



**VISION**

**A self sufficient province producing a surplus of the staple food and continue to sustain food production thru modernized and profitable agriculture.**

**PROVINCIAL AGRICULTURE OFFICE**

**CITIZEN'S CHARTER  
 INFORMATION BILLBOARD**

**MISSION**

**In collaboration with NGAs, NGOs and other line agencies in agricultural development, the province shall undertake activities within a safe, healthy and environment friendly policy framework to modernize agriculture to ensure sustainable food production and profitability of farmers.**

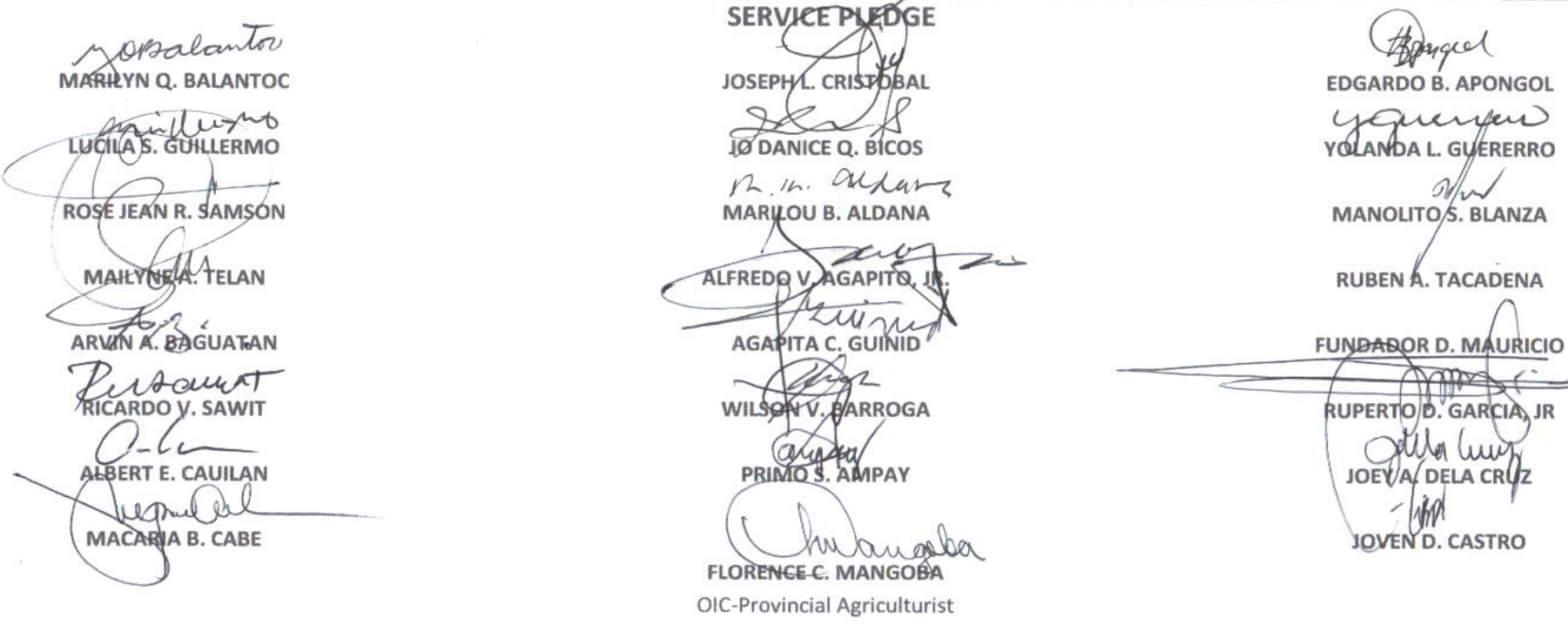
Office	Step	Step by Step Procedure		Person Responsible	Maximum Waiting Time	Requirements/ Supporting Documents	Fees Collected if any	Location
		Client	Service Provider					
<b>OFFICE FOR PROVINCIAL AGRICULTURAL SERVICES</b>				Provincial Agriculturist				
<b>I. ADMINISTRATIVE SERVICES</b> a.) Request for agri-fishery data, endorsements, reports and other related services							none	PAO, Capitol Hills, Cabarroguis, Quirino
	1	Client to log-in in visitors logbook	Have clients log in and fill up Request Form	Officer of the day	2 minutes			
	2	Fill up request form			3 minutes			
	3	Submit filled- up Request Form/letter of request & other documents	Receive and record signed request/documents	Records Officer Designate/Officer of the day	5 minutes	Signed request form/letter and other documents		
	4		Identify needs of client	Officer of the day	3 minutes			
	5		Endorse documents to Provincial Agriculturist for his/her information and notation	Officer of the day	5 minutes	Signed request form/letter request		
	6		Route documents to staff concerned for appropriate action		4 minutes	Signed Request Form/letter request noted by the Provincial Agriculturist		
	7		Prepare documents requested by the clients	Concerned staff	30 minutes			

