

**City Agriculture Office**  
**Revised Citizen's Charter Service Standards**  
**As of August 1, 2012**

Frontline Services	Applicant	Service Provider	Documents Required	Fees (Peso)	Processing Time	Name of Responsible Person	
<b>PROVISION OF AGRICULTURAL, FISHERIES AND EXTENSION SERVICES</b>							
Coordinate with Agricultural Extension Worker(AEW)/Farm Development Technician(FDT)	Make a Request	1. Receive & record letter of request & inform customers of 5-10 days lead time for validation /assessment of request	Request letter/Request Form		5-10 days	Administrative Staff	Fortunata Fadrillan, Jenny M. Cayanana, Marianita P. Guinto
		2. Review and Act on the Request	Request letter/Request Form			City Agriculturist	Melissa T.U. Macasaet
		3. Conduct validation of the request. Validation should be based in the Minimum Criteria for Validation of Agriculture and Fisheries Services Requests. Submit and prepare report to Supervisor	Request letter/Request Form/Validation Report Form/Field Pass/Travel Order			<b>Agricultural Extension Worker (AEWs)</b>	
						Bacungan, Sta. Cruz	Allan Matillano
						Bagongbyan, Simpocan	Eddie P. Gabo
						Binduyan, Tanabag	Luningning Apdon
						Buenavista, Tagabenit	Wilfredo Ramos
						Inagawan Sub	Lorenzo Cervancia III
						Inagawan, Kamuning	Lorenzo Cervancia III
						Irawan, Sicsican	Marivic Beria
						Langogan	Luningning Apdon
						Luzviminda, Mangingisda	Lorenzo Cervancia III
						Manalo	Rodrigo Valdeztamon
						Maoyon, Babuyan, San Rafael, Concepcion	Luningning Apdon
						Maruyugon, Lucbuan	Rodrigo Valdeztamon
				N. panggangan, Marufinas, Cabayugan	Ma. Gloria Zabala		
				Napsan	Jose Alvarez		
				Salvacion, Bahile	Raul Matillano		
				San Miguel, San Manuel, San Pedro	Enera Tuibeo		
				Tinguiban, Sta. Monica, Sta. Lourdes, Tagburos	Hipolito Murcia		
				Citywide	Myrissa Beira, Lilibeth Basaya		
				Citywide	Joven Delgado, Miguelito Cervancia,		
				Citywide	Teresita Pillado		
				Supervisors	Enera Tuibeo, Tito N. Murcia, Delia Martinez		
				AEW assigned in the barangay/ FDT/ City Agriculturist	AEWs/FDT (the same names listed above), Melissa T.U. Macasaet		
<b>A. FOR EQUIPMENT SERVICES</b>							
		1. While conducting validation, brief the customer on the procedures, policies and	Application for Equipment			AEW assigned in the barangay	AEWs (the same names listed above)

		guidelines on equipment use and on backhoe and distribute application forms. If customer is not Amenable/qualified, place cancelled on request, file and defer for further action, otherwise proceed, if customer is amenable/ qualified.	Use/Bgy Certification/Request/Approved Validation Report Form Approved Guidelines on Equipment Use				
Receive, fill up application form and affix signature/accomplish requirements and submit	2. Receive and check complete files of application and requirements		Application for Equipment Use/Bgy Certification/Request/Approved Validation Report Form		5 – 7 days	AEW assigned in the barangay	AEWs (the same names listed above)
.	4. Prepare Job Order. Fill Up 4 copies of Job Order Form consisting of at least 5 farmers and/or 3 hectares per job order		Farm Equipment Services Job Order and Acceptance Form Application for Equipment Use/Bgy Certification/Request/Approved Validation Report Form			Farm Development Technician, Citywide	Enrico Juan
	5. Check, Review, and approved Job order		Farm Equipment Services Job Order and Acceptance Form			Supervisors, Asst. City Agriculturist, City Agriculturist	Enera Tuibeo, Tito N. Murcia, Roberto C. Sebido, Melissa U. Macasaet
	7. If Approved, Prepare equipment for deployment.		Farm Equipment Services Job Order and Acceptance Form		10 working days/Job order under normal conditions	Farm Development Technician and assigned equipment operator	Enrico Juan
Be present at the area and accommodate the team. Provide assistance for minor repairs	8. Conduct deploy equipment and operations. All work to be done stated in a job order must be accomplished within 10 working days otherwise it will be cancelled. A new job order will be prepared to accommodate all unfinished work to be done requested by person/entities that were included in the cancelled job order provided they signified their conformance for the re-scheduling of their requested work to be done.		Farm Equipment Services Job Order and Acceptance Form	50 lit/plow/ha ** 60 lit/harrow/ha ** 20 lit/1 hr ** (Backhoe)		FDT and assigned equipment operator and assigned AEW In the barangay.	Enrico Juan and AEWs (the same names listed above)
Signs the service acceptance form and provide feedback.	9. Secure customer feedback to determine level of satisfaction.		Customer Feedback Form/ Farm Equipment Services Job Order and Acceptance Form			Equipment operator In the barangay.	
<b>B. FOR FARM INPUTS</b>							
Coordinate with Agricultural Extension Worker(AEW) Accomplish RIF	1. Secure the request, approved validation report from the Administrative staff (Records Officer). Prepare the Requisition and Issue Form (RIF) and Farm & Fishery Input Acknowledgement Receipt Form (AR) for processing And approval.		Request/ Approved Validation Report/ RIF/ Farm & Fishery Input Acknowledgement Receipt Form		5-10 working days	AEW/Supervisor/City Agriculturist/Administrative Staff (Records Officer)	AEWs the same names listed above) Melissa T. U. Macasaet, Tito Murcia, Enera Tuibeo, Delia Martinez, Fortunata Fadrillan
	2. Transmit approved RIF and the Accomplished Acknowledgement Receipt Form to the Supply Custodian		Farm Equipment Services Job Order and Acceptance Form			Administrative Staff/Supply Custodian	Fortunata Fadrillan, Elvira Royo

