: Relabeling of reagent bottles</p> <p>Step 1.5: Refilling of reagent bottles</p>	<p>Refer to schedule of fees below for the amount to be paid</p> <p>(Page 118)</p>	<p>5 minutes</p> <p>30 minutes</p> <p>Overnight</p> <p>1 minute/ bottle</p> <p>2minutes/ bottle</p>	Chemist IV/ RSL Staff

	<p>Step 1.6: Replacement of tin strips, applicator sticks & medicine droppers</p> <p>Step 1.7: Placement of expiration date(s) of reagents in the kit(2)</p> <p>Step 1.8: Inform the client on the schedule of release of the kit(s)</p>		<p>2 minutes</p> <p>1 minute</p> <p>1 minute</p>	
2. Pay the corresponding fee (for students, researchers and other clients except for LGUs)	Step 2.1: Issuance of Official Receipt		5 minutes	Regional Cashier Cashiering Unit
3. Collect the kit(s) and acknowledge receipt thereof in the log book,	Step 3.1 Log and release the kit(s)		2 minutes	Chemist IV/ RSL Staff
TOTAL			Please see duration of the process below	

Schedule of Fees

REFILL PERFORMED	FEE (Pesos)
1. Soil Test Kit (STK)	200.00
2. Rapid Soil Test (RST) Kit	150.00

* Free of charge if requested by agricultural extension workers.

Duration

- STK/RST refill services due within 2 days under normal circumstances. Services are treated on a 1st come 1st serve basis.



5. ORGANIC FERTILIZER ASSAY TEST

Organic Fertilizer Assay test are used to aid organic fertilizer producers and researchers particularly those involving the determination of NPK contents of fertilizers.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	REGIONAL SOILS LABORATORY			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government G2C – Government to Client G2B – Government to Business			
Who may avail:	<ul style="list-style-type: none"> • Organic fertilizer producers • Researchers • LGUs • Students • Other walk-in Clients 			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. One (1) kilogram of properly collected organic fertilizer samples		c/o requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Fertilizer analysis, submit at least 1 kg of fertilizer placed in a moisture-proof plastic container with a label indicating: a.) Name of Client b.) Address c.) Contact number	Step 1.1: Receive the samples and assign laboratory number Step 1.2: Air-drying, sample processing, sample digestion, Analysis of fertilizers (NPK, OC, OM, pH, MC, micro-elements, heavy metals)	Refer to schedule of fees for the amount to be paid (page 120)	10 minutes 5-10 days	Chemist III
2. Pay the corresponding fee	Step 2.1: Issuance of Official Receipt		5 minutes	Regional Cashier Cashiering Unit



3. Collect test result and acknowledge receipt hereof in the log book.	Step 3.1: Release the test result, record the Official Receipt number and log-out the document		5 minutes	Chemist III
TOTAL			<i>Please see duration of the process below</i>	

Schedule of Fees

The fees to be paid depend upon the type of test requested to be performed on the sample are as follows:

Test Performed	Fees (Pesos)	
	Farmer/ Undergraduate Students	Researchers/ Graduate Students/ Other Clients
Total Nitrogen (N)	100	150
Total Phosphorus	150	200
Total Potassium	100	150
Total Organic Carbon/Matter	100	150
Micronutrients (Fe, Zn, Cu, Mn, Na, Mo)	70/element	100/element
Heavy metal (Cd, Pb, Cr, Ni)	70/element	100/element
pH	50	75
% Moisture	50	75
Sample digestion	175	250

Duration

Result is due within 2-3 weeks upon submission under normal circumstances. The length of time depends on the number of determination requested. Services are treated on a 1st come 1st serve basis.



Rights and Responsibilities

1. Clients have the right to demand for official receipts when paying the fees being collected as in the case of students, researchers, private firms and other government agencies.
2. It is the responsibility of the clients to pay the corresponding fees charged for each test done and to claim the results as agreed upon, whether picked up or delivered.
3. The Regional Soils Laboratory reserves the right to reject the samples that were not collected in accordance with standard sampling procedures.

Comments and Feedback

Clients can get the Citizen Feedback Form from the Public Assistance Desk, accomplish and forward it to the Office of the Regional Executive Director.



6. WATER ANALYSIS FOR IRRIGATION SUITABILITY TEST

Water analysis is performed to determine water suitability for irrigation or for other purposes.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	REGIONAL SOILS LABORATORY			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government G2C – Government to Client G2B – Government to Business			
Who may avail:	<ul style="list-style-type: none"> • Farmers • Researchers • LGUs • Students • Other walk-in Clients 			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<p>1. One (1) liter of water indicating the location where water was collected from, date and time of collection, weather condition at the time of collection and the physical appearance of water when it was collected.</p> <p>The shorter the time that lapses between collection and analysis, the more reliable will be the analytical results.</p> <p>A lapse of more than three months between the time of sampling and analysis is not recommended.</p>		c/o requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one liter of water sample, properly labeled indicating: a. location where	<p>Step 1.1: Accept the sample and verify completeness of information on the accompanying label</p> <p>Step 1.2:</p>	Refer to schedule of fees below for the amount to be	10 minutes	Chemist IV/ RSL Staff

<p>water sample was taken; b. date & time of collection ; c. weather condition at the time of collection ; d. physical appearance of water when it was collected e. Name of client f. Contact number</p>	<p>Analysis of water sample: <ul style="list-style-type: none"> • pH/ Electrical conductivity test • Trace elements </p>	<p>paid (page 124)</p>	<p>1 hour 4 hours-2 days (depending on the number of elements)</p>	
<p>2. Pay corresponding fee</p>	<p>Step 2.1: Issuance of Official Receipt</p>	<p>None</p>	<p>5 minutes</p>	<p>Regional Cashier Cashiering Unit</p>
<p>3. Collect test results and acknowledge receipt hereof in the log book.</p>	<p>Step 3.1 Release the test result, record the OR number and log-out the document</p>	<p>None</p>	<p>5 minutes</p>	<p>Chemist IV/ RSL Staff</p>
<p>TOTAL</p>			<p>2 days, 1 hour and 20 minutes</p>	



Schedule of Fees

The fees to be paid depend upon the type of test requested to be performed on the sample are as follows:

Test Performed	Fees (Pesos)	
	Farmer/ Undergraduate Students	Researchers/ Graduate Students/ Other Clients
pH	50	75
Electrical conductivity/ Salinity	50	75
Elemental analysis (Cu, Zn, Fe, Mn, Ca, Mg, Na, Cr, Ni)	70/ element	100/element

Rights and Responsibilities

1. Clients have the right to demand for official receipts when paying the fees being collected as in the case of students, researchers, private firms and other government agencies.
2. It is the responsibility of the clients to pay the corresponding fees charged for each test done and to claim the results as agreed upon, whether picked up or delivered.
3. The Regional Soils Laboratory reserves the right to reject the samples that were not collected in accordance with standard sampling procedures.

Comments and Feedback

Clients can get the Citizen Feedback Form from the Public Assistance Desk, accomplish and forward it to the Office of the Regional Executive Director.



7. BIOLOGICAL CONTROL AGENTS/ PLANT DIAGNOSIS

The Regional Crop Protection Center (RCPC) is a hub for Pest forecasting, pest advisory and early warning system for existing and emerging crop pests and diseases as well as to promote the usage of bio control agents in optimizing production of the region's major commodities.

The center will also serve as a diagnostic clinic for pests and diseases to provide recommendation for its control and management.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	REGIONAL CROP PROTECTION CENTER			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government G2C – Government to Client G2B – Government to Business			
Who may avail:	<ul style="list-style-type: none"> • Farmers • LGUs • Students • Stakeholders • Other walk-in Clients 			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Biological Control Agents <ul style="list-style-type: none"> ▪ Reservation of at least two (2) weeks before pick-up of Biological Control Agents 		c/o Requisitioner		
Plant Disease Diagnosis <ul style="list-style-type: none"> ▪ Freshly collect disease sample (s) 		c/o Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make reservation thru letter request/ radio message/ text message/ phone call/ personal visit	Step 1.1: Record reservation	Free	5 minutes	ACC II/ RCPC Staff
	Step 1.2: Provide updates to client on the status of the request.		5 minutes	ACC II/ RCPC Staff
	Step 1.3: Prepare the requested Buicon Agent. Once ready, inform the client for collection			

2. Collect Biocon Agent	Step 2.1: Log, hand-out feedback form and release Biocon Agent		10 minutes	ACC II/ RCPC Staff
3. Submit fill-out feedback form	Step 3.1 Collect and file feedback form		5 minutes	Record Custodian RCPC
TOTAL			25 minutes	

FOR PLANT DISEASE DIAGNOSIS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample for diagnosis	Step 1.1 Receive samples and have the client log in the registry log book	Free	2 minutes	RCPC Staff
	Step 1.2 Interview client and assign accession number of sample		15 minutes	RCPC Staff
	Step 1.3 Isolate Sample		15 minutes	RCPC Staff
	Step 1.4: Incubate Isolation Plates		4 days	RCPC Staff
	Step 1.5: Conduct microscopic examination on plates		30 minutes	RCPC Staff
	Step 1.6: Purify and identify organism		30 minutes	RCPC Staff
	Step 1.7: Prepare and sign results(action taken, findings and recommendation)		15 minutes	RCPC Staff

	<p>Step 1.8: Sign result for approval</p> <p>Step 1.9: Inform client thru SMS or call for result collection.</p>		5 minutes	RCPC Staff
2. Collect result	<p>Step 2.1: Log, hand-out feedback form and release result</p>		5 minutes	RCPC Staff
3. Submit filled out feedback form	<p>Step 3.1: File accomplished feedback form</p>		5 minutes	RCPC Staff
TOTAL			4 days, 2 hours and 7 minutes	



FIELD OPERATIONS DIVISION

EXTERNAL SERVICE



1. PROVISION OF PRODUCTION SUPPORT SERVICES (EXPANDED HYBRID RICE PRODUCTION)

To promote the utilization of hybrid rice in irrigated areas and boost farm productivity. The Program includes the provision of hybrid rice seeds along with inorganic fertilizer.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	RICE PROGRAM			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	<p>Individual Rice Farmer – must be enrolled in the Farmers and Fisherfolks Registration System thru the Registry System for Basic Sector in Agriculture (RSBSA) data gathering.</p> <p>Rice Farmers Group – must be an active Irrigators' Association, Farmers' Association, and Farmers' Organization duly registered with SEC/DOLE/CDA/DSWD accredited.</p>			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent		Requisitioner		
2. Proposed List of beneficiaries with corresponding area, certificate of registration, Enrolled in Rice Crop Manager (RCM) Advisory System		Concerned LGUs		
3. Endorsement from the Municipal Agriculture Office		Concerned Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual Farmer, IA's, FA's FO's, signifies intention to avail the service by submission of the documents required.	Step 1.1: Review & Assess the submitted requirements	FREE	30 minutes	Rice Program Personnel



	Step 1.2: If Approved: Issuance of Withdrawal Slip for Hybrid Rice Seeds	FREE	10 minutes	Rice Program Personnel
2. Proceed to designated Warehouse/ Storage Facility	Step 2.1: Releasing of Requested Hybrid Rice Seeds	FREE	10 minutes	Rice Program Personnel
TOTAL			50 Minutes	



2. PROVISION OF PRODUCTION SUPPORT SERVICES (EXPANDED INBRED RICE PRODUCTION)

To promote the utilization of inbred rice in irrigated areas and boost farm productivity. The Program includes the provision of inbred rice seeds along with inorganic fertilizer.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	RICE PROGRAM			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	<p>Individual Rice Farmer – must be enrolled in the Farmers and Fisherfolks Registration System thru the Registry System for Basic Sector in Agriculture (RSBSA) data gathering.</p> <p>Rice Farmers Group – must be an active Irrigators' Association, Farmers' Association, and Farmers' Organization duly registered with SEC/DOLE/CDA/DSWD accredited.</p>			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent		Requisitioner		
2. Proposed List of beneficiaries with corresponding area, certificate of registration, Enrolled in Rice Crop Manager (RCM) Advisory System		Concerned LGUs		
3. Endorsement from the Municipal Agriculture Office		Concerned Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Individual Farmer, IA's, FA's FO's, signifies intention to avail the service by submission of the documents required.	Step 1.1: Review & Assess the submitted requirements	FREE	30 minutes	Rice Program Personnel