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	8		Encode documents requested by clients	Rose Jean R. Samson Mailyne A. Telan Arvin B. Baguatan	30 minutes			
	9		Review documents for approval by the Provincial Agriculturist	Concerned staff	10 minutes			
	10		Record/release documents signed by the Provincial Agriculturist	Records Officer Designate	5 minutes	Signed requested documents		
<b>II. EXTENSION SERVICES</b>								
1. Request for Agricultural Technical services	1	Client to log-in in visitors logbook			2 minutes		none	PAO, Capitol Hills, Cabarroguis, Quirino
	2	Fill up and submit request form/submit request letter (If available)	Have clients log in and fill up request form	Officer of the day	3 minutes			
	3		Receive request form/request letter record/identify needs of clients route/endorse request form to concerned staff	Records Officer Designate / Officer of the Day	5 minutes	Filled-up request form/prepared request letter		
	4		Discuss/address client needs	concerned staff	30 minutes			
a. Provision of Technical Assistance	1		Evaluate/visit area of client	Technical Staff concerned	2 hrs		none	Client's fields/sites
	2		Provide technical needs of clients		2 hours			
b. Provision of Fish/ seed stocks, seedlings, Farm Equipments/Machineries/Post Harvest Facilities	1		Validate recipients/area	Technical Staff concerned	2 hours	Request letter/form signed by clients	none	PAO/client's fields/ barangays project sites
	2	Prepare area/other counterpart		Technical Staff concerned	1 hour			
	3		Prepare Project Proposal/request letter to agency concerned for signature of Provincial Agriculturist	Commodity Coordinator/Technical Staff	3 days	Project Proposal		

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	4		Record/release/send endorsement	Record Officer Designate	5 minutes	Signed recorded endorsement		
	5		Follow-up availability of request	Provincial Commodity Coordinators/ concerned staff	5 minutes			
	6	Attend Technical Briefing	Inform client on the status of their request and schedule/conduct of the activity with technical briefing	Provincial Commodity Coordinators/ concerned staff	8 hours	Attendance sheet		
	7	Sign acknowledgement receipt/masterlist of recipients	Provide request	Provincial Commodity Coordinators/ concerned staff	10 minutes	Signed acknowledgement receipt/masterlist of recipients		
c. Installation and reconciliation of book of accounts of cooperatives	1	Prepare and present book accounts	Schedule conduct of the activity	Marilou B. Aldana	5 minutes	Coop records/book of accounts		
	2		Conduct of the activity	Marilou B. Aldana	5 hours			
d. Conduct/facilitate technical trainings	1	Submit training needs	Prepare training design/proposals/ supplies/ materials & visual aids	Staff Concerned	4 hours	verbal/written requests		
	2	Coordinate with other participants	Schedule and conduct of activity					
	3	Attend technical training			24 hours			
e. Organization of farmers/ fisherfolks/associations/ cooperatives	1	Attend organizational activity	Conduct of the activity	Technical Staff concerned	8 hours	verbal/written requests		
f. Establishment of Technology Demonstration Projects	1	Prepare demo farm	validate site and farmer cooperators	Provincial Banner Program Coordinators, Technical Staff concerned	2 hours	validation report		
	2		Prepare Project Proposal for review and signature of Provincial Agriculturist	Provincial Banner Program Coordinators	3 days	Approved Project Proposal		
	3	Attend Technical Briefing/Training	Conduct Technical Briefing/Training	Provincial Banner Program Coordinators, Technical Staff concerned	1-2 days	Attendance sheet	none	client's fields/ barangays/ project sites