	Coordinate with AEW/Admin Staff/Supply Custodian	3. Check availability of stocks and Prepare requested inputs for withdrawal.	Farm Equipment Services Job Order and Acceptance Form			Supply Custodian	Elvira Royo
	Withdraw requested Inputs. Acknowledge receipt of requested inputs by affixing signature and Thumb mark in the Farm & Fishery Acknowledgment Receipt(AR)	4. Release Requested Inputs. Approved RIF must be withdrawn by customers within <b>10 days</b> upon receipt of the Supply Custodian; otherwise they will be automatically cancelled. OCA shall not be liable for the cancellation of the approved RIF.	RIF, Fishery Acknowledgment Receipt(AR)			Supply Custodian	Elvira Royo
	Make payments for inputs received and accept Official Receipt.	5. Receive payment for non-free inputs and issue an Official Receipt Record released inputs in the logbook.	Logbook/Official Receipt	Seedlings = Php 10.00/pc Clones = Php 15.00/pc		Supply Custodian	Elvira Royo
	Accomplish Customer Feedback	7. Secure Customer Feedback	Feedback Form			Supply Custodian	Elvira Royo
<b>C. PROVIDING SERVICES FOR THE SCANNING OF MANGO FRUITS TO DETERMINE THE PRESENCE OF MPW</b>							
	Fills – up request and provide 2-3 days lead time	1. Receive and record the request and forwards it to the MPQCC staff for scheduling	Request		2-3 days	Administrative Staff /Agricultural Technician II/MPQCC Center -in - Charge	Jenny Cayanan, Romar Cayanan
	Deliver the mango fruits at the Center	2. Receive mango fruits delivered at the Center at the schedule date of delivery	Registration and Scanning Accomplishment Report/logbook		300 kgs per hour (estimated time for normal working conditions)	Checker	
		3. Sorting/Classifying and weighing of mango fruits. Fruits weighing 125 gms and above will undergo scanning, while fruits weighing below 125 gms will not undergo scanning				Scanner aides	
	Make payments for weighed mangoes	4. Receive payment for weight of mango fruits received and issue official receipt	Official Receipt	Php 1.00/kgm		Checker	
	Assist in the scanning operations	5. Conduct Scanning Operations. If requested by the customer, re-run all MPW positive mango fruits in his presence.				Scanner Operator/Scanner Aides	Romar Cayanan
	Receive all MPW free mango fruits. Acknowledge receipt by signing in the logbook.	6. Release all negative MPW Mango fruits to the customer and issue certification but retain all MPW positive mango fruits for internal examination and proper disposal	logbook			Checker/Deputized Plant Quarantine Officer	Romay Cayanan
	Accomplish Customer Feedback	7. Secure Customer Feedback	Feedback Form		10 mins	Checker	
<b>D. FOR EXTENSION SERVICE</b>							
	Coordinate with Agricultural Extension	1. Receive the request and approved validation report from the Administrative staff	Request/ Approved Validation Report			Administrative Staff/ Agricultural Technician	Fortunata Fadrillan, Romar Cayanan

	Worker(AEW)					II	
		2. Provide the extension services requested by the customer/citizen.	Request/ Approved Validation Report/ Field Pass Weekly Plan of Activities			AEW	AEWS (The same names listed above)
		2.1. For Farm visits and technical assistance;			2 hrs/visit/ customer	AEW	
		2.2. Extension Meeting	Attendance sheet Agenda Minutes of the Meeting		3-4 hrs/ meeting	AEW	
		2.3. Trainings and seminars, orientation/briefing	Training module/program Attendance sheet Participants Profile Training Evaluation		1-3 days/module	AEW	
	Accomplish Customer Feedback	3. Secure Customer Feedback	Feedback Form			AEW	AEWS (The same names listed above)

\* For normal weather/environmental condition \*\* estimated fuel requirements to be provided by applicant

Prepared by:

**ROBERTO C. SEBIDO**  
Assistant City Agriculturist

**ENERA A. TUIBEO**  
Supervising Agriculturist

**TITO N. MURCIA**  
Supervising Agriculturist

**DELIA B. MARTINEZ**  
Home Management Specialist

**MARIANITA P. GUINTO**  
Administrative Officer V

Approved/ Noted by:

**MELISSA T.U. MACASAET**  
City Agriculturist