




# OFFICE OF THE PROVINCIAL AGRICULTURIST

*Sustaining Efforts for Bohol's Agriculture Development*

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# CITIZEN'S CHARTER

<b>I</b>	<b>MANDATE</b>
<b>II</b>	<b>VISION</b>
<b>III</b>	<b>MISSION</b>
<b>IV</b>	<b>PERFORMANCE / SERVICE PLEDGE</b>
<b>V</b>	<b>FRONTLINE SERVICES</b>

## I. MANDATE

1. Formulate measures for approval of the SangguniangPanlalawigan and provide technical assistance and support to the governor
2. Develop plans and strategies on agricultural programs and projects and implement them upon approval by the governor
3. Ensure that maximum assistance and access to resources in the production, processing and marketing of agricultural and aquaculture and marine products are extended to farmers, fishermen and local entrepreneurs
4. Conduct or cause to be conducted location-specific agricultural researches and assist in making available the appropriate technology arising out of and disseminate information on basic research on crops, prevention and control of plant diseases, and other agricultural matters which will maximize productivity
5. Assist the Governor in the establishment and extension services of demonstration farms or aquaculture and marine products
6. Coordinate with NGAs and NGOs which promote agricultural productivity through appropriate technology compatible with environmental integrity
7. Be in the frontline of delivery of basic agricultural services particularly those needed for the survival of the inhabitants during and in the aftermath of man-made and natural disasters
8. Recommend to the Sanggunian and advise the Governor, as the case may be, on all other matters related to agriculture and aquaculture which will improve the livelihood and living conditions of the inhabitants
9. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance

## II. VISION

**A sustainable agri-fishery sector with enterprising producers and processors engaged in the marketing of competitive products both in the local and overseas markets and enjoying a state of well-being.**

### III. MISSION

**To provide support services in the agri-fishery sector thru institutionalized government-private partnership, thereby enhancing environment friendly agri-industries.**

## IV. PERFORMANCE / SERVICE PLEDGE

*We, the employees of the Office of the Provincial Agriculturist do commit to perform our task with full dedication for the best interest of our dear farmers, fisherfolks and all agri-fishery stakeholders; further we do hereby pledge to provide the utmost service to fulfil the needs of our constituents:*

*S*–erve courteously and efficiently from Mondays to Fridays starting at 8:00 am to 5:00 pm;  
and can further serve at on call basis even at off duty hours if to answer the call of service

*E*–ffect strict compliance with service standards, guided by the principles of RA 6713

*R*–esponsive to the needs of the farmers, fisherfolks, stakeholders and all its constituents

*V*–ouch to give value the suggestions, requests, comments and needs of the agri-fishery stakeholders, especially the marginal ones

*I*–nstill in the minds and hearts of the farmers and fisherfolks the importance of learning by doing after providing technical support and other assistance to them

*C*ommitted to serve the public at all times with integrity and dedication

*E*nsure the provision of updated information through print, radio and e-media sources

## **V. FRONTLINE SERVICES**

**EXTERNAL SERVICES**



**EXTERNAL SERVICE A**

**1. DISTRIBUTION OF RICE SEEDS FOR PLANTING**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Farmers (Irrigators/Farmer Association		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registered from RSBSA		LGU-Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/DIVISION/ SECTION</b>
1. Submit letter intent/ resolution requesting the PGBh thru OPA for rice seeds assistance for planting of per cropping season	1. Receive, review and verify the document and instruct for validation	None	15 minutes	Public Assistance & Complaint Desk Personnel  Lorebien Lagapa Rice Section Head
	2. Conduct validation of the rice area of the requesting party with the assistance of the MLGU rice technician	None	1 hour	Provincial Rice Technician  Gejorisli Grado
2. Conduct follow ups	3. Inform the requesting party as to the status of their request as to	None	15 minutes	Lorebien Lagapa Rice Section Head

	approved or disapproved.			
	4. If approved: Conduct pre-masterlisting of farmer-recipients	None	4 hours	IA President
	5. Attend meeting of prospective Irrigators'/Farmers Association	None	4 hours	IA President/ Provincial Rice Technician
	6. Attend System Management Committee Meeting (Malinao, Bayongan, Capayas and Talibon Irrigation System)	None	6 hours	Gejorisli Grado Rice Section staff

#### EXTERNAL SERVICE A

##### 1. DISTRIBUTION OF RICE SEEDS FOR PLANTING

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Farmers (Irrigators'/Farmer Association		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registered from RSBSA		LGU-Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/DIVISION/SECTION</b>
	7. Assist in the delivery, and inspection of rice seeds on site	None	30 minutes	Suppliers/PGSO Inspection Team
	8. Conduct manual seed sampling and testing for germination	None	1 Day	NSQCS Team/ Provincial Rice Technician
3. Coordinate schedule of seed	9. Conduct technical briefing,	None	2 hours	Seed Supplier/

distribution	documentation of recipients and rice seeds distribution and acceptance			Provincial Rice Technician
	10. Conducts seed stock inventory and validates status of planting	None	30 minutes	Provincial Rice Technician/ IA Presidents
	11. Gathers signed Acknowledgement Receipts from IA/FA	None	10 minutes	Adonis Maraon Rice Section staff
4. Crop Establishment	12. Install field marker on site	None	1 Hour	Provincial Rice Technician/ IA President
	13. Conduct weekly field monitoring	None	1 Hour	Rice Manager
	Prepare weekly back to office report	None	1 Hour	Rice Manager
<b>END OF TRANSACTION</b>				