	Step 1.2: f Approved: Issuance of Withdrawal Slip for Hybrid Rice Seeds	FREE	10 minutes	Rice Program Personnel
4. Proceed to designated Warehouse/ Storage Facility	Step 2.1: Releasing of Requested Hybrid Rice Seeds	FREE	10 minutes	Rice Program Personnel
TOTAL			50 Minutes	



3. PROVISION OF PRODUCTION SUPPORT SERVICES (BUFFER SEEDS STOCKING PROGRAM)

To ensure the availability of High Quality Rice Seeds that can be accessed by the Farmers in items of calamities and unforeseen events affecting rice production. The program aims to store up to 10% of the total seed requirement as Seed Buffer Stock. This also aims to enhance partnership among the government, established seed growers and other public or private entities on the provision of high quality seeds to rice farmers.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	RICE PROGRAM			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Individual Farmers, Registered Irrigators Association (IAs), Farmers Association (FAs), Upland Farmers Organization (UFOs), Peoples Organization (POs) and Non-Government Organization (NGOs) who were affected by calamities coursed thru concerned LGUs.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. List of Rice Farmers <i>indicating the following:</i> <ul style="list-style-type: none"> ▪ Intensity of damage ▪ Stage of crop 		Requisitioner		
2. Endorsement from the Municipal Agriculture Office		Concerned Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Local Government Units (LGUs) through the Municipal Agriculture Office signifies intention to avail the service by submission of the documents required	Step 1.1: Review & Assess the submitted requirements and finalize the list of Eligible Farmer beneficiary	FREE	1 day	DRRM Focal Person & Rice Program Personnel



	Step 1.2: Site Validation & Preparation of Validation Report	FREE	1-2 days (maximum)	DRRM Focal Person & Rice Program Personnel
	Step 1.3: Finalized the Allocation per Municipality	FREE	1 day	Rice Program Coordinator
2. Follow up the Final Allocation	Step 2.1: If Approved: Issuance of Withdrawal Slip for Inbred Rice Seeds Schedule the dates on withdrawal and delivery of rehab seeds	FREE	10 minutes	Rice Program Personnel
3. Proceed to designated Warehouse/ Storage Facility	Step 3.1: Releasing of Requested Rehab Seeds	FREE	10 minutes	Rice Program Personnel
TOTAL			4 days and 20 minutes	



4. PROVISION OF PRODUCTION SUPPORT SERVICES (LOCATION SPECIFIC INTERVENTIONS)

The provision of location specific interventions such as soil ameliorants, foliar fertilizers, bactericides, fungicides and rodenticides are essential in achieving the target yield increments for specific locations. The program also aims to reduce the potential losses in the field due to the infestation of pest.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	RICE PROGRAM			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Individual Farmers, Registered Irrigators Association (IAs), Farmers Association (FAs), Upland Farmers Organization (UFOs), Peoples Organization (POs) and Non-Government Organization (NGOs) coursed thru Local Government Units (LGUs).			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent		Requisitioner		
2. Proposed List of Beneficiaries		Concerned Municipal Agriculture Office		
3. Endorsement from the Municipal Agriculture Office		Concerned Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual Farmer, IA's, FA's FO's, through the Local Government Units (LGUs) signifies intention to avail the service by submission of the documents required	Step 1.1: Review & Assess the submitted requirements	FREE	30 minutes	Rice Program Personnel
	Step 1.2: If Approved: Issuance	FREE	10 minutes	Rice Program



	of Withdrawal Slip for the Intervention			Coordinator
2. Proceed to designated Warehouse/ Storage Facility	Step 2.1: Releasing of Requested Rehab Seeds	FREE	10 minutes	Rice Program Personnel
TOTAL			50 minutes	



5. PROVISION OF CORN SEEDS

The program aims to increase production of quality corn for human consumption, feeds and industrial uses as well as empower the farmers and support various stakeholders to be cost-efficient, profitable, sustainable and resilient. With this, one of the activities of Corn Program is the provision of seeds to stakeholders especially to existing cluster areas and identified seed growers.

In times of calamities, the program also provides seeds to the affected areas.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	CORN PROGRAM			
Classification:	COMPLEX			
Type of Transaction:	G2C – Government to Client			
Who may avail:	<ul style="list-style-type: none"> ▪ Seed growers (preferably BPI accredited) endorsed by the Provincial and Municipal Local Government Units thru their Provincial/Municipal Agriculturists and PAFC/MAFC Coordinators and PPHF ▪ Farmer-members of the corn cluster organizations. 			
CHECKLIST OF REQUIREMENT for seeds and other inputs	WHERE TO SECURE			
1. Letter request of the farmer-group beneficiaries with Board Resolution	Farmer Organization			
2. Certification of Registration	SEC/CDA/DOLE/ Others			
3. Certificate of Good Standing	SEC/CDA/DOLE/ Others			
4. List of Officers and Members with corresponding areas;	Farmer Organization			
5. Endorsements from Provincial and City or Municipal Agriculturists;	Provincial Agriculture Office (PAO), City Agriculture Office (CAO) and Municipal Agriculture Office (MAO)			
6. Municipal/Cluster Development Plan adopted by Sanguniang Bayan (thru the LGU); for cluster areas	Municipal Agriculture Office (MAO)			
7. Pre- master list of farmer member beneficiaries (for seeds and other inputs)	Farmer organization			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter or resolution, project proposal and	Step 1.1: Received and log for record management	None	5 minutes	Records Officer Records Unit

other minimum requirements(indorsed by PLGU/CLGU/ MLGU and AFC) addressed to the RED to Records Unit				
	Step 1.2: Forward Letter Request to the Office of the Regional Executive Director for his action	None	10 minutes	Records Officer Records Unit
	Step 1.3: Regional Executive Director endorses the letter request and other documents to the program	None	30 minutes	Secretary Office of the Regional Director
	Step 1.4: Project In-charge evaluates the letter request and other documents submitted If the farmer organization is qualified, the project in-charge will coordinate with the PLGU for the approved allocation and for the preparation of MOA for seed assistance. If not qualified, inform the farmer organization thru PLGU	None	3 days	Project In-charge Corn Program
2. Submit Notarized Memorandum of Agreement (MOA) to the program	Step 1.5: Project In-charge review and provide copy of the notarized MOA to the farmers organization.	None	1 hour	Project In-charge Corn Program



	Step 1.6: Project In-charge will inform concerned PLGUs and set for the withdrawal of inputs.	None	30 minutes	Project In-charge Corn Program
TOTAL			3 days, 2 hours and 25 minutes	



6. PROVISION OF PRE AND POST-HARVEST MACHINERIES, EQUIPMENT AND FACILITIES

The program aims to increase production of quality corn for human consumption, feeds and industrial uses as well as empower the farmers and support various stakeholders to be cost-efficient, profitable, sustainable and resilient. With this, one of the activities of Corn Program is the provision pre and post-harvest machineries, equipment and facilities to the registered cluster organization in the identified corn cluster areas.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	CORN PROGRAM	
Classification:	COMPLEX	
Type of Transaction:	G2C – Government to Client	
Who may avail:	<ul style="list-style-type: none"> ▪ Registered Farmer's Organization (FO), Farmers' Association (FA), Farmers' Cooperative (FC), Agrarian Reform Beneficiaries Organization (ARBO) and other rural-based organizations ▪ Agricultural schools, universities and colleges 	
CHECKLIST OF REQUIREMENT FOR PRE AND POST-HARVEST MACHINERIES, EQUIPMENT AND FACILITIES	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Letter of Intent/Board Resolution signed by the majority of Board Members, Stating the following: <ol style="list-style-type: none"> a. List of Machinery/equipment/facilities to be requested; b. Justification of explanation for the need and appropriates of the machinery/equipment/facilities. c. Commitment to shoulder the cost of operation and maintenance of the requested machinery/ equipment/facilities; d. Authorized Representative to sign any legal documents/documentary requirements with the Department of agriculture on the project; and 	Registered Farmer's Organization/ Farmer's Asociasion/SUCs	



e. Name and technical qualifications of the designated operator.				
7. Endorsement MAO/CAO/PAO/MAFC/CAFC		Provincial Agriculture Office (PAO), City Agriculture Office (CAO) and Municipal Agriculture Office (MAO)		
8. Photos of Existing shed or proof of availability of land for the shed and service area		Registered Farmer's Organization/ Farmer's Asociasion/SUCs		
9. Proof of conditional deed of donation or sale for the land/lot in favour of the government for private property intended as site for the requested facility		Registered Farmer's Organization/ Farmer's Asociasion/SUCs		
10. Map of the service area, showing existing and potential production area		Registered Farmer's Organization/ Farmer's Asociasion/SUCs		
11. Utilization Proposal		Registered Farmer's Organization/ Farmer's Asociasion/SUCs		
12. Certificate of Registration from CDA/SEC/DOLE/DSWD/DAR/NCIP		COR CDA/SEC/DOLE/DSWD/DAR/NCIP		
13. Organization Profile/List of Members		Registered Farmer's Organization/ Farmer's Asociasion/SUCs		
14. Organizational structure and manpower (for SUCs)		SUCs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter or resolution, project proposal and other minimum requirements (indorsed by PLGU/CLGU/MLGU and AFC) addressed to the RED to Records Unit	Step 1.1: Received and log for record management	None	5 minutes	Records Officer Records Unit
	Step 1.2: Forward Letter Request to the Office of the Regional Executive Director for his action	None	10 minutes	Records Officer Records Unit

	Step 1.3: Regional Executive Director endorses the letter request and other documents to the program	None	30 minutes	Secretary Office of the Regional Director
	Step 1.4: Project In-charge evaluates the letter request and completeness of the documents submitted If qualified based on the document submitted proceed to the next step If not qualified, inform the proponent regarding the status of their request	None	10 minutes	Project In-charge Corn Program
	Step 1.5: Confer with the program component coordinator for validation and site evaluation.	None	30 minutes	Program Coordinator and Project In-charge Corn Program
	Step 1.6: Conduct site/ project validation	None	1-3 days (site dependent)	Corn Program Coordinator/ Technical Staff/ APCO Staff
	Step 1.7: Make validation report for RED's comments and approval	None	2 hours	Corn Program Coordinator/ Corn Program Technical Staff/ APCO Staff
	Step 1.8: If Qualified, subject for next year targets If not qualified, inform the proponent regarding the status of their request	None	1 Hour	Corn Program Coordinator
		TOTAL	3days, 4hours and 25 minutes	



7. PROVISION OF FACILITIES AND PRODUCTION SUPPORT SERVICE

HVCDP a priority program of the Department of Agriculture created to help address food security, poverty alleviation and sustainable growth. The strategy is to increased income, create livelihood opportunity and contribute to the national development.

Schedule of availability of Services

Monday to Friday

8:00 A.M. – 5:00 P.M.

Office or Division:	HIGH VALUE CROPS DEVELOPMENT PROGRAM			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Client			
Who may avail:	All interested organized High Value Crops (HVC) growers/ farmers, LGUs and SUCs with corresponding production areas.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
See list of requirements below (page 138)		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Farmers Organization/ NGO/ LGU will submit letter of intent with the Minimum Requirements	Step 1.1: Area Validation		2 days (depending on sites)	Municipal Agriculturist/ Agricultural Technician DA - CARAGA HVCDP/APCO Staff/ Farmer Leader
	Step 1.2: Determine the availability of production support services based on farmer preference		20 minutes	HVCDP Focal Person
	Step 1.3: Prepare Purchase Request		10 minutes	HVCDP Focal Person
	Step 1.4: Approval of Purchase Request		20 minutes	Regional Executive Director

	Step 1.5: Purchase of items		Following number of days prescribed in RA 9184 at least 30 days	Bids & Awards Committee Procurement Unit
	Step 1.6: Awarding of Bids		15 days	Bids & Awards Committee Procurement Unit
	Step 1.7: Inspection		30 minutes	Internal Control Unit (ICU) DA – CARAGA
	Step 1.8: Testing		14 days	Regional Inspection Team, HVCDP Staff
	Step 1.9: Distribution of production support services to Municipal Agricultural Office/NGO		1 day	DA CARAGA HVCDP Staff, Provincial HVCDP Coordinator
2. Distribution of Production Support to Farmers Organization	Step 2.1: Supervise and document the distribution of seeds		1 day	Representatives: DA – CARAGA HVCDP Staff PLGU HVCDP Staff MLGU HVCDP Staff Farmer's Organization
TOTAL			65 days, 1hr. and 20 mins.	