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	4	Sign acknowledgement receipt	Positioning of supplies/ materials/ inputs	Provincial Banner Program Coordinators, Technical Staff concerned	4 hours	Signed acknowledgement receipt	none	client's fields/ barangays/ project sites
	5	Adopt Technology/Provide labor counterpart	Establish Technology demonstration	Provincial Banner Program Coordinators, Technical Staff concerned	5-10 days		none	project sites
	6	Maintain project operation/ activities	Monitor/supervise project operation/ activities	Provincial Banner Program Coordinators, Technical Staff concerned	16 hours per week		none	project sites
g. Pest & disease surveillance	1	Report occurrence of pests & diseases	Assess extent of infestation/ infection/ damage	Provincial Banner Program, Coordinators, Technical Staff concerned	1 hour	verbal/written report/request		
	2	Apply recommended measures	Provide immediate measures		30 minutes	Validated reports/ requests		
	3	Attend Information Education Campaign	in case of outbreak or heavy infestation: Conduct Information Education Campaign		8 hours			
	4		Prepare/consolidate & submit reports to concerned agencies		8 hours	Pest & Disease Surveillance Report		
<b>III. REGULATORY SERVICES</b>								
a. Seed Certification/Production	1		Recruit newly applicant for Seed Grower	Joseph L. Cristobal	30 minutes	Masterlist of would be Seed Growers or Producers	none	PAO Capitol Hills, Cabarroguis
	2		Inspect farm facilities of applicant Seed Grower	Joseph L. Cristobal	30 minutes	Inspection Report		
	3		Conduct area validation for seed production	Joseph L. Cristobal	20 minutes	Validation Report		
	4	Attend training on Seed Production				Agreement of Seed Production		
	5	Submit application and requirements for accreditation				Application for Accreditation		
	6		Facilitate Seed Grower accreditation to BPI	Joseph L. Cristobal	10 minutes	Transmittal letter		

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	7		Submit preliminary and final field inspection	Joseph L. Cristobal	3 hours	Preliminary Field Inspection Report		
	8		Collect seed samples for test analysis	Joseph L. Cristobal	1 hour	Result of seed testing analysis		
	9		Tag Registered/Certified Seeds	Joseph L. Cristobal	1 hour	Pictorials		
	10		Inspect Seed Centers outlet or distributor	Joseph L. Cristobal	10 minutes	Inspection Report		
b. Illegal Fishing	1	Provide Reports	Process Report	Provincial Agriculturist/ Provincial Fishery Regulatory Officer	3 minutes	Thru call/message, verbal, written report/photo(s) of illegal fishing activity		
	2		Coordinate with concerned Law Enforcement Agencies and LGUs	Provincial Agriculturist/Fishery Regulatory Officer	2 hours	Request letter	none	Municipal Chief of Police, MAO, BFAR, LGU's
	3		Conduct inspection/foot patrol	Law Enforcement Team	8 hours	Documentation of the activity	none	Reported scene of the crime
	4		Provide report to members of law enforcement team	Provincial Agriculturist/Fishery Regulatory Officer	4 hours	Duly signed copies of results.		
c. Foot Patrol/ surveillance along communal bodies of water	1		Request letter	Provincial Fishery Regulatory Officer	30 minutes	RA 10654, DILG Memo Circular No. 2018-59	none	Barangays along Fishing grounds, SWIPs
	2		Conduct foot patrol surveillance	Provincial Fishery Regulatory Officer	8 hours	RA 10654, DILG Memo Circular No. 2018-59 and documentation of the activity	none	Barangays along Fishing ground, SWIPs
	3		Provide report to members of Law Enforcement Team	Provincial Fishery Regulatory Officer	4 hours	Duly signed copies of results.		

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*If within the capability of the office to provide the request **if not within the capability of the office to provide the request								
 <p><b>SERVICE PLEDGE</b></p> <p>MARILYN Q. BALANTOC, LUCILA S. GUILLERMO, ROSE JEAN R. SAMSON, MAILYNE A. TELAN, ARVIN A. BAGUATAN, RICARDO V. SAWIT, ALBERT E. CAUILAN, MACARIA B. CABE, JOSEPH L. CRISTOBAL, JO DANICE Q. BICOS, MARILOU B. ALDANA, ALFREDO V. AGAPITO, JR., AGAPITA C. GUINID, WILSON V. BARROGA, PRIMO S. AMPAY, FLORENCE C. MANGOBA, OIC-Provincial Agriculturist, EDGARDO B. APONGOL, YOLANDA L. GUERERRO, MANOLITO S. BLANZA, RUBEN A. TACADENA, FUNDADOR D. MAURICIO, RUPERTO D. GARCIA, JR, JOEVA DELA CRUZ, JOVEN D. CASTRO</p>								
<b>Allowable Period of Extension of the Maximum Response Time</b>  The LGU gives (5) working days for the extension of time to the provision of frontline services to its clients in case of unforeseen events, man-made or natural.								
<b>Feedback/Complaint Mechanisms</b>  If your request has not been attended to promptly and courteously, please send your suggestions and complaints to Governor Junie E. Cua or you may fill-up the prescribed form from the Officer of the Day and drop it in Suggestion Box provided for the purpose at the lobby of the Capitol or you may call 0916920110								