## EXTERNAL SERVICE A

### 2. DISTRIBUTION OF CORN SEEDS FOR PLANTING

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Corn Farmers and Corn Farmer Association		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registered from RSBSA		LGU-Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/DIVISION/SECTION</b>
1. Submit letter of intent/ resolution requesting the PGBh thru OPA for Corn seeds assistance for planting per	1.1 Receive, review and verify the document and instruct for validation	None	15 Minutes	Leon Parac, Jr. Corn Section Head

cropping season				
	1.2 Conduct validate the Corn area of the requesting party with the assistance of the MLGU Corn technician	None	1 Hour	Corn Team
2. Conduct follow-ups	2.1 Inform the requesting party as to the status of their request as to approved or disapproved. Granting it is approved.	None	15 Minutes	Leon Parac, Jr. Corn Section Head
	2.2 Conduct Pre-Masterlisting of farmer-recipients	None	4 Hours	Farmer Association/ Corn Technicians
	2.3 Assist in the delivery, and inspection of Corn seeds on site	None	4 Hours	Suppliers/ PGSO Inspection Team
	2.4 Conduct manual seed sampling and testing for germination	None	1 Day	NSQCS Team/ Corn Team

**EXTERNAL SERVICE A**

**2. DISTRIBUTION OF CORN SEEDS FOR PLANTING**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Corn Farmers and Corn Farmer Association		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registered from RSBSA		LGU-Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/DIVISION/SECTION</b>
3. Coordinate schedule of seed	3.1 Conduct technical briefing,	None	2 Hours	Seed Supplier/ Corn Team

distribution	documentation of recipients and Corn seeds distribution and acceptance			
	3.2 Conducts seed stock inventory and validates status of planting	None	30 Minutes	Corn Team/Corn F.A. Presidents
	3.3. Gathers signed Acknowledgement Receipts from Corn Farmers Association	None	10 Minutes	Corn Technicians Corn Farmers Association President
4. Crop Establishment	4.1 Install field marker on site	None	1 Hour	Corn Team/ Corn Farmers' President
	4.2 Conduct weekly field monitoring	None	1 Hour	Corn Team
	4.3 Prepare weekly back to office report	None	1 Hour	Corn Team
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE A**

**3. DISTRIBUTION OF ASSORTED VEGETABLE SEEDS**

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Farmers (PO's, private and walk-in individuals)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Registered from RSBSA	LGU-Agriculture Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/DIVISION/SECTION
1. Inquire for vegetable seeds	1. Guides client to HVCDP Section	None	1 Minute	Public Assistance and Complaint Desk Personnel
2. Confer with HVCDP Staff	2. For walk-in clients/backyard gardening: Discuss the guidelines for the HVCDP Program	None	5 Minutes	Rufa Ugay HVCDP Commodity Coordinator/Staff
	3.1 For Commercial Scale: Conduct meeting to LGU counterpart and inform them regarding the HVCDP Project and its scheme of implementation	None	4 Hours	Rufa Ugay HVCDP Commodity Coordinator/Staff
	3.2 Discuss the guidelines for the HVCDP Program	None	3 Minutes	Rufay Ugay HVCDP Commodity Coordinator/Staff
4. Inquire on the updated farming technology.	4. Provides technical assistance on vegetable production	None	1 Hour	Rufa Ugay HVCDP Commodity Coordinator/Staff
5. Provide information/sketch on the area to be planted with vegetable seeds	5. For Commercial Scale: Prepare schedule on the validation of site	None	5 Minutes	Rufa Ugay HVCDP Commodity Coordinator/Staff

#### EXTERNAL SERVICE A

#### 3. DISTRIBUTION OF ASSORTED VEGETABLE SEEDS

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Farmers (PO's, private and walk-in individuals)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

Registered from RSBSA		LGU-Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/DIVISION/SECTION
6. Accompany OPA staff to the farm site	<i>For Commercial Scale:</i> Conduct site validation/verify suitability of area to be planted	None	4 Hours	Rufa Ugay HVCDP Commodity Coordinator/Staff
	7. For Commercial Scale: Conduct training/technical briefing	None	1 Day	Rufa Ugay HVCDP Commodity Coordinator/Staff
8. Receives vegetable seeds and sign the acknowledgement receipt	<i>8.1 For walk-in clients/backyard gardening:</i> Fill up the acknowledgement receipt	None	1 minute	Milagros Ibarra HVCDP Commodity Coordinator/Staff/Nursery Staff
	<i>8.2 For Commercial Scale:</i> Delivers/distribute the vegetable seeds (during the technical briefing)	None	5 Minutes	Rufa Ugay HVCDP Commodity Coordinator
	8.3 File the acknowledgement receipt	None	3 Minutes	Rufa Ugay HVCDP Commodity Coordinator
9. Adopts the Technology	9.1 Conduct periodic monitoring on the status of seeds	None	1 Day	Rufa Ugay/HVCDP Commodity Coordinator/Staff
<b>END OF TRANSACTION</b>				