REQUIREMENTS TO BE SUBMITTED

MINIMUM REQUIREMENTS

TRANSFER OF FUNDS

- Letter of Intent/Board Resolution- To avail the project
- Approved Project Proposal with Sustainability Plan
- Site Validation Report-*by the Regional Team*
- Geo-tagged Photos-*location of the area*
- Proof of Availability of land- *for production/for Establishment*
- Approved Plans & Design – *for infra*
- SB Resolution- *authorizing LCE to enter into MOA*
- Memorandum of Agreement –*signed and notarized*
- Other supporting documents is are necessary depending on the nature of transactions to established validity of claim
- Organizational Structure and Manpower complement of the concerned office that will manage the request- *Based On memo 50 series of 2020.*

PPHF Minimum Requirements

- Letter of Intent/Board Resolution signed by the majority of Board Members, Stating the following:
 - f. List of Machinery/equipment/facilities to be requested;
 - g. Justification of explanation for the need and appropriates of the machinery/equipment/facilities.
 - h. Commitment to shoulder the cost of operation and maintenance of the requested machinery/equipment/facilities;
 - i. Authorized Representative to sign any legal documents/documentary requirements with the Department of agriculture on the project; and
 - j. Name and technical qualifications of the designated operator.
- Endorsement MAO/CAO/PAO/MAFC/CAFC
- Photos of Existing shed or proof of availability of land for the shed and service area
- Proof of conditional deed of donation or sale for the land/lot in favour of the government for private property intended as site for the requested facility;
- Map of the service area, showing existing and potential production area
- Utilization Proposal
- COR CDA/SEC/DOLE/DSWD/DAR/NCIP
- Organization Profile/List of Members



8. PROVISION OF TECHNICAL SUPPORT SERVICE

Technical Support Services are the transfer of technology to provide direction on sustainable agricultural productivity through efficient/sound utilization of natural resources. This includes technical briefings and consultations on the cultural practices on Crop Production.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	HIGH VALUE CROPS DEVELOPMENT PROGRAM			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	All interested Local Government Unit/s (LGUs), Organized Farmers, Religious Organizations and Other groups or Peoples Organization.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter request <i>indicating the roles and responsibilities of each concern</i>		Requisitioner		
2. Masterlist of target beneficiaries		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organized Farmers submits Proposal or Letter Request (indorsed by MA-MLGU)	Step 1.1: Receiving of documents		3 minutes	Records Officer Records Section
	Step 1.2: Letter Request Indorse to Regional Executive Director		5 minutes	Records Officer Records Section Regional Executive Director Office of the Director
	Step 1.3: Evaluation and Recommendation		20 minutes	HVCDP Focal Person
	Approval of Request		5 minutes	Regional Executive Director Office of the Director
TOTAL			33 Minutes	



9. PROVISION OF PRODUCTION SUPPORT SERVICES/ EXTENSION SUPPORT, EDUCATION AND TRAINING SERVICES/ PRE AND POST-HARVEST MACHINERIES AND EQUIPMENT

About the Program

Mission : To contribute for the development of organic production technologies that is ecologically, economically and socially sustainable.

Vision : Sustainable organic agricultural systems supporting healthy rural communities in Caraga Region.

Objectives

1. To stabilize crops, livestock, fishery production/ yields while promotion organic farming practices;
2. To upscale the production of organic inputs;
3. To enable government policies in support to the program.

About the Services

A. Production Support Services

- Seeds distribution (Colored & traditional rice varieties, OPV corn seeds, and assorted vegetable seeds);
- Distribution of organic fertilizer and other soil ameliorants;
- Distribution of African Night Crawler;
- Support to Regional Experiment Stations;
- Support to Regional Soil Testing Laboratory.

B. Extension Support, Education and Training Services

- Enhancement of AEW's professional and technical capability and proficiency through continuous trainings & improved access to technologies;
- Farmers empowerment through capacity building and improved access to information, technology, and support services with the end in view of transforming them into self-reliant and progressive farmers;
- Development of client-based IEC materials to facilitate adoption and utilization of new technologies generated;
- Promotion activities to intensify utilization of farm and animal waste as source of organic inputs;
- Establishment and maintenance of Technology Demonstration and Training Farms;

C. Pre and Post- Harvest Machineries and Equipment Services

- Provision of pre and post harvest machineries and equipment and other farm & fishery production-related machinery & equipments to enhance LGUs-POs/NGOs organic farming activities on a counter parting scheme.



Schedule of availability of Services

Monday to Friday

8:00 A.M. – 5:00 P.M.

Office or Division:	ORGANIC AGRICULTURE PROGRAM			
Classification:	SIMPLE			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Client/ G2B - Government to Business			
Who may avail:	Government Institutions, Local Government Units, State Colleges and Universities, Civil Society Organizations (CSOs), to include Non-Government Organizations (NGOs), and People's Organizations (POs), Cooperatives and Indigenous People's Organizations, who engage in organic agriculture.			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter of Intent/ Resolution			Requisitioner	
2. MAO/PAO Proposal Endorsement			Concerned MAO/PAO Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/ submit letter request or resolution/ project proposal	Step 1.1: Letter Request Indorse to Regional Executive Director	None	5 min	Records Section/ Office of the Director
	Step 1.2: Confer with the Program Component Coordinator/Focal Person for validation and site evaluation	None	1 hour	Regional OA Focal Person
	Step 1.3: Evaluation and Recommendation	None	20 minutes	Regional OA Focal Person
	Step 1.4: Conduct site/ project validation	None	1 day	OA Technical Staff/ Secretariat
	Step 1.5: Make validation report/Approval/ Disapproval or proposal to be revised	None	1 hour	OA Technical Staff/ Secretariat
	Step 1.6: Approval/ Disapproval of Request	None	5 minutes	Regional Executive Director
TOTAL			1 day, 2 hours and 30 minutes	



LIVESTOCK PROGRAM

Major Programs & Projects:

A. National Animal Genetic Resources Improvement Program

1. Improve & strengthen Unified Artificial Insemination for Cattle, Carabao & Goat.
2. Strengthen the implementation of Philippine Native Animal Development Program (PNAD) for livestock & poultry adaptability, resiliency, and economically viable traits.
3. Strengthening of Multiplier Farms (MF).
4. Strengthening of LGU Artificial Breeding Center & Production Center

B. Feed based Development Program

1. Distribution of pasture grasses and other planting materials (seeds, cuttings & stalks)
2. Strengthen feed resources development program by working with SUCs and related research institutions for alternative feed sources

C. Livestock based Livelihood & Enterprise Development Program

1. Provision of production and post-production technologies, facilities and inputs for smallholders.
2. Provision of Livestock-based Enterprise Module.
3. Provide access to good quality genetics from stock farms and other sources.
4. Consolidation and clustering of livestock and poultry growers into a bigger and established business module, provided with assistance to ensure efficient production and value-adding of products.
5. Assist and secure support of existing instrumentalities in initiating the development of smallholder Livestock Economic Enterprise.
6. Support and strengthen existing successful livestock enterprise models.

D. Support to Prevention & Control of Economically Important Diseases

1. Distribution of Veterinary drugs & biologics to PLGU & MLGU

E. Animal Waste Resource Management Program

1. Installation & rehabilitation of biogas digester (TPED & HDPED)



10. NATIONAL ANIMAL GENETIC RESOURCES IMPROVEMENT PROGRAM

1. Improve & strengthen Unified Artificial Insemination for Cattle, Carabao & Goat.
2. Strengthen the implementation of Philippine Native Animal Development Program (PNAD) for livestock & poultry adaptability, resiliency, and economically viable traits.
3. Strengthening of Multiplier Farms (MF).
4. Strengthening of LGU Artificial Breeding Center & Production Center

Provision of breeder animals, housing, fencing and semen to the LGU multiplier farms, Artificial Breeding Centers, production centers, Farmers' Organizations/associations and other institutions to strengthen, upgrade/infuse quality genetic material of local breeds.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Schedule of Fees

No initial cash payment but the primary beneficiary will be collecting in kind payment or paying the offspring equivalent to the number of animals received to sustain the animal production program.

Office or Division:	LIVESTOCK PROGRAM	
Classification:	COMPLEX	
Type of Transaction:	G2G – Government to Government G2C – Government to Client	
Who may avail:	LGUs, registered farmers' organization/association and other relevant groups or other institutions	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
1. Strengthening of Multiplier Farms (MF) - Letter request and project proposal including DED & POW; SB resolution & notarized MOA; land title /usufruct - at least 10 years.		Requisitioner
2. Strengthening of LGU Artificial Breeding Center & Production Center - Letter request and project proposal including DED & POW; SB resolution & notarized MOA; land title /usufruct - at least 10 years.		Requisitioner
3. Artificial Insemination for Cattle, Carabao & Goat - Letter request.		Requisitioner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter or resolution and project proposal or Letter Request (indorsed by MA-MLGU) addressed to the RED to Records Unit	Step 1.1: Received and log request, forward to Office of the RED for appropriate action		30 minutes	Records Officer Records Unit
	Log and forward letter request to Program Coordinator for action		10 minutes	Secretary Office of the RED
	Inform the requisitioner on the status of request and schedule for			Livestock Program Coordinator/ Livestock Technical Staff
	Confer with the program component coordinator for validation and site evaluation.			
2. Discuss/ guide the evaluator to the project site.	Step 2.1: Review the request and project proposal		2 hours	Livestock Program Coordinator/ Livestock Technical Staff
	Step 2.2: Conduct site/ project validation		1-3 days (site dependent)	Livestock Program Coordinator/ Livestock Technical Staff
	Step 2.3: Make validation report for RED's comments and approval		1 hour	Livestock Program Coordinator/ Livestock Technical Staff
	Step 2.4: Coordinate with the production centers that will provide the stocks, if the requested animals are available		10 minutes	Livestock Program Coordinator/ Livestock Technical Staff
	Step 2.5: Coordinate with the customer for the final schedule of pick-up & delivery.		1 day	Livestock Program Coordinator/ Livestock Technical Staff
3. Pick-up the animals on the agreed schedule				
TOTAL			4 days, 4 hours and 10 minutes	



11. FEED BASED DEVELOPMENT PROGRAM

1. Distribution of pasture grasses and other planting materials (seeds, cuttings & stalks)
2. Strengthen feed resources development program by working with SUCs and related research institutions for alternative feed sources

Promotion of non-traditional feeds and feeding system and more support to community-based feed mills

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Schedule of Fees

No initial cash payment but the primary beneficiary will be collecting in kind payment or paying the offspring equivalent to the number of animals received to sustain the animal production program.

Office or Division:	LIVESTOCK PROGRAM			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	LGUs, registered farmers' organization/association and other relevant groups or other institutions			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request		Requisitioner		
2. Resolution		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/ submit request letter or resolution and project proposal.	Step 1.1: Confer with the program component coordinator for validation and site evaluation.		1 hour	Livestock Program Coordinator/ Livestock Technical Staff
2. Discuss/ guide the evaluator to the project site.	Step 2.1: Review the request and project proposal		2 hours	Livestock Program Coordinator/ Livestock Technical Staff
	Step 2.2: Conduct site/ project validation		1-3 days (site dependent)	Livestock Program Coordinator/ Livestock Technical Staff

	Step 2.3: Make validation report for RED's comments and approval		1 hour	Livestock Program Coordinator/ Livestock
	Step 2.4: Coordinate with the production centers that will provide the stocks, if the requested animals are available.		10 mins.	Livestock Program Coordinator/ Livestock
3. Pick-up the animals on the agreed schedule	Step 3.1: Coordinate with the customer for the final schedule of pick-up & delivery.		1 day	Livestock Program Coordinator/ Livestock
TOTAL			4 days, 4 hours and 10 minutes	

12. LIVESTOCK – BASED LIVELIHOOD & ENTERPRISE DEVELOPMENT PROGRAM

1. Provision of production and post-production technologies, facilities and inputs for smallholders.
2. Provision of Livestock-based Enterprise Module.
3. Provide access to good quality genetics from stock farms and other sources.
4. Consolidation and clustering of livestock and poultry growers into a bigger and established business module, provided with assistance to ensure efficient production and value-adding of products.
5. Assist and secure support of existing instrumentalities in initiating the development of smallholder Livestock Economic Enterprise.
6. Support and strengthen existing successful livestock enterprise models.

Establishment & operationalization of community-based livestock and poultry production and market assistance.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	LIVESTOCK PROGRAM			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	LGUs, registered farmers' organization/association and other relevant groups or other institutions			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/ submit request letter or resolution and project proposal.	Step 1.1: Confer with the program component coordinator for validation and site evaluation.	None	1 hour	Livestock Program Coordinator/ Livestock Technical Staff
2. Discuss/ guide the evaluator to the project site.	Step 2.1: Review the request and project proposal	None	2 hours	Livestock Program Coordinator/ Livestock Technical Staff
	Step 2.2: Conduct site/ project validation		1-3 days (site dependent)	Livestock Program Coordinator/ Livestock Technical Staff

	Step 2.3: Make validation report for RED's comments and approval		1 hour	Livestock Program Coordinator/ Livestock
	Step 2.4: Coordinate with the production centers that will provide the stocks, if the requested animals are available.		10 mins.	Livestock Program Coordinator/ Livestock
3. Pick-up the animals on the agreed schedule	Step 3.1: Coordinate with the customer for the final schedule of pick-up & delivery.	None	1 day	Livestock Program Coordinator/ Livestock
TOTAL			4 days, 4 hours and 10 minutes	



13. SUPPORT TO PREVENTION & CONTROL OF ECONOMICALLY IMPORTANT DISEASES

Distribution of Veterinary drugs & biologics support to PLGU & MLGU for the prevention, control and treatment of animal diseases.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	LIVESTOCK PROGRAM			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	LGUs and walk-in clients.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request		Requisitioner		
2. Veterinary Drugs Liquidation Report		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/ submit request letter or referral	Step 1.1: Confer with the program component coordinator	None	1 hour	Livestock Program Coordinator/ Livestock Technical Staff
	Step 1.2: Determine the availability of production support services		20 minutes	Livestock Program Coordinator/ Livestock Technical Staff
	Step 1.3: Prepare Purchase Request		10 minutes	Livestock Program Coordinator/ Livestock Technical Staff
	Step 1.4: Approval of Purchase Request		20 minutes	Regional Executive Director
	Step 1.5: Purchase of items		Following the number of days prescribed in RA 9184 at least 30 days	Bids & Awards Committee Procurement Unit

	Step 1.6: Awarding of Bids		15 days	Bids & Awards Committee Procurement Unit
	Step 1.7 Inspection of the drugs and biologics delivered		30 minutes	Internal Control Unit (ICU) DA-Caraga
	Step 1.8: Distribution of production support services (Drugs and Biologics) to P/M/LGU's		5 days	DA-Caraga FOD Livestock Staff
2. Distribution of Production support services by the P/M/LGU's	Step 2.1: Supervise and document the distribution of drugs & biologics	None		DA-Caraga FOD Livestock Staff/P/M/LGU's
TOTAL			50 days, 2 hours and 20 minutes	



14. ANIMAL WASTE RESOURCE MANAGEMENT PROGRAM

Installation/Rehabilitation of Biogas Digester to interested individual or groups of swine raisers to utilize the animal waste and converts it to biogas. Available biogas digester types are Tubular Polyethylene Digester (TPED) and High Density Polyethylene Digester (HPED).

The DA will provide the materials for TPED only and technical assistance for HPED. The proponent will shoulder the preparation of the trench and the stove.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	LIVESTOCK PROGRAM			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	LGUs, registered farmers' organization/association and other relevant groups			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. LGU Proponents - Letter Request form the Chief Executive			Requisitioner	
2. Individual or Group Proponents – Letter request & endorsement from the LGU			Requisitioner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/ submit request letter or resolution and project proposal	Step 1.1: Confer with the program component coordinator for validation and site evaluation	None	1 hour	Livestock Program Coordinator/ Livestock Technical Staff
2. Discuss/ guide the evaluator to the project site	Step 2.1: Review the request and project proposal	None	2 hours	Livestock Program Coordinator/ Livestock Technical Staff
	Step 2.2: Conduct site/ project validation		1-3 days (site dependent)	Livestock Program Coordinator/ Livestock Technical Staff

	Step 2.3: Make validation report for RED's comments and approval		1 hour	Livestock Program Coordinator/ Livestock Technical Staff
3. Prepare the trench for the project	Step 3.1: If the project is feasible installation of the biogas digester	None	1-4- days (site dependent)	Livestock Program Coordinator/ Livestock Technical Staff
	Step 3.2 If not, official communication will be sent out to the customer concern notifying the status of his/her request.		1 hour	Livestock Program Coordinator/ Livestock Technical Staff
4. Install/ rehabilitate the digester on the schedule	Step 4.1: Coordinate with the customer for the final schedule of installation or rehabilitation.	None	1 day	Livestock Program Coordinator/ Livestock Technical Staff
TOTAL			8 days and 5 hours	



REGIONAL AGRICULTURAL ENGINEERING DIVISION

EXTERNAL SERVICE



1. REGISTRATION AND ISSUANCE OF PERMIT TO OPERATE FOR AGRICULTURAL AND FISHERIES MACHINERY MANUFACTURES, FABRICATORS, ASSEMBLERS, DISTRIBUTORS, DEALERS, IMPORTERS, EXPORTERS (MFADDIEs)

Regulate the businesses engaged in the manufacture, fabrication, assembly, distribution, dealing, importation and exportation of agricultural and fisheries machinery; and establish national registry of machinery, MFADDIEs and machinery supplied in the market.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	STANDARDS, REGULATION AND ENFORCEMENT SECTION (SRES)			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	<p>All manufacturers, fabricators, assemblers, distributors, dealers, importers and exporters that engaged in the manufacture, fabrication, assembly, distribution, dealing, importation and exportation of agricultural and fisheries machinery shall register with DA-BAFE and apply for the registration and issuance of PTO.</p> <p>The application for registration and PTO is <i>classification- and location-specific</i>. Establishments which are engaged in different lines of activity or maintain other branches in other locations shall be required to register the same separately with the DA-RAED where the establishment is located.</p>			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<i>Please refer to list of requirements to be submitted below (page 152)</i>		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to RAED. Secure application forms and other requirements and make clarificatory inquiries. Copy of application	Step 1.1: Provide the client with a short briefing on the service and its requirements.		20 minutes	RAED Staff SRES, RAED

forms can also be accessed thru the DA official website, www.caraga.da.gov.ph				
2. Submit the accomplished application form and other documents to RAED.	Step 2.1: Receive and review/ evaluate the application and completeness of documents.		1 day	RAED Staff SRES, RAED
	Step 2.2: Endorsement of applications to BAFE. Scanned copy of the applications including the documentary requirements shall be submitted via e-mail for initial review.		30 minutes	RAED Staff SRES, RAED
	Step 2.3: Inform applicant, through a notification slip, of the tentative schedule of the on-site inspection and evaluation upon receipt of the application.		10 minutes	RAED Staff SRES, RAED
3. Assist BAFE-SRED/RAED-SRES on-site inspection and evaluation.	Step 3.1: Conduct Site Inspection and evaluation together with BAFE-SRED (4 th week of the month).		3 days (minimum)	BAFE-SRED/RAED-SRES
	Step 3.2: Inform applicant, through a notification letter, and copy furnish the RAED-SRES for the issuance of PTO indicating the result of evaluation.		10 minutes	BAFE-SRED
4. Proceed to BAFE for the payment for PTO. Payment may be through bank deposit.		Refer to schedule of fees below for the amount		BAFE-SRED



Proof of payment is required to be submitted to BAFE through e-mail.				
	Step 4.1: Send the permit and official receipt via courier, to the applicant.		1 day	RAED Staff SRES, RAED
TOTAL			5 days, 1 hour and 10 minutes	

Requirements to be submitted

Two (2) sets of applications and documentary requirements shall be submitted by the applicant. The original documents shall be presented for authentication of the submitted photocopy and arranged as follows:

1. New Application

Common Requirements for Both Sole Proprietorship and Corporation/Partnership/Association/Cooperatives

- a. Duly accomplished Application Form (SRED-PTOAF-2020-V2);
- b. Photocopy of Business/Mayor's Permit from the city/municipality where the establishment is located for the current year;
- c. Location map of the establishment;
- d. Duplicate copy of official receipt of payment of application fee;

Additional Requirements for Sole Proprietorship

- Photocopy of the Certificate of Business Name Registration issued by the Department of Trade and Industry (DTI).

Additional Requirements for Corporation/Partnership/Association/Cooperatives

- a. Photocopy of Certificate of Registration issued by the Securities and Exchange Commission (SEC);
- b. Photocopy of Article of Incorporation and By-laws and all amendments thereto.

2. Renewal

- b. Duly accomplished Application Form (SRED-PTOAF-2020-V2);
- c. Photocopy of Previously issued PTO;
- d. Photocopy of Business/Mayor's Permit from the city/municipality where the establishment is located for the current year; and
- e. Duplicate copy of official receipt of payment of application fee.



3. Product Listing

- a. List and technical specifications of product lines as per forms (*SRED-PTOAPL-2020-V2 and SRES-PTOTS-2020-V1*) which shall be submitted during the initial application and be updated, where appropriate;
- b. Additional requirements for importers:
 - i. Photocopy of Certificate of Free Sale/Registration or equivalent documentary requirement indicating the country of manufacture; and
 - ii. Certificate of Distributorship/Distributorship Agreement.

4. Facilities and Equipment Requirements

Complete list of their Facilities and Equipment as pre-requisite to the registration and issuance of PTO

Note:

- 1) The above checklist indicates the required documents to be attached in support to the application. The documents shall be arranged in a long brown envelope with printed “NEW” for new application and “RENEWAL” for renewal application at the front.
- 2) Proof of accreditation from DA technology generators may be submitted together with the documentary requirements in availing discounts on fees for application/renewal.

Schedule of Fees

ISSUANCE OF PTO	FEES
Application/Renewal Fee (5 years validity)	17,300.00
Discount rate for the Application/Renewal Fee (for MFADDIE adopting DA technology)	10%
Issuance Fee	200.00
Request for Change in Circumstances	
Request Fee	150.00
Request for Certified True Copy of PTO	
Request Fee	150.00



Estimated Time Table for Review Process

Activity	Schedule
	Cluster II (VI, VII, VIII, IX, X, XI, XII, CARAGA and BARMM)
Acceptance of Application	Any day of the month during office hours*
SRES submission to BAFE	Any day of the month during office hours*
BAFE checking the accuracy and authenticity of the submitted applications	Monday of the 4 th Week of the Month
Conduct of on-site inspection	4 th Week of the Month
Preparation of IER	1 st Week of the Month
Final review	2 nd Week of the Month
Notification of approved/denied application	Friday of the 2 nd Week of the Month
Receiving of the certificate	Depends on the courier (usually 3 days after the receipt of proof of payment)

Note: Holidays or suspension of work are not considered in these timelines.

****For Cluster II**

* Should the applicant be able to submit the complete requirements within the 3rd week of the current month, application shall be processed by RAED-SRES and BAFE-SRED within the prescribed 20-day period.

* Should the applicant be able to submit the complete requirements from 4th to 2nd week of the current month, application shall be processed by RAED-SRES and BAFE-SRED on the next cut-off.



2. ISSUANCE OF CERTIFICATE OF CONFORMITY (CC) FOR AGRICULTURAL AND FISHERIES MACHINERY

This aims provide assurance to consumers, industries and other stakeholders that the machinery conforms to the specified requirements in their respective PNS/PAES or other relevant standards identified by the Bureau of Agricultural and Fisheries Engineering (BAFE) and the Philippine National Standards/Philippine Agricultural and Engineering Standards (PNS/PAES) for the Guidelines on After-Sales Service. It intends to facilitate trade, fair competition and consumer acceptance of the machinery.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	STANDARDS, REGULATION AND ENFORCEMENT SECTION (SRES)			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	Any natural or juridical entity engaged in the manufacturing, fabrication, assembly or importation of agricultural and fisheries machinery shall file an application for CC which must be in the prescribed forms containing all the data and information. The proprietary nature of the application shall be protected by BAFE.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<i>Please refer to list of requirements to be submitted below (page 157)</i>		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to RAED. Secure application forms and other requirements and make clarificatory inquiries. Copy of application forms can also be accessed thru the DA official website, www.caraga.da.gov.ph	Step 1.1: Provide the client with a short briefing on the service and its requirements.		20 minutes	RAED Staff SRES, RAED
2. Submit the accomplished application form and other documents to	Step 2.1: Receive and review/ evaluate the application and completeness of documents.		1 day	RAED Staff SRES, RAED

RAED.				
	Step 2.2: Endorsement of applications to BAFE. Scanned copy of the applications including the documentary requirements shall be submitted via e-mail for initial review.		30 minutes	RAED Staff SRES, RAED
	Step 2.3: Notify DA-RAED-SRES and MFADDIE of its intention three (3) working days before the conduct of on-site evaluation.		10 minutes	BAFE-SRED
3. Assist BAFE-SRED/RAED-SRES on site evaluation.	Step 3.1: Conduct on-site evaluation together with BAFE-SRED (optional) (2 nd week of the month).		3 days (minimum)	BAFE-SRED/ RAED Staff SRES, RAED
	Step 3.2: Inform applicant, through a notification letter, and copy furnish the DA-RFO-RAED for the issuance of CC indicating the result of evaluation.		10 minutes	BAFE-RAED
4. Proceed to BAFE for the payment for CC. Payment may facilitate through bank deposit. Proof of payment required to submit to BAFE through e-mail.		Refer to schedule of fees below for the amount		AFE-SRED
5. Receive the certificate via courier.			3 days	BAFE-SRED
TOTAL			7 days, 1 hour and 10 minutes	



Requirements to be submitted

Two (2) sets of applications and documentary requirements shall be submitted by the applicant. The original documents shall be presented for authentication of the submitted photocopy and arranged as follows:

1. New Application

- a. Duly accomplished CC Application Form and Authority to Use the CC Form;
- b. Photocopy of Final Test Report issued and duly authenticated by UPLB-AMTEC or accredited testing center;
- c. Photocopy of Business Permit;
- d. Original Operator's Manual of the Machine;
- e. Photocopy of Certificate of Distributorship/Dealership, if applicable;
- f. Photocopy of Certificate of Free Sale/Registration or equivalent documentary requirement indicating the country of manufacture for imported agricultural and fisheries machinery; and,
- g. Duly Notarized Special Power of Attorney or Board Resolution and any government-issued I.D. for applications represented by its authorized representatives.

2. Renewal

- a. Duly accomplished CC Application Form and Authority to Use the CC Form;
- b. Certified True Copy of previously issued CC; and,
- c. Photocopy of Final Test Report issued and duly authenticated by UPLB-AMTEC or accredited testing center.

Note: The above checklist indicates the required documents to be attached in support to the application. The documents shall be arranged in a long brown envelope with printed "NEW" for new application and "RENEWAL" for renewal application at the front.

Schedule of Fees

Issuance of CC	Amount (Php)
Issuance Fee	3,500.00
Request for Change in Circumstances	
Request Fee	150.00
Request for Certified True Copy of CC	
Request Fee	150.00

Estimated Time Table for Review Process

Activity	Schedule
Acceptance of complete application	Any day of the month during office hours*
SRES submission to BAFE of applications	Any day of the month during office hours*
BAFE checking the accuracy and authenticity of the submitted applications	Monday of the 2 th Week of the Month
Evaluation of the submitted applications	2 nd Week of the Month
TEAAC regular meeting and endorsement of recommendation	3 rd Week of the Month
Conduct of on-site inspection (optional)	2 th Week of the Month
Final review	4 th Week of the Month
Notification of approved/denied application	Friday of the 4 th Week of the Month
Payment for the CC (applicable for approved application)	Any day after the notification
Receiving of the certificate (for personal appearance)	Same day with the date of payment
Receiving of the certificate (for bank depositors)	Depends on the courier (usually 3 days after the receipt of proof of payment)

Note: 1) Holidays or suspension of work are not considered in this timeline.

*Should the applicant be able to submit the complete requirements within the 1st week of the current month, application shall be processed by RAED-SRES and BAFE-SRED within the prescribed 20-day period.

*Should the applicant be able to submit the complete requirements from 4th to 2nd week of the current month, application shall be processed by RAED-SRES and BAFE-SRED on the following month.



3. PROVISION OF PRE AND POST HARVEST FACILITIES AND EQUIPMENT PROJECT

Pre and Post-Harvest Facility and Equipment Assistance Project makes available to farmers association or cooperative to help them improve the quality of their produce, it will preserve and protect the commodity from inclement weather and pest for a short/long period of time and minimize post-harvest losses. With these, better profit or the true value of commodity is attained. These consist of the components facilities and equipment's' under the Rice, Corn and High Value Crops Program.

Schedule of availability of Services

Monday to Friday 8:00 A.M. – 5:00 P.M.

Office or Division:	REGIONAL AGRICULTURAL ENGINEERING DIVISION			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Farmer organization, association or cooperative duly registered either with the Security and Exchange Commission (SEC), Department of Labor and Employment (DOLE) or Cooperative Development Authority (CDA) and Department of Trade and Industry (DTI) coursed thru their respective Local Government Units (LGU)			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<i>Please refer to list of requirements to be submitted below (page162)</i>		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with attached documentary requirements to the concerned LGUs for endorsement to DA Regional Office thru the Office of the Agricultural Provincial Coordinator (APCO)	Step 1.1: Receive and log request for records management.		5 minutes	Designated Records Officer APCO Office

	<p>Step 1.2: Conduct site validation vis-à-vis checklist of documents and feasibility of the proposed project.</p>		1 day	<p>Agricultural Center Chief II/ Technical Staff</p> <p>APCO Office</p>
	<p>Step 1.3: If feasible, submit the validated request to Regional Office thru the Records Unit for records management</p>		1 day	<p>Agricultural Center Chief II/ Technical Staff</p> <p>APCO Office</p>
	<p>Step 1.4: Receive, log and forward request to the Office of RED for appropriate action</p>		10 minutes	<p>Records Officer</p> <p>Records Unit</p>
	<p>Step 1.5: Act on request and forward request to concerned Program Coordinator for Action</p> <p>Log and forward acted request to concerned Program Coordinator for action.</p>		<p>4 hours</p> <p>10 minutes</p>	<p>Regional Executive Director</p> <p>Secretary Office of the RED</p>
	<p>Step 1.6: Receive and review submitted request. Prepare long list of proposals subject for funding. <i>(This is a first come first serve basis as this program is dependent on the availability of funds for that particular FY).</i></p> <p>If funds available, prepare shortlist of beneficiaries and forward to RAED for procurement.</p>		1-10days (maximum preparation time)	<p>Concerned Program Coordinators (HVCDP, Rice, Corn, Livestock, OA)</p> <p>Field Operations Division</p>

	<p>Step 1.7: Receive and log shortlist of beneficiaries. Forward shortlist to concerned RAED Chief for appropriate action</p>		10 minutes	Designated records custodian. RAED
	<p>Step 1.8: Inform the concerned LGU/recipient thru a formal letter on the status of request.</p>		1 day	RAED Technical Staff
	<p>Step 1.9: Prepare procurement documents and forward to BAC for the procurement process.</p>		3 days	RAED Technical Staff
	<p>Step 1.10: Inform concerned LGU on the availability of equipment and schedule for turnover and prepare necessary turnover documents.</p>		7 days (maximum)	RAED Technical Staff
2. Pick-up/ Turnover of Equipment	<p>Step 2.0: Release equipment. This includes accomplishing all documentary requirements as proof of turnover (e.g. acknowledgement receipt, deed of donation and etc). This is for records management purposes.</p>		1 day	Rice/Corn/ HVCD Programs RAED Personnel Regional Executive Director
TOTAL			24 days, 4 hours and 33 minutes	



Requirements to be submitted

For EQUIPMENTS

MINIMUM REQUIREMENTS

- ❖ Letter of Intent
- ❖ Board Resolution
- ❖ SEC/CDA/DOLE Registration
- ❖ Certificate of Good Standing
- ❖ FA/FO/IA/RBO Farmer Profiles
- ❖ MAO/CAO/PAO Endorsements
- ❖ Machinery and Equipment Utilization Proposal
- ❖ Geo-tagged photos of existing shed or proof of availability of land for shed
- ❖ Geo-tagged location of the service area
- ❖ Signed business plan for processing equipment

ADDITIONAL REQUIREMENTS

- ❖ AFC Endorsement (City/Municipal Level)
- ❖ List of Officers and Members w/ corresponding area

COUNTERPART

- Full grant
- Certificate of Availability of Counterpart (in-kind)
 - Validation of In-kind counterpart (shed)
 - Photo
 - Documents of in-kind counterpart (land)
 - Proof of ownership

MINIMUM LIST OF AGRICULTURAL PRODUCTION, POSTHARVEST AND PROCESSING EQUIPMENT



Rice Program

- Hand tractor
- Transplanter (walk behind & riding type)
- Seeder
- Floating Tiller
- Power Tiller
- Multi Tiller
- Reaper
- Thresher
- Rice Cutter
- Seed Cleaner
- Collapsible Drying Case
- Mechanical Dryer
- Customized Rice Mill
- Multi Pass Rice Mill
- Rice Combine Harvester
- Farm Tractor (35-45hp)
- Multi-purpose Drying Pavement (MPDP)
- Flat Bed Dryer

Corn Program

- Four Wheel Tractor
- Village Type Dryer
- Cassava Dryer
- Hermetic Cocoon
- Grain Dryer
- Combine Harvester
- Picker
- Two-Row Planter (Attached To Tractor)
- Corn Sheller
- Cassava Digger
- Cassava Granulator
- Cassava Chipper
- Cassava Chopper
- Cassava Grater
- Cassava Pulverizer
- Vacuum Sealer
- Moisture Meter
- Corn Mill
- Hammer Mill

High Value Crop Development Program

- Four wheel tractor
- Multi Cultivator
- Shredder
- Power Sprayer
- Multi Crop Thresher
- Banana Chipper
- Depulper
- Coffee Dehuller
- Coffee Roaster
- Drying Bed
- Coffee Grinder
- Vacuum Sealer
- Pulvurizer
- Dehydrator
- Wine Maker
- Fermentation Tank
- Fruit Juicer
- Tablea Maker
- Sheller
- Sheeter
- Bailer
- Small Processing Equipment

For Facilities:

MINIMUM REQUIREMENTS

- ❖ Letter of Intent
- ❖ Board Resolution
- ❖ List of famers-members with signatures and their corresponding agricultural/cultivated area
- ❖ Profile of the association
- ❖ Record or any proof that the recipient is engaged in trading or any other business operation
- ❖ SEC/CDA/DSWD Registration
- ❖ Certificate of Good Standing
- ❖ Proof of ownership/donation/lease of lot or Usufruct Agreement (at least 25 years agreement)
- ❖ MAO/CAO/PAO Endorsement
- ❖ MAO/CAO/PAO Endorsement
- ❖ Facility Utilization Proposal
- ❖ Location Map showing geotagged location of facility and service area



ADDITIONAL REQUIREMENT

- ❖ AFC Endorsement (City/Municipal Level)

COUNTERPART

- ❖ Certificate of Availability of Counterpart (in-kind)
 - Documents of in-kind counterpart (land)
 - Proof of ownership



4. PROVISION OF SMALL SCALE IRRIGATION PROJECTS

Small scale irrigation as an agricultural infrastructure is a better alternative to fulfill the need of water for agricultural development in order to increase rice and other agricultural production. It includes a) new construction; b) improvement; and c) rehabilitation of existing systems for all agricultural and fishery commodities.

Schedule of availability of Services

Monday to Friday

8:00 A.M. – 5:00 P.M.

Office or Division:	REGIONAL AGRICULTURAL ENGINEERING DIVISION			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	<ul style="list-style-type: none"> ❖ Registered Farmer Organizations, National and Regional Research Centers of DA, Agricultural Demonstration Areas of Local Government Units (LGUs) and Research Centers of State Universities and Colleges (SUCs). ❖ Willing to provide prescribed equity as may be required in the Guidelines. ❖ Production area shall be outside the service area of NIA systems. 			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<i>Please refer to list of requirements to be submitted below (page 167)</i>		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement (s) for approval/ fund allocation	Step 1.1: Accepts and records the documents submitted and endorsed the Clearinghouse Committee		20 minutes	Records Officer Records Section
	Step 1.2: Facilitates the initial checking/evaluation of the documents submitted		3 days (minimum upon the receipt of the documents)	Clearinghouse Committee
2. Provide assistance	Step 2.1: Conduct on field validation		3 days (minimum upon the receipt of the	Rice/Corn/HVC C Programs RAED Personnel



			request)	APCO Personnel PLGU/MLGU Personnel
	Step 2.2: Inclusion of the request to the list of proposals subject for funding		1 day	Rice/Corn/HVC C Programs RAED Personnel
TOTAL			7 days and 20 minutes	

Requirements to be submitted

- ❖ Letter of Intent
- ❖ SEC/CDA/DSWD Registration
- ❖ Certificate of Good Standing
- ❖ FA/IA/RBO Farmer Profiles
- ❖ IA Board Resolution-Request for funding Assistance
- ❖ Resolution from Sanggunian authorizing LCE to enter into MOA with DA Caraga and its recipients
- ❖ Signed Memorandum of Agreement
- ❖ Approved Program of Works (POW)
- ❖ Approved Detailed Engineering Design (DED)
- ❖ Right-of-Way
- ❖ MAO/CAO/PAO Endorsement

ADDITIONAL REQUIREMENT

- ❖ AFC Endorsement (City/Municipal Level)
- ❖ List of Officers and Members w/ corresponding area

Type of Small Scale Irrigation Projects (SSIPs)

- ❖ Small Water Impounding Project (SWIP)
- ❖ Diversion Dam (DD)
- ❖ Small Farm Reservoir (SFR)
- ❖ Pump Irrigation Systems
 - Open Source (PISOS)
 - Ground Water Source (STW)
- ❖ Spring Development
- ❖ Solar Powered Irrigation System



REGIONAL AGRICULTURAL & FISHERIES INFORMATION SECTION

EXTERNAL SERVICE



1. PROVISION OF IEC MATERIALS

Assistance on researches on agriculture & fisheries information and updated technologies and other agri-related issues.

Schedule of availability of Services

Monday to Friday

8:00 A.M. – 5:00 P.M.

Office or Division:	REGIONAL AGRICULTURE & FISHERIES INFORMATION SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Farmers/Fisherfolks			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up RAFIS logbook	Step 1.1: Assist in the needed information materials.	None	10 Minutes	RAFIS Staff RAFIS
	Step 1.2: Let the farmers/walk-in clients fill-up the client/ acknowledgment receipt and feedback form	None	5 Minutes	RAFIS Staff RAFIS
TOTAL			15 Minutes	



2. MEDIA RELATIONS

Facilitation of Media Interviews.

Schedule of availability of Services

Monday to Friday

8:00 A.M. – 5:00 P.M.

Office or Division:		REGIONAL AGRICULTURE & FISHERIES INFORMATION SECTION		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		DA-RFO XI Officials and Employee		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Call/Text for Appointment/ Interviews		RAFIS Chief		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interviews	Step 1.1: Answer Queries on General Topics/ Information	None	30 Minutes	Information Officer III/ Public Relations Officer II RAFIS
	Step 1.2: Referral/Set appointment with subject matter specialist	None	5 Minutes	Information Officer III/ Public Relations Officer II RAFIS
TOTAL			35 Minutes	



PLANNING, MONITORING AND EVALUATION DIVISION

EXTERNAL SERVICE

PLANNING, MONITORING AND EVALUATION DIVISION
EXTERNAL SERVICES

Issuance of Regional Level - Department of Agriculture Civil Society Organization (CSO) Accreditation

The Department of Agriculture recognizes the role of CSO in community development and acknowledges CSO capacities in the successful implementation of Agriculture and Fisheries Programs and Projects in the countryside. To ensure that government programs and projects are properly, efficiently, and effectively carried out by the DA in partnership with CSOs, DA must promulgate guidelines for accreditation of CSOs.

Schedule of Availability of Service

Monday to Friday – 8:00 AM to 5:00 PM

Office or Division	PLANNING, MONITORING AND EVALUATION DIVISION	
Classification	Complex	
Type of transaction	G2C – Government to Client	
Who may avail	Registered Civil Society Organizations (CSO)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Application Form for the Accreditation of CSO as Beneficiary of Government or Public Funds	(Secure a Templated Form) from: - Regional Technical Secretariat for CSO Accreditation; or - DA Caraga Website	
2. (a) Data Sheet (Accomplished and Notarized)	(Secure a Templated Form) from: - Regional Technical Secretariat for CSO Accreditation; or - DA Caraga Website	
(b) Approved Organization Set-up	CSO Applicant	
3. Certificate of Good Standing from Local Chief Executive or Head of a local religious organization where the program/project will be implemented (Certified True Copy)	Barangay/Municipal/City Local Government Unit; Head of Local Religious Organization	
4. (a) Mayor's Permit (Certified True Copy*)	Municipal/City Local Government Unit	
(b) BIR Registration (Certified True Copy*)	Bureau of Internal Revenue	
5. Certificate of Registration and/or Certificate of Filing from SEC, CDA, DOLE-BRW (Certified True Copy*)	Securities and Exchange Commission or Cooperative Development Authority or Department of Labor and Employment	
- If CDA Registered, a recent Certificate of Compliance is also required (Certified True Copy)	Cooperative Development Authority	
6. (a) Certificate of Good Standing issued by any Government Agency where the CSO applicant had implemented projects or programs (Certified True Copy*)	Concerned Government Agency	
(b) Certification from the Chairperson that they did not receive any intervention, projects or programs from any government agency (if CSO applicant did not receive any government fund and support)	CSO Applicant	
7. Omnibus Sworn Statement (Notarized)	(Secure a Templated Form) from: - Regional Technical Secretariat for CSO Accreditation; or	

		- DA Caraga Website		
8. (a) Biodata with recent photo of current President/Chairperson		(Secure a Templated Form) from: - Regional Technical Secretariat for CSO Accreditation; or - DA Caraga Website		
(b) Articles of Incorporation/Cooperation (Latest Amended, showing the original incorporators/organizers)		CSO Applicant		
(c) By-Laws		CSO Applicant		
(d) Secretary's Certificate for Incumbent Officers (Notarized)		(Secure a Templated Form) from: - Regional Technical Secretariat for CSO Accreditation; or - DA Caraga Website		
9. (a) For CSOs that have been in operation for 3 years or more:				
(a.1) Audited Financial Statement (past 3 years)		CSO Applicant		
(b) For CSOs that have been in operation for less than 3 years:				
(b.1) Audited Financial Statement (for the years that they have been in operation)		CSO Applicant		
(b.2) Accomplishment Report or any equivalent proof that it had previously Implemented similar projects (Certified by the President and Secretary)		CSO Applicant		
10. Disclosure of other related businesses (Notarized)		(Secure a Templated Form) from: - Regional Technical Secretariat for CSO Accreditation; or - DA Caraga Website		
11. Sworn Affidavit of the Secretary (notarized)		(Secure a Templated Form) from: - Regional Technical Secretariat for CSO Accreditation; or - DA Caraga Website		
CLIENT STEPS	AGENCY ACTION(S)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished application and requirements in triplicate copies.	1.1 Check the application form as well as the completeness and validity of submitted documentary requirements of the CSO. 1.2 Inform them of the result, if incomplete, advise the applicant to comply the lacking documents.	None	1 day 1 day	CSO Regional Technical Secretariat
2. Cooperate in the conduct of the verification of submitted documents/ocular inspection	2.1 If the CSO applicant has complied with all the documentary requirements, the RTS will post the	None	3 days	CSO Regional Technical Secretariat

	<p>following information at the DA Caraga Website:</p> <ol style="list-style-type: none"> a. Registered CSO Name b. Incorporators c. Officers d. Address e. Nature of Service 			
	2.2 Posting of advisory in the CSO's principal place of business	None	10 days	CSO Regional Technical Secretariat
3. Ensure that the original copies of the documents are ready for authentication and CSO officials are present to respond to the validation activity by the DA-CSO Team	3. Conduct background investigation, verification, and ocular inspection of the CSOs place of operation upon submission of complete and correct documentary requirements	None	1 day	CSO Regional Technical Secretariat
	4. Prepare the validation report and Notice of RTC Deliberation meeting	None	3 days	CSO Regional Technical Secretariat
	<p>5.1 Conduct of RTC Deliberation to ascertain the qualification of the CSO-applicant.</p> <p>5.2 Recommend to the Regional Executive Director the qualified CSO for issuance of Certificate of Accreditation</p>	None	1 day	CSO Regional Technical Committee and Regional Technical Secretariat
	5.3 Preparation of Resolution, Certificate of Accreditation, Transmittal Letter and other post-meeting documents	None	1 day	CSO Regional Technical Secretariat

	5.2 Facilitate the signatures of the RTC and approval of the RED	None	1 day	Regional Technical Committee and the Regional Executive Director
5. Receive Certificate of Accreditation	6. Send out original/e-copies of the Certificates of accreditation to the accredited CSO upon approval	None	1 day	CSO Regional Technical Secretariat
Total			23 days	



RESEACH DIVISION AND EXPERIMENT STATION

EXTERNAL SERVICES



1. AVAILABILITY/ DISTRIBUTION OF FRUIT TREE SEEDLINGS, TISSUE CULTURED BANANA PLANTLETS, RUBBER BUDSTICKS/ SCION

This service provides various fruit trees planting materials, banana tissue cultured plantlets, rubber, rubber budsticks/scion as source of good and quality planting materials to be distributed to interested parties.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	DEL MONTE LOWLAND RAINFED RESEARCH STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients			
Who may avail:	Individual Farmer, Farmers' Group, LGUs & other walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR) signed by the Regional Executive Director		DA - Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of stock	Step 1.1: Check availability of stocks	None	10 minutes	Science Research Assistant
2. Select Fruit Tree Seedlings, TC Banana Plantlets, & Rubber in the Nursery	Step 2.1: Assist client in the selection of seedlings in the nursery	None	10 minutes	Science Research Assistant
3. Sign the Acknowledgement Receipt and Client Satisfaction Feedback	Step 3.1: Acknowledgement Receipt/ Client Satisfaction Feedback	None	10 minutes	Science Research Assistant
TOTAL			30 Minutes	



2. AVAILABILITY/ DISTRIBUTION OF PALAY AND CORN SEED

This service provides OPV corn and inbred rice seeds as source of registered/certified seeds to interested parties/seed growers

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	DEL MONTE LOWLAND RAINFED RESEARRCH STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients			
Who may avail:	Individual Farmer, Farmers' Group, Seed Growers, LGUs & other walk-in clients.			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
2. Approved Purchase Request (PR) signed by the Regional Executive Director		DA - Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of stock	Step 1.1: Check availability of stocks	None	10 minutes	SRS II SRA
2. Select variety of rice/corn in the seed storage	Step 2.1: Assist client in the selection of varieties in the seed storage	None	5 minutes	SRS II SRA
3. Sign the Acknowledgement Receipt	Step 3.1: Prepare RIS	None	5 minutes	SRS II SRA
TOTAL			20 Minutes	



3. AVAILABILITY/ DISTRIBUTION OF POULTRY AND LIVESTOCK FOR SALE/ DISPERSAL

This service provides quality/improved breeds of poultry, livestock and swine. This also disposes culled units of poultry & livestock.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	DEL MONTE LOWLAND RAINFED RESEARCH STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients G2B – Government to Business			
Who may avail:	Farmer clients, Animal Raisers, Meat Vendors, LGUs & other walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR) signed by the Regional Executive Director		DA - Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Purchase Request	Step 1.1: Validate approved PR	None	15 minutes	SRS II/ Farm Worker I
2. Select Animals	Step 2.1: Assist client in the selection of animals	None	30 minutes	SRS II/ Farm Worker I
3. Sign Acknowledgement Receipt and Client Satisfaction Feedback	Step 3.1: Prepare Acknowledgement Receipt and Client Satisfaction Feedback	None	5 minutes	SRS II/ Farm Worker I
4. Receive Animals	Step 4.1: Release Animals	None	10 minutes	SRS II/ Farm Worker I
TOTAL			1 Hour	



4. REQUEST FOR TECHNICAL ASSISTANCE

This service provides technical assistance to customers/clientele regarding crop production and poultry and livestock raising. This also extends to serve as resource person, consultant to an organization, cooperative and also to training/seminars.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	DEL MONTE LOWLAND RAINFED RESEARCH STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients G2B – Government to Business			
Who may avail:	Individual Farmer, Farmers' Group, Students, Farmer Cooperators, LGUs & Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Secure Service Request Form from the Officer of the Day		Public Assistance and Complaint Desk, Del Monte Lowland Rainfed Research Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up service request form	Step 1.1: Assist client in filling-up the service request form	None	3 min.	Senior Science Research Specialist/ Station Technical Staff
2. Proceed to appropriate technical officer for referral	Step 2.1: Accommodate client according to its needs	None	Depending on the type of assistance needed	Senior Science Research Specialist/ Station Technical Staff
TOTAL			3 Minutes	



5. AVAILABILITY/ DISTRIBUTION OF FRUIT TREE SEEDLINGS, COFFEE SEEDLINGS, RUBBER BUDSTICKS/SCION, CASSAVA PLANTING MATERIALS, CACAO SEEDLINGS, CAMOTE CUTTING AND PASTURE GRASSES

This service provides various fruit trees planting materials, Coffee seedlings, rubber budsticks/scion, cassava planting materials, cacao seedlings, camote cuttings and pasture grasses as source of good and quality planting materials to be distributed to interested parties.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TAGBINA RESEARCH AND EXPERIMENT STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients			
Who may avail:	Farmer clients, LGUs & other walk-in clients			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request/Letter Request signed by the Regional Executive Director.		DA - Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of Stocks	Step 1.1: Check availability of stocks	None	10 minutes	Farm Superintendent II
2. Select Fruit Tree Seedlings, Rubber in the Nursery, cassava planting materials, Cacao seedlings, Camote cuttings and pasture grasses	Step 2.1: Assist client in the selection of seedlings in the nursery, and pasture area	None	10 minutes	Farm Superintendent II
3. Sign the Acknowledgement Receipt of Planting materials	Step 3.1: Prepare Acknowledgement Receipt of Planting materials	None	10 minutes	SRS II/ Farm Superintendent II
4. Receive fruit trees seedlings, rubber, budsticks, scion, cassava planting materials, Cacao	Step 4.1: Release seedlings	None	10 minutes	Farm Superintendent II



seedlings, Camote cuttings & pasture grasses				
TOTAL			40 Minutes	



6. AVAILABILITY/ DISTRIBUTION OF POULTRY (CHICKS) AND LIVESTOCK (GOAT)

This service provides quality improved breeds of poultry, and livestock. This also disposes culled units of poultry and livestock.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TAGBINA RESEARCH AND EXPERIMENT STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients			
Who may avail:	Farmer clients, LGUs & other walk-in clients			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request/Letter Request signed by the Regional Executive Director.		DA - Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Purchase Request/ Letter Request	Step 1.1: Validate approved PR/ Letter Request	None	15 minutes	ACC III Sr. SRS
2. Select Animals	Step 2.1: Assist client in the selection of animals	None	30 minutes	SRS II/ Farm Superintendent II
3. Sign Acknowledgement Receipt	Step 3.1: Prepare Acknowledgement Receipt	None	5 minutes	SRS II/ Farm Superintendent II
4. Receive Animals	Step 4.1: Release Animals	None	10 minutes	Farm Superintendent II
TOTAL			1 Hour	



7. FARMER INFORMATION AND TECHNOLOGY SERVICES (FITS)

This service provides information and technology updates on crop and livestock using IEC materials and internet connectivity.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TAGBINA RESEARCH AND EXPERIMENT STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients			
Who may avail:	Farmers, Students, Farmer Cooperators, LGUs & Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card/ Residence Certificate/Contact number		DA - Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Step 1.1: Assist client in registering the logbook	None	2 Minutes	Sr. SRS/ Farm Superintendent II
2. Present valid ID	Step 2.1: Validate ID presented	None	2 Minutes	Sr. SRS/ Farm Superintendent II
3. Receiving information/ technology needed	Step 3.1: Provide IEC materials	None	5-10 mins	Sr. SRS/ Farm Superintendent II
TOTAL			14 Minutes	



8. REQUEST FOR TECHNICAL ASSISTANCE

This service provides technical assistance to customers/clientele regarding crop production, poultry and livestock raising. This also extends to serve as resource person, consultant to an organization, cooperative and also to training/seminars.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TAGBINA RESEARCH AND EXPERIMENT STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients			
Who may avail:	Farmers, Students, Farmer Cooperators, LGUs & Stakeholders			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial presentation of concern	Step 1.1: Inquiry on concern	None	5 minutes	SRS II
2. Proceed to appropriate technical officer for referral	Step 2.1: Accommodate client according to its needs	None	Depending on the type of assistance needed	ACC III/ Sr. SRS/ SRS II/ Farm Superintendent II
TOTAL			5 Minutes	



9. FRUIT TREES, CACAO AND COFFEE SEEDLINGS DISTRIBUTION

This service provides various fruit trees planting materials, cacao, coffee, rubber seedlings and rubber budsticks/ scion as source of good and quality planting materials to be distributed to interested parties.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TRENTO RESEARCH AND EXPERIMENT STATION			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients			
Who may avail:	Farmer clients, LGUs and walk-in clients			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR) signed by the Regional Executive Director		DA - Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of planting materials	Step 1.1: Check availability of planting materials and prepare Purchase Request (PR) for approval	None	3-4 weeks	Farm Superintendent II/ SRS II/ ACC III
2. Inquire status of PR requested previously	Step 2.1: Verify approved PR	None	5 minutes	Farm Superintendent II/ SRS II/ ACC III
3. Select requested planting materials	Step 3.1: Assist client in the selection of requested planting materials	None	10 minutes	Science Aide ACC III



4. Sign RIS and Client Satisfaction Feedback	Step 4.1: Prepare RIS and facilitate filling-up of Client Satisfaction Feedback	None	5 minutes	Science Aide Farm Superintendent II SRS II ACC III
5. Receive requested planting materials	Step 5.1: Release requested planting materials	None	10 minutes	Science Aide
TOTAL			3-4 Weeks and 30 Minutes	



10. POULTRY AND LIVESTOCK FOR DISPERSAL/DISTRIBUTION

This service provides improved breeds of poultry, and small ruminants recommended for raising. This also provides culled units of poultry, and small ruminants.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TRENTO RESEARCH AND EXPERIMENT STATION			
Classification:	COMPLEX			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Clients			
Who may avail:	Farmer clients, Animal Raisers, Meat Vendors, LGUs and walk-in clients			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR) signed by the Regional Executive Director		DA-Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of Stocks	Step 1.1: Check availability of stocks and prepare Purchase Request (PR) for approval	None	3-4 weeks	SRS II/ ACC III
2. Inquire Status of PR requested previously	Step 2.1: Verify approved PR	None	5 minutes	SRS II/ ACC III
3. Select Animals	Step 3.1: Assist client in the selection of animals	None	30 minutes	SRS II/ ACC III
4. Sign RIS and Client Satisfaction Feedback	Step 4.1: Prepare RIS and facilitate filling-up of Client Satisfaction Feedback	None	5 minutes	SRS II/ ACC III
5. Receive Animals	Step 5.1: Release Animals	None	10 minutes	SRS II/ ACC III
TOTAL			3-4 Weeks and 50 Minutes	



11. VEGETABLE SEEDS, ROOTCROPS, AND FORAGE PASTURE PLANTING MATERIALS DISTRIBUTION

This service aims to provide planting materials of vegetables, rootcrops, and forage pasture.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TRENTO RESEARCH AND EXPERIMENT STATION			
Classification:	COMPLEX			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	Farmers and any interested client			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR) signed by the Regional Executive Director		DA-Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of planting materials	Step 1.1: Check availability of planting materials and prepare Purchase Request (PR) for approval	None	3-4 weeks	Farm Superintendent II/ ACC III
2. Inquire Status of PR requested previously	Step 2.1: Verify approved PR	None	5 minutes	Farm Superintendent II/ ACC III
3. Select planting materials	Step 3.1: Assist client in the selection of planting materials	None	10 minutes	Farm Superintendent II/ ACC III
4. Sign RIS and Client Satisfaction Feedback	Step 4.1: Prepare RIS and facilitate filling-up of Client Satisfaction Feedback	None	5 minutes	Farm Superintendent II/ SRS II/ ACC III



<p>5. Received planting materials</p> <p>Gather planting materials</p>	<p>Step 5.1: Release seeds/ planting materials</p> <p>Step 5.2: Assist in the gathering of planting material</p>	<p>None</p>	<p>10 minutes</p> <p>Depends on the volume to be gathered</p>	<p>Farm Superintendent II/ ACC III</p>
<p>TOTAL</p>			<p>3-4 Weeks and 30 Minutes</p>	



12. MUSHROOM SPAWN AND FRUITING BAG DISTRIBUTION

This service aims to provide planting materials of mushroom.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TRENTO RESEARCH AND EXPERIMENT STATION			
Classification:	COMPLEX			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	Farmers and any interested client			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request		Da-Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of stocks	Step 1.1: Check availability of planting materials and prepare Purchase Request (PR) for approval	None	3-4 weeks	Science Research Asst./ ACC III
2. Inquire Status of PR requested previously	Step 2.1: Verify approved PR	None	5 minutes	Science Research Asst./ SRS II/ ACC III
3. Fill-up Client Satisfaction Feedback	Step 3.1: Facilitate filling-up of Client Satisfaction Feedback	None	5 minutes	Science Research Asst./ ACC III
4. Receive requested stocks	Step 4.1: Release requested stocks	None	10 minutes	Science Research Asst./ ACC III
TOTAL			3-4 Weeks and 20 Minutes	



13. VERMI AND VERMICOMPOST DISTRIBUTION

This service aims to provide vermin and vermin compost to interested clients.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TRENTO RESEARCH AND EXPERIMENT STATION			
Classification:	COMPLEX			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	Farmers and any interested client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR) signed by the Regional Executive Director		DA-Caraga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of stocks	Step 1.1: Check availability of planting materials and prepare Purchase Request (PR) for approval	None	3-4 weeks	Farm Superintendent II/ SRS II/ ACC III
2. Inquire Status of PR requested previously	Step 2.1: Verify approved PR	None	5 minutes	Farm Superintendent II/ SRS II/ ACC III
3. Sign RIS and Client Satisfaction Feedback	Step 3.1: Prepare RIS and facilitate filling-up of Client Satisfaction Feedback	None	5 minutes	Farm Superintendent II/ SRS II/ ACC III
4. Gather and receive requested stocks	Step 4.1: Assist and release stocks	None	10 minutes Depends on the volume gathered	Farm Superintendent II/ ACC III .
TOTAL			4 Weeks and 20 Minutes	



14. RICE SEEDS DISTRIBUTION

This service aims to provide certified seeds

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TRENTO RESEARCH AND EXPERIMENT STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Unit			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
1. Approved withdrawal Slip		c/o Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of approved withdrawal slip duly issued by the rice seed focal person	Step 1.1: Verify with the rice seed focal person	None	10 minutes	Science Aide/ ACC III
2. Fill-up Client Satisfaction Feedback	Step 2.1: Facilitate filling-up of Client Satisfaction Feedback	None	5 minutes	Science Aide/ ACC III
3. Receive rice seeds	Step 3.1: Release seeds/ Planting materials	None	10 minutes	Science Aide/ ACC III
	Step 3.2: Assist in the releasing of rice seeds	None	Depends on the volume gathered	
TOTAL			25 Minutes	



15. LIBRARY SERVICES AND FITS

This service provides assistance to customers/ clientele on information from archived IEC materials and access to information in the internet. This also provides linkages to other farmer leaders under the Techno-Gabay program of ATI.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TRENTO RESEARCH AND EXPERIMENT STATION			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government/ G2C – Government to Client			
Who may avail:	Farmers, Students, Farmer Cooperators, LGUs and Stakeholders			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Step 1.1: Assist client in registering the logbook	None	2 minutes	SRS II/ ACC III
2. Present valid ID	Step 2.1: Validate ID presented	None	2 minutes	SRS II/ ACC III
3. Receiving information/ technology needed	Step 3.1: Provide IEC materials/ access to the internet	None	10 minutes	SRS II/ ACC III
4. Borrowing IEC materials	Step 4.1: Logbook IEC materials and attach ID	None	5 minutes	SRS II/ ACC III
5. Returning borrowed IEC materials	Step 5.1: Note in the Logbook IEC returned and give back ID to borrower	None	5 minutes	SRS II/ ACC III
TOTAL			24 Minutes	



16. TECHNICAL SERVICES

This service provides technical assistance to customers/ clientele relating to researches and other technical services such as animal check-up and vaccination.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TRENTO RESEARCH AND EXPERIMENT STATION			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Farmers, Students, and any walk-in clients			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Step 1.1: Assist client in registering the logbook	None	2 minutes	SRS II/ ACC III
2. Receiving information/ technology needed	Step 2.1: Provide technical assistance needed (depending on the presence/ availability of the concerned technical person)	None	10 minutes Depending on the technical assistance needed by the client	Science Research Asst./ Farm Superintendent II/ SRS II/ Sr. SRS/ ACC III
TOTAL			12 Minutes	



17. ISSUANCE OF VETERINARY HEALTH CERTIFICATE

This service provides veterinary health certificate to regulate, control and secure the transport of animals to other places.

Schedule of Availability of Service

Monday to Friday - 8:00 AM to 5:00 PM

Office or Division:	TRENTO RESEARCH AND EXPERIMENT STATION			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Farmers, Students, and any walk-in clients			
CHECKLIST OF EQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification 2. Avian Flu Test Results (for poultry animals)		C/o Requisitioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Step 1.1: Assist client in registering the logbook	None	2 minutes	SRS II/ ACC III
2. Submit the required documents	Step 2.1: Receive/assess/verify the submitted documents for evaluation	None	10 minutes	ACC III
	Step 2.2: Prepare the Veterinary Health Certificate	None	10 minutes	ACC III
3. Receive the requested Certificate	Step 3.1: Assist in filling –up the CSF	None	5 minutes	SRS II/ ACC III
TOTAL			27 Minutes	

FEEDBACK / REDRESS MECHANISM

FEEDBACK FORM



Please tell us your comments and suggestions of how we are doing in serving you. You may choose to:

TALK directly to our Public Assistance Desk Officer or our Mamamayan Na Partner.

CALL us at Trunkline Nos. (085) 342-4092; 341-2047, 342-7445 or direct lines at (085) 815-2009, 341-2045

SUBMIT this form to our Regional Office or to any Satellite stations nearest you.

FAX the form to us at (085) 341-2114. 342-7445

EMAIL us at dacaraga@yahoo.com

Please let us know how we have served you. You may use this form for compliment/s, complaint/s or suggestions. Kindly check the corresponding boxes:

Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.

COMPLIMENT (Papuri) **COMPLAINT** (Reklamo) **SUGGESTION** (Mungkahi)

Person(s) Unit / Office Concerned or Involved:

(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

Please use additional sheet/s if necessary:

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/mungkahi/Nais na aksiyon mula sa aming tanggapan)

Please use additional sheet/s if necessary

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name : [OPTIONAL] _____

(Pangalan)

Office/Agency : _____

(Tanggapan/Ahensya)

Address : _____

(Tirahan)

Contact Number(s) if any) : _____

(Telepono)

E-mail Address (if any) : _____



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office Of The Regional Executive Director	Ground Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 104
Office Of The Regional Technical Director For Operations	Ground Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 107
Office of The Regional Technical Director For Research, Regulatory And Integrated Laboratories Division	Ground Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 115
Office of the Chief, Administrative And Finance Division	Ground Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 103
<ul style="list-style-type: none"> Accounting Section 	Ground Floor, 2 nd Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 217
<ul style="list-style-type: none"> BAC Office 	Ground Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 220
<ul style="list-style-type: none"> Budget Section 	Ground Floor, 2 nd Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 116
<ul style="list-style-type: none"> Cashiering Unit 	Ground Floor, 2 nd Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 112
<ul style="list-style-type: none"> General Services Section 	Ground Floor, 3 rd Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 120 or 121
<ul style="list-style-type: none"> Human Resource Section 	Ground Floor, 2 nd Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 113 or 117
Regional Agricultural and Fisheries Information Section	2nd Floor, 2 nd Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 213 or 214
Planning, Monitoring And Evaluation Division	2nd Floor, 2 nd Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 201 or 206
Agribusiness And Marketing Assistance Division (AMAD)	OSAC Building, Capitol Site, Brgy. Imadejas	(085) 342-4092/ 341-2047 Local 402
Office of the Chief, Field Operations Division (FOD)	2nd Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 203 or 207
<ul style="list-style-type: none"> Rice Program 	2nd Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 223



• Corn Program	2nd Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 207
• HVCDP	2nd Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 221
• Livestock	2nd Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 207
• Organic Agriculture	2nd Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 203/207
Regional Agricultural Engineering Division	2nd Floor, 1 st Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 211
Regulatory Division	Second Floor, 2 nd Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 211
Office of the Chief, Integrated Laboratories Division	Brgy. Taguibo, Butuan City	da_ild13@yahoo.co m
• Feed Chemical Analysis Laboratory	Brgy. Taguibo, Butuan City	da13feedlab@gmail. com
• Regional Animal Diseases Diagnostic Laboratory	Brgy. Taguibo, Butuan City	raddl_caraga@yaho o.com.ph
• Regional Crops Protection Center	P-14, Poblacion, Trento, Agusan del Sur	darcpc13@gmail.co m
• Regional Soils Laboratory	Brgy. Taguibo, Butuan City	soils_caraga@yaho o.com.ph
Research Division	Third Floor, 2 nd Building, Capitol Site, Brgy. Imadejas, Butuan City	(085) 342-4092/ 815-2009 Local 316
• Del Monte Lowland Rainfed Research Station	Del Monte, Talacogon, Agusan del Sur	delmontelrrs@gmail. com
• Tagbina Research and Experiment Station	Maglambing, Tagbina, Surigao del Sur	tagbinares13@gmail .com
• Trento Research and Experiment Station	P-14, Poblacion, Trento, Agusan del Sur	trentores13@gmail.c om



DIRECTORY OF KEY OFFICIALS

NAME	DESIGNATION	CONTACT INFORMATION
OFFICE OF THE REGIONAL DIRECTOR		
ENGR. RICARDO M. OÑATE, JR.	Regional Executive Director	Tel. No. (085) 342-4092/ 815-2009 loc. 104
REBECCA R. ATEGA	OIC-Regional Technical Director for Operations	Tel. No. (085) 342-4092/ 815-2009 loc. 107
ABEL F. WAGAS	OIC, Regional Technical Director for Research and Regulations	Tel. No. (085) 342-4092/ 815-2009 loc. 115
ADMINISTRATIVE AND FINANCE DIVISION (AFD)		
PRIMITIVA O. ARQUION	OIC-Administrative and Finance Division	Tel. No. (085) 342-4092/ 815-2009 loc. 103
ROCKY JAY A. PEARSON	OIC-Accounting Section	Tel. No. (085) 342-4092/ 815-2009 loc. 217
FATIMA D. CAMPOS	OIC-Budget Section	Tel. No. (085) 342-4092/ 815-2009 loc. 116
JOSEPHINE A. MAZO	Chief, General Services Section	Tel. No. (085) 342-4092/ 815-2009 loc. 120
MARIA VICTORIA G. MONTECLARO	Chief, Human Resource Section	Tel. No. (085) 342-4092/ 815-2009 loc. 117
HAZEL Y. ORMITA	OIC-Cashiering Unit	Tel. No. (085) 342-4092/ 815-2009 loc. 112
REGIONAL AGRICULTURAL AND FISHERIES INFORMATION SECTION (RAFIS)		
EMMYLOU T. PRESILDA	Chief, RAFIS	



PLANNING, MONITORING AND EVALUATION DIVISION (PMED)		
JOSEFA M. GIDACAN	Chief, PMED	Tel. No. (085) 342-4092/ 815-2009 loc. 201
ROBERTO R. HIPOLAO, JR.	Head, Planning & Programming Section	Tel. No. (085) 342-4092/ 815-2009 loc. 216
	Head, Monitoring & Evaluation Section	
ANDREW S. AUGUIS	Head, Information, Communication & Technology Unit	Tel. No. (085) 342-4092/ 815-2009 loc. 312
AGRIBUSINESS AND MARKETING ASSSITANCE DIVISION (AMAD)		
LYNN A. PAREÑAS	Chief, AMAD	Tel. No. (085) 342-4092/ 815-2009 loc. 402
MARILOU E. GRUYAL	Head, Market Development Section	Tel. No. (085) 342-4092/ 815-2009 loc. 401
REY U. FRIAS	Head, Agribusiness Promotion Section	Tel. No. (085) 342-4092/ 815-2009 loc. 403
ROVELYN B. HANDAYAN	OIC-Agribusiness Industry Support Section	Tel. No. (085) 342-4092/ 815-2009 loc. 402
FIELD OPERATIONS DIVISION (FOD)		
REBECCA R. ATEGA	Chief, Field Operations Division	Tel. No. (085) 342-4092/ 815-2009 loc. 107
MARISA G. GARCES	Regional Rice Program Coordinator	Tel. No. (085) 342-4092/ 815-2009 loc. 223
MELDOY M. GUIMARY	Regional Corn Program Coordinator	Tel. No. (085) 342-4092/ 815-2009 loc. 203
MARCO ANTONIO C. MORIDO	Regional HVCDP Coordinator	Tel. No. (085) 342-4092/ 815-2009 loc. 221



REBECCA R. ATEGA	Regional Livestock Program Coordinator	Tel. No. (085) 342-4092/ 815-2009 loc. 207
CINDY A. BURDEOS	Regional Organic Agriculture Program Coordinator	Tel. No. (085) 342-4092/ 815-2009 loc. 203
REGIONAL AGRICULTURAL ENGINEERING DIVISION (RAED)		
RENE Q. MORALES	Chief, RAED	Tel. No. (085) 342-4092/ 815-2009 loc. 202
THESSA LYN A. BONGCAWEL	Head, Engineering Plans, Designs & Specifications Section	Tel. No. (085) 342-4092/ 815-2009 loc. 202
SHERWIN P. JAMITO	OIC-Programs and Project Management Section	Tel. No. (085) 342-4092/ 815-2009 loc. 202
MEDYLYN M. ALAAN	Head, Standards, Regulation & Enforcement Section	Tel. No. (085) 342-4092/ 815-2009 loc. 202
REGULATORY DIVISION		
GEMMA A. ASUFRE	OIC-Regulatory Division	Tel. No. (085) 342-4092/ 815-2009 loc. 211
JOHNNY M. CONCON	Head, Certification & Accreditation Section	Tel. No. (085) 342-4092/ 815-2009 loc. 211
JEANNETTE C. ROMERO, DVM	Head, Registration & Licensing Section	Tel. No. (085) 342-4092/ 815-2009 loc. 211
APPLE R. JAROMAHOM, DVM <i>(Animal)</i>	Head, Monitoring, Surveillance & Early Warning Section	Tel. No. (085) 342-4092/ 815-2009 loc. 211
MICHAEL ANGELO T. AGBULOS <i>(Plant)</i>		



INTEGRATED LABORATORIES DIVISION (ILD)		
ESTHER B. CARDEÑO, DVM.	Chief, ILD	Tel. No. (085) 342-4092/ 815-2009 loc. 115
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RHODIELYN Y. BACSARPA	Head, Regional Soils Laboratory	soils_caraga@yahoo.com.ph
RESEARCH DIVISION AND EXPERIMENT STATIONS		
ABEL F. WAGAS	Chief, Research Division	Tel. No. (085) 342-4092/ 815-2009 loc. 316
FLORITES J. ROSALES	Head, Experts Pool Section	Tel. No. (085) 342-4092/ 815-2009 loc. 316
MARILYN A. ERANA	Head, Networking, Collaboration, Planning & Monitoring Section	Tel. No. (085) 342-4092/ 815-2009 loc. 316
RICHARD L. TABUDLONG	Head, On-Station & On-farm Research Section	Tel. No. (085) 342-4092/ 815-2009 loc. 316
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FRANK WENDYLL D. TUSOY	OIC-Tagbina Research and Experiment Station	tagbinares13@gmail.com
ESCOLASTICO S. CAGATIN	Head, Trento Research and Experiment Station	trentores13@gmail.com