#### EXTERNAL SERVICE A

#### 4. DISTRIBUTION OF SEEDLINGS/PLANTING MATERIALS (COFFEE, GRAFTED CACAO, LANZONES, POMELO, UBI TUBERS, ETC)

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Farmers (PO's, private individuals)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Farmers (PO's, private individuals)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/DIVISION/SECTION
1. Inquire for seedlings and planting materials	1. Guides client to HVCDP Section	None	3 minutes	Public Assistance and Complaint Desk Personnel
2. Confer with HVCDP Staff	2. Discuss the guidelines for the HVCDP Program	None	15 Minutes	Rufa Ugay HVCDP Commodity Coordinator/Staff
	3. Conduct meeting to LGU counterpart and inform them regarding the HVCDP Project and its scheme of implementation	None	4 Hours	Rufa Ugay HVCDP Commodity Coordinator/Staff
4. Inquire on the updated farming technology	4. Provides technical assistance on seedlings/planting materials distribution.	None	1 Hour	Rufa Ugay HVCDP Commodity Coordinator/Staff
5. Provide information/sketch on the area to be planted seedling/planting materials		None	5 minutes	Rufa Ugay HVCDP Commodity Coordinator/Staff
6. Accompany OPA staff to the farm site	6. Conduct site validation/verify suitability of area to be planted	None	4 Hours	Rufa Ugay HVCDP Commodity Coordinator/Staff

#### EXTERNAL SERVICE A

#### 4.DISTRIBUTION OF SEEDLINGS/PLANTING MATERIALS (COFFEE, GRAFTED CACAO, LANZONES, POMELO, UBI TUBERS, ETC

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizen



<b>Who may avail:</b>		Farmers (PO's, private individuals)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Farmers (PO's, private individuals)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/DIVISION/SECTION</b>
	7. Conduct training/technical briefing	None	1 Day	Rufa Ugay HVCDP Commodity Coordinator/Staff
8. 1 Pick up the fruit seedlings/planting materials in the nursery	8.1 Record the number of seedlings distributed.	None	2 Minutes	Genaro John Migriño HVCDP Commodity Coordinator/Staff/Nursery Staff
8.2 Receives fruit trees seedlings/planting materials and sign the acknowledgement receipt	8.2 File the acknowledgement receipt	None	2 Minutes	Genaro John Migriño HVCDP Commodity Coordinator/Staff/Nursery Staff
9. Adopts the Technology	9. Conduct periodic monitoring on the status of seeds / seedlings distributed	None	1 Day	Genaro John Migriño HVCDP Commodity Coordinator/Staff
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE A**

**5. PROVISION OF FRUIT TREE SEEDLINGS**

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizen

<b>Who may avail:</b>		Farmers (PO's, private individuals)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Farmers (PO's, private individuals)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/DIVISION/SECTION</b>
1. Inquire for fruit trees seedlings	1. Guides client to Nursery In-charge	None	3 Minutes	Gina Bulaga / Public Assistance and Complaint Desk Personnel
2. Confer with Nursery In-charge	2.1 Discuss the guidelines for the Tree Growing Program		Schedule validation of site to be planted	Alipio Jagunos Nursery In-charge
	2.2 Provides technical assistance (distributes IEC materials) on the proper care, management and marketing aspects.			Alipio Jagunos / Nursery Staff / HVCDP Technician
	2.3 Schedule validation of site to be planted			Alipio Jagunos Nursery In-charge
3. Provide information/sketch on the area to be planted with fruit seedling		None	5 Minutes	Alipio Jagunos Nursery In-charge
4. Accompany OPA staff to the farm site	4. Validate site to be planted	None	1-4 hours depending on the location/ distance of the client's farm	Alipio Jagunos Nursery Staff

#### EXTERNAL SERVICE A

#### 5. PROVISION OF FRUIT TREE SEEDLINGS

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Farmers (PO's, private individuals)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Farmers (PO's, private individuals)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/DIVISION/ SECTION
5.1 Pick up the fruit seedlings in the nursery	5.1 Record the number of seedlings distributed.	None	3 Minutes	Rowena Chatto Nursery Staff
5.2 Receives fruit trees seedlings and sign the acknowledgement receipt	5.2 File the acknowledgement receipt	None	5 Minutes	Rowena Chatto Nursery Staff
6. Adopts the Technology				Farmers/PO
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE A**

**6.PROVISION OF TECHNICAL ASSISTANCE ON CROP PRODUCTION TECHNOLOGIES**

<b>Office:</b>	Office of the Provincial Agriculturist
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<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Farmers (PO's, private individuals)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request / Physical Appearance		Farmers (PO's, private individuals)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. Inquire technical assistance on crop production technology	1. Guides client to concerned commodity in-charge	None	3 Minutes	Public Assistance and Complaint Desk Personnel
2. Confer with commodity in-charge	2. Ask the client on his particular concern	None	5 Minutes	Cacao/Coffee - Orman Hilot / Vegetables - Ralph Christian Menorias, Ronie Gonzales Commodity In-charge
3. Seek assistance/information on updated farming technology.	3. Discuss with client on specific farming technology as per inquiry of client	None	5 Minutes	Cacao/Coffee - Orman Hilot / Fruits - Mark Dave Dalogdog Commodity In-charge
	4. Provide recommendations on appropriate crop production technology / appropriate measures on client's concern	None	5 Minutes	Cacao/Coffee - Orman Hilot / Ubi - Rufa Ugay Commodity In-charge
5. Adopts the Technology				Farmer/PO
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE B**

**1. DISTRIBUTION OF ORGANIC AGRICULTURE INPUTS**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2B- Government to Business G2G-Government to Government		
<b>Who may avail:</b>		Producers, Practitioners, Advocates, Educators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Producers, Practitioners, Advocates, Educators		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. The client shall submit a request letter stating the requested items needed and contact numbers	1. The assigned personnel will contact the client for the schedule of site validation upon receipt of the request letter	None	5 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity In-charge
2. The client shall be available during the site validation	2. The assigned personnel will do the site validation based on the agreed schedule	None	1-2 Hours	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity In-charge
3. The client shall claim the requested inputs based on agreed schedule	3. The assigned personnel will release the requested items depending on the availability of the inputs	None	30 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity In-charge
4. The client will fill-up the Client Satisfaction Form (CSF) for the assessment of the services she acquired	4. The assigned personnel will collect the filled-up form	None	3 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity In-charge
<b>END OF TRANSACTION</b>				

**2. PROVIDE TECHNICAL ASSISTANCE REGARDING ORGANIC FARMING**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2B- Government to Business G2G- Government to Government		
<b>Who may avail:</b>		Producers, Practitioners, Advocates, Educators		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Physical appearance		Producers, Practitioners, Advocates, Educators		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1. The client shall go to the information officer (IO)/officer of the day (OD) regarding the availability of the Organic personnel	1. The IO/OD will guide the client going to the personnel assigned	None	5 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity Incharge
2. The client will express his/her intention regarding the technology he/she wanted to know	2. The Organic Agriculture (OA) personnel will discuss the technology he/she know	None	30 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity Incharge
3. The client will fill-up the Client Satisfaction Form (CSF) for the assessment of the services she acquired	3. The assigned personnel will collect the filled-up form	None	3 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity Incharge
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE B**

**3. PROVIDE ORGANIC AGRICULTURE DOCUMENTS/ INFORMATION**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2B- Government to Business G2G- Government to Government		
<b>Who may avail:</b>		Producers, Practitioners, Advocates, Educators, AEWs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Physical appearance, Request Letter		Producers, Practitioners, Advocates, Educators, AEWs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. The client shall go to the information officer (IO)/officer of the day (OD) regarding the availability of the Organic personnel	1. The IO/OD will guide the client going to the personnel assigned	None	5 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity Incharge
2. The client will express his/her intention regarding the information he/she wanted to know	2. The Organic Agriculture (OA) personnel will provide the information/documents needed	None	30 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity Incharge
3. The client will fill-up the Client Satisfaction Form (CSF) for the assessment of the services she acquired	3. The assigned personnel will collect the filled-up form	None	3 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity Incharge
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE B**

**4. SUBMISSION OF REPORTS**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G-Government to Government		
<b>Who may avail:</b>		AEWs assigned in Organic Agriculture		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports, DTRs		AEWs assigned in Organic Agriculture		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. The client shall go to the information officer (IO)/officer of the day (OD) regarding the availability of the Organic personnel	1. The IO/OD will guide the client going to the personnel assigned	None	5 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity Incharge
2. The client will give the reports to the assigned personnel for submission	2. The Organic Agriculture (OA) personnel will receive the reports	None	5 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity Incharge
3. The client will fill-up the Client Satisfaction Form (CSF) for the assessment of the services she acquired	3. The assigned personnel will collect the filled-up form	None	3 Minutes	Gertrudes Fuentes/Maricel Barloso Division Head/Commodity Incharge
<b>END OF TRANSACTION</b>				



**EXTERNAL SERVICE B**

**5. ASSISTANCE / FACILITATION OF AGRI-RELATED RESEARCH**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Researchers / Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Researchers / Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1.1 Client will log in at the logbook as to details of assistance needed.	1. Received and log the client's information with contact number.	None	5 Minutes	Gertrudes Fuentes / Division Head/Research Commodity In-charge
1.2 The researcher / client shall submit Letter Request duly signed by the School Head for students, and Head of Office for those coming from other agencies.	1.2 The research staff will provide the available data needed by the client.	None	15-30 Minutes	Gertrudes Fuentes/ Division Head/Research Commodity In-charge
1.3 The researcher will fill-up the Client Satisfaction Feedback form for the assessment of the services provided.	1.3 The research staff will collect and compile the duly filled-up CSF form.	None	5 Minutes	Gertrudes Fuentes/ Division Head/Research Commodity In-charge
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE C**

**1. SERVICES OF WALK BEHIND RICE TRANSPLANTER**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Farmer/Rice producer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, 8 liters gasoline fuel; P2,500/Ha.		Farmer/Rice producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. Pay the amount per bill received	2.1 Pay the total amount due by the client to the authorized collection officer	P2,500/Ha	30 Minutes	Jievie Cona/Alfredo Amora Jr. Collection Officer
	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery In-charge
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE C**

**2. SERVICES OF COMBINE RICE HARVESTER**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Farmer/Rice producer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, 8 liters gasoline fuel; P7,000/Ha.		Farmer/Rice Producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. File request for reservation of schedule	1.1 Received and log the reservation schedule of the client	None	15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.3 Conduct site validation of the area to be served		3 Hours	Ernesto Fuentes Farm Machinery In-charge
	1.4 Contact the client for approval/disapproval		15 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.5 Assign the operator and prepare trip ticket for operation		30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.6 Prepare Bill after the services conducted		40 minutes	Ernesto Fuentes Farm Machinery In-charge
2. Pay the amount per bill received	2.1 Pay to the total amount due by the client to the authorized collection officer	P4,500/Ha	30 Minutes	Jievie Cona/Alfredo Amora Jr. Collection Officer

	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery In-charge
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE C**

**3. TRACTOR SERVICING (HARROWING)**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Farmer/Rice producer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, 15 liters diesel fuel; P750.00/Hr.		Farmer/Rice producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. Pay the amount per bill received	2.1 Pay the total amount due by the client to the authorized collection officer	P750.00/Hr	30 Minutes	Jievie Cona/Alfredo Amora Jr. Collection Officer
	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery In-charge
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE C**

**4. TRACTOR SERVICING (ROTAVATING)**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Farmer/Rice producer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, 10liters Diesel fuel; P750.00/Hr.		Farmer/Rice producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. File request for reservation of schedule	1.1 Received and log the reservation schedule of the client	None	15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.3 Conduct site validation of the area to be served		3 Hours	Ernesto Fuentes Farm Machinery In-charge
	1.4 Contact the client for approval/disapproval		15 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.5 Assign the operator and prepare trip ticket for operation		30 Minutes	Ernesto Fuentes Farm Machinery In-charge

	1.6 Prepare Bill after the services conducted		40 minutes	Ernesto Fuentes Farm Machinery In-charge
2. Pay the amount per bill received	2.1 Pay the total amount due by the client to the authorized collection officer	P600.00/Hr	30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery In-charge
<b>END OF TRANSACTION</b>				

#### EXTERNAL SERVICE C

#### 5. SERVICES OF RICE TRANSPLANTER (Riding Type)

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Farmer/Rice producer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, 15 liters Diesel fuel; P2,500.00/Ha.		Farmer/Rice producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. File request for reservation of schedule	1.1 Received and log the reservation schedule of the client	None	15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.3 Conduct site validation of the area to be served		3 Hours	Ernesto Fuentes Farm Machinery In-charge
	1.4 Contact the client for approval/disapproval		15 Minutes	Ernesto Fuentes Farm Machinery In-charge

	1.5 Assign the operator and prepare trip ticket for operation		30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.6 Prepare Bill after the services conducted		40 minutes	Ernesto Fuentes Farm Machinery In-charge
2. Pay the amount per bill received	2.1 Pay the total amount due by the client to the authorized collection officer	P2,500.00/Ha.	30 Minutes	Jievie Cona/Alfredo Amora Jr. Collection Officer
	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery In-charge
<b>END OF TRANSACTION</b>				

#### EXTERNAL SERVICE C

#### 6. TRACTOR SERVICING (HARROWING)

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Farmer/Rice producer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, 15 liters diesel fuel; P750.00/Ha.		Farmer/Rice producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. File request for reservation of schedule	1.1 Received and log the reservation schedule of the client	None	15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.3 Conduct site validation of the area to be served		3 Hours	Ernesto Fuentes Farm Machinery In-charge
	1.4 Contact the client for		15 Minutes	Ernesto Fuentes

	approval/disapproval			Farm Machinery In-charge
	1.5 Assign the operator and prepare trip ticket for operation		30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.6 Prepare Bill after the services conducted		40 minutes	Ernesto Fuentes Farm Machinery In-charge
2. Pay the amount per bill received	2.1 Pay the total amount due by the client to the authorized collection officer	P750.00/Ha.	30 Minutes	Jievie Cona/Alfredo Amora Jr. Collection Officer
	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery In-charge
<b>END OF TRANSACTION</b>				

## EXTERNAL SERVICE C

### 7. SERVICE OF COMBINE RICE/CORN HARVESTER

<b>Office:</b>	Office of the Provincial Agriculturist			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Farmer/Rice Producer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, 30 liters diesel fuel; P4,500.00/Ha.		Farmer/Rice producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. File request for reservation of schedule	1.1 Received and log the reservation schedule of the client	None	15-30 Minutes	Ernesto Fuentes Farm Machinery Incharge
	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Ernesto Fuentes Farm Machinery Incharge
	1.3 Conduct site validation of the area to be served		3 Hours	Ernesto Fuentes Farm Machinery Incharge



	1.4 Contact the client for approval/disapproval		15 Minutes	Ernesto Fuentes Farm Machinery Incharge
	1.5 Assign the operator and prepare trip ticket for operation		30 Minutes	Ernesto Fuentes Farm Machinery Incharge
	1.6 Prepare Bill after the services conducted		40 minutes	Ernesto Fuentes Farm Machinery Incharge
2. Pay the amount per bill received	2.1 Pay the total amount due by the client to the authorized collection officer	P4,500.00/Ha.	30 Minutes	Jievie Cona/ Alfredo Amora Jr. Collection Officer
	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery Incharge
<b>END OF TRANSACTION</b>				

#### EXTERNAL SERVICE C

#### 8. TRACTOR SERVICING (ROTAVATING)

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Farmer/Rice Producer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, 10 liters diesel fuel; P600.00/Ha.		Farmer/Rice Producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. File request for reservation of schedule	1.1 Received and log the reservation schedule of the client	None	15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge

	1.3 Conduct site validation of the area to be served		3 Hours	Ernesto Fuentes Farm Machinery In-charge
	1.4 Contact the client for approval/disapproval		15 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.5 Assign the operator and prepare trip ticket for operation		30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.6 Prepare Bill after the services conducted		40 minutes	Ernesto Fuentes Farm Machinery In-charge
2. Pay the amount per bill received	2.1 Pay the total amount due by the client to the authorized collection officer	P600.00/Ha.	30 Minutes	Jievie Cona/ Alfredo Amora Jr. Collection Officer
	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery In-charge
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE C**

**RICE MILLING SERVICES**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Farmer/Rice Producer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, P2.00/kilo of palay.		Farmer/Rice Producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. File request for reservation of schedule	1.1 Received and log the reservation schedule of the client	None	15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge

	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.3 Assign the operator for milling operation		30 minutes	Ernesto Fuentes Farm Machinery In-charge
	1.4 Prepare Billing after the services conducted		40 Minutes	Ernesto Fuentes Farm Machinery In-charge
2. Pay the amount per billing received	2.1 Remit the amount paid by the client to the PTO	P2.00/kilo	30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery In-charge
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE C**

**9. CORN SHELLER SERVICES**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Farmer/Corn Producer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request, 1 Liter diesel per hour; P0.70/kilo of corn grains		Farmer/Corn Producer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. File request for reservation of	1.1 Received and log the reservation	None	15-30 Minutes	Ernesto Fuentes

schedule	schedule of the client			Farm Machinery In-charge
	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Ernesto Fuentes Farm Machinery In-charge
	1.3 Assign the operator for milling operation		30 minutes	Ernesto Fuentes Farm Machinery In-charge
	1.4 Prepare Billing after the services conducted		40 Minutes	Ernesto Fuentes Farm Machinery In-charge
2. Pay the amount per billing received	2.1 Pay the total amount due by the client to the authorized collection officer	P0.70/kilo corn grains	30 Minutes	Jievie Cona/ Alfredo Amora Jr. Collection Officer
	2.2 Give the Official Receipt to the client		10 Minutes	Ernesto Fuentes Farm Machinery In-charge
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE C**

**10. WATER DRILLING RIG SERVICES**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		LGUs/NGAs & Private clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request,40 liters Diesel/day; P300.00/foot (6" drill bit)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/</b>

				DIVISION/SECTION
1. File request for reservation of schedule	1.1 Received and log the reservation schedule of the client	None	15-30 Minutes	Gina Bulaga Admin Receiving Section
	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Marjoe Rey Labonite Ernesto Fuentes
	1.3 Conduct site validation of the area to be served		3 Hours	Marjoe Rey Labonite Ernesto Fuentes
	1.4 Contact the client for approval/disapproval		15 Minutes	Marjoe Rey Labonite Ernesto Fuentes
	1.5 Assign the operator and prepare trip ticket for operation		30 Minutes	Marjoe Rey Labonite Ernesto Fuentes
	1.6 Prepare Bill after the services conducted		40 minutes	Marjoe Rey Labonite Ernesto Fuentes
2. Pay the amount per bill received	2.1 Pay the total amount due by the client to the authorized collection officer	P300.00/foot (6" drill bit)	30 Minutes	Jievie Cona/ Alfredo Amora Jr. Collection Officer
	2.2 Give the Official Receipt to the client		10 Minutes	Marjoe Rey Labonite Ernesto Fuentes
<b>END OF TRANSACTION</b>				

## EXTERNAL SERVICE C

### 11. GEO-RESISTIVITY MACHINE SERVICES

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	LGUs/NGAs & Private clients
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter Request; 4 persons from lessee to assist in the survey; P10,000.00 for	Client

LGU's/NGA's & P20,000.00 for private clients per survey site				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1. File request for reservation of schedule	1.1 Received and log the reservation schedule of the client	None	15-30 Minutes	Gina Bulaga Admin Receiving Section
	1.2 Prioritized the schedule in form of first come first serve		15-30 Minutes	Marjoe Rey Labonite Ernesto Fuentes
	1.3 Conduct site validation of the area to be served		3 Hours	Marjoe Rey Labonite Ernesto Fuentes
	1.4 Contact the client for approval/disapproval		15 Minutes	Marjoe Rey Labonite Ernesto Fuentes
	1.5 Assign the operator and prepare trip ticket for operation		30 Minutes	Marjoe Rey Labonite Ernesto Fuentes
	1.6 Prepare Bill after the services conducted		40 minutes	Marjoe Rey Labonite Ernesto Fuentes
2. Pay the amount per bill received	2.1 Pay the total amount due by the client to the authorized collection officer	P10,000.00 for LGU's/NGA's P20,000.00 for private clients	30 Minutes	Jievie Cona/ Alfredo Amora Jr. Collection Officer
	2.2 Give the Official Receipt to the client		10 Minutes	Marjoe Rey Labonite Ernesto Fuentes
<b>END OF TRANSACTION</b>				

#### EXTERNAL SERVICE D

##### 1. PROVISION OF TILAPIA FINGERLINGS

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Tilapia Fish Growers, Fishpond Operators, Fisher folks

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Priority 1 (1 <sup>st</sup> avail/Takers) <ul style="list-style-type: none"> <li>a.) Letter Request indorsed by MLGU- MAO to the PGBH thru the OPA for 1<sup>st</sup> takers to avail the 1<sup>st</sup> 500 pcs of fingerlings for free</li> <li>b.) Fill –up a request form</li> </ul> 2. Priority 2 (2 <sup>nd</sup> avail/Taker/Next succeeding Request) <ul style="list-style-type: none"> <li>a.) Farmers Request thru reservation will Fill-up Reservation Forms to be submitted to OPA – PA Approval</li> </ul> 3. Priority 3 OTHERs		MLGU –MAO OPA Provincial Government of Bohol- Bohol Island State University (PGBH-BISU) Multi-species Fresh Water Fish Hatchery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1. Prepares and send Letter request to the PGBH-OPA indorsed by MLGU-MAO	1. PGBH thru the Office of the Provincial Agriculturist will give order to Fisheries Division to conduct site inspection	None	20 -30 minutes	To be received by the OPA Front Desk Officer for routing to the Provincial Agriculturist (OPA-PA)
2. Fill –up Form	2. Will coordinate with the MLGU-MAO for the conduct of Site Validation	None	20 -30 minutes	Mary Queen M. Atup, Fisheries Division Head to give orders to Mr. Eleno L. Evangelista to conduct site validation
3. Clients wait while their requests are being attended to and processed; if transaction will take more than a day to complete, they will be advised to come back	3. Conduct Site Inspection and Validation	None	2-3 days	Mr. Eleno L. Evangelista to conduct site validation and prepare report to be submitted to the Provincial Agriculturist for approval

#### EXTERNAL SERVICE D

##### 1. PROVISION OF TILAPIA FINGERLINGS

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C-Government to Citizen

<b>Who may avail:</b>		Tilapia Fish Growers, Fishpond Operators, Fisher folks		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Priority 1 (1 <sup>st</sup> avail/Takers) <ul style="list-style-type: none"> <li>c.) Letter Request indorsed by MLGU- MAO to the PGBH thru the OPA for 1<sup>st</sup> takers to avail the 1<sup>st</sup> 500 pcs of fingerlings for free</li> <li>d.) Fill –up a request form</li> </ul> 2. Priority 2 (2 <sup>nd</sup> avail/Taker/Next succeeding Request) <ul style="list-style-type: none"> <li>b.) Farmers Request thru reservation will Fill-up Reservation Forms to be submitted to OPA – PA Approval</li> </ul> 3. Priority 3 OTHERs		MLGU –MAO OPA Provincial Government of Bohol- Bohol Island State University (PGBH-BISU) Multi-species Fresh Water Fish Hatchery		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
4. Priority 2 To the next availment/purchase farmers may present Official Receipt (OR) and report of harvest from previous transaction as a proof	4. Hatchery- In – Charge will prepare Validation and recommendation report for the approval of the Provincial Agriculturist	None		Mr. Eleno L. Evangelista Hatchery-In- Charge Mary Queen M. Atup Head, Fisheries Division Ms. Liza M. Quirog, MNSA Provincial Agriculturist
5. Beneficiaries to report the Yield/Harvest after 4-5 months/120-150 days	5. If yes, Inform the farmers of the approval	None		Mr. Eleno L. Evangelista, Hatchery-In- Charge
	6. If NO, the farmers/requisitioning entity of non-approval and will be inform for the non-approval and the recommendation	None		Mr. Eleno L. Evangelista, Hatchery-In- Charge

#### EXTERNAL SERVICE D

##### 1. PROVISION OF TILAPIA FINGERLINGS

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical



<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Tilapia Fish Growers, Fishpond Operators, Fisher folks		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Priority 1 (1 <sup>st</sup> avail/Takers) <ul style="list-style-type: none"> <li>e.) Letter Request indorsed by MLGU- MAO to the PGBH thru the OPA for 1<sup>st</sup> takers to avail the 1<sup>st</sup> 500 pcs of fingerlings for free</li> <li>f.) Fill –up a request form</li> </ul> 2. Priority 2 (2 <sup>nd</sup> avail/Taker/Next succeeding Request) <ul style="list-style-type: none"> <li>c.) Farmers Request thru reservation will Fill-up Reservation Forms to be submitted to OPA – PA Approval</li> </ul> 3. Priority 3 OTHERs		MLGU –MAO OPA Provincial Government of Bohol- Bohol Island State University (PGBH-BISU) Multi-species Fresh Water Fish Hatchery		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
	7. Farmers may claim and pay at PGBH- BISU Hatchery/ OPA or at Provincial Treasurers Office (PTO) Hatchery to be shown to the Hatchery Staff prior to packing of fry	For succeeding request, and request for other fish species available at the hatchery, imposition of fees shall apply in accordance / Provincial Ordinance No. 2014-003 series of 2014 A.) Fish Fingerlings and Breeders 1. Tilapia Fingerlings (for grow-out purposes) Species Size            Price per Piece Size 24 (10-20 mm)    P 0.15 Size 22 (21-30 mm)    P 0.20 Size 17 (31-42 mm)    P 0.35 Size 14 (43-62 mm)    P 0.45	20-30 minutes	Mr. Eleno L. Evangelista, Hatchery-In- Charge will issue a Provisionary Receipt at the Hatchery to the clients or the clients may pay at the OPA or PTO for the issuance of Official Receipt

**EXTERNAL SERVICE D**

**1. PROVISION OF TILAPIA FINGERLINGS**

<b>Office:</b>	Office of the Provincial Agriculturist
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<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Tilapia Fish Growers, Fishpond Operators, Fisher folks		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Priority 1 (1 <sup>st</sup> avail/Takers) g.) Letter Request indorsed by MLGU- MAO to the PGBH thru the OPA for 1 <sup>st</sup> takers to avail the 1 <sup>st</sup> 500 pcs of fingerlings for free h.) Fill –up a request form 2. Priority 2 (2 <sup>nd</sup> avail/Taker/Next succeeding Request) d.) Farmers Request thru reservation will Fill-up Reservation Forms to be submitted to OPA – PA Approval 3. Priority 3 OTHERs		MLGU –MAO OPA Provincial Government of Bohol- Bohol Island State University (PGBH-BISU) Multi-species Fresh Water Fish Hatchery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
	8. Packing of the Orders by the Hatchery staff	None	20-30 minutes	Mr. Eleno L. Evangelista Hatchery- In- Charge
	9. Farmers shall sign an Acknowledgement Receipt (AR) and to be issued with a Gate Pass/Provisional Receipt and (to be shown to the guard of Hatchery and BISU Guard before leaving the hatchery)	None	10-15 minutes	Mr. Eleno L. Evangelista Hatchery-In- Charge
	10. Release of Fry/Fingerlings	None	10-15 minutes	Mr. Eleno L. Evangelista Hatchery-In- Charge
	11. Beneficiaries to report the Yield/ Harvest after 4-5 months/120-150 days	None		Mr. Eleno L. Evangelista, Hatchery- In- Charge
	12. Monitors the status of the recipient fishpond one (1) month after fingerlings have been released	None	1-2 Hours	Eleno Evangelista Fishery Technician M and E Staff – Planning Division
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE D**

**2. REQUEST FOR MEETINGS WITH DIVISION HEAD, RELEASE OF PRINTED INFORMATION MATERIALS**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Office Walk –In Clients (Program/Project Partners, Stakeholders)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Provincial Governor thru the Provincial Agriculturist		Office Walk –In Clients (Program/Project Partners, Stakeholders)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1. Client logs in the visitors/ client’s logbook at the receiving section of OPA		None	3 Minutes	OPA Front Desk Officer
2. Submit letter request to the PGBh- OPA	2.1 OPA Front Desk Office Clerk receives the clients and for approval of the Provincial Agriculturist prior to the endorsement to the fisheries division direct him to the Fisheries Division of the Office	None	3 Minutes	OPA Front Desk Officer
	2.2 OPA Fisheries Division Staff will facilitate the client’s purpose e.g. receive monthly monitoring and production reports, DTRs, request for release of printed information materials, request for meeting with Division head, etc.	None	15 Minutes	Fisheries Division Staff/ Fisheries Division Head

**2. REQUEST FOR MEETINGS WITH DIVISION HEAD, RELEASE OF PRINTED INFORMATION MATERIALS**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Office Walk –In Clients (Program/Project Partners, Stakeholders)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Provincial Governor thru the Provincial Agriculturist		Office Walk –In Clients (Program/Project Partners, Stakeholders)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
	4. OPA Head of Office/Division Head approves the request of clients e.g. release of printed materials	None	5 Minutes	Division Head
5. Clients wait while their requests are being attended to and processed; if transaction will take more than a day to complete, they will be advised to come back		None	5 Minutes	Division Head
	6. Head of the Office/Division Head will approve the client’s purpose and sign the release of printed materials/information	None	5 Minutes	Head of Office/ Fisheries Division head
<b>END OF TRANSACTION</b>				

### 3. REQUEST FOR TECHNICAL ASSISTANCE/TECHNICAL RESOURCE PERSONS FOR TRAININGS

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Provincial Governor thru the Provincial Agriculturist		Local Government Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1. LGU prepares and sends a letter request addressed to Provincial Governor thru the Provincial Agriculturist		None		
	2. Contacts the Applicant/Requesting Party thru official communication or phone call, email or text message to make inquiries regarding arrangements for venue, number of participants, length of activity, subject matter, catering, etc	None	1 Hour	Fisheries Division Staff/ Fisheries Division Head
	3. Approves the request and sets/confirms a schedule with requesting LGU for the training/activity	None	10-20 Minutes	Fisheries Division Head
	4. Conducts a post evaluation of the training. Requires participants to fill up of an overall training evaluation as feedback mechanism in the conduct of the training	None	2 Hours	Fisheries Division Head
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE D**

**4. REQUEST TO AVAIL THE USAGE OF COLD STORAGE FACILITY AT THE OLD CITY AIRPORT**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Provincial Governor thru the Provincial Agriculturist Fill up Request Form		Office Walk –In Clients (Program/Project Partners, Stakeholders)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1. Client logs in the visitors/client’s logbook at the receiving section of OPA		None	3 Minutes	OPA Front Desk Officer
2. Submit letter request to the PGBh- OPA and Fill- up request form	2.1 OPA Front Desk Office Clerk receives the clients and for approval of the Provincial Agriculturist prior to the endorsement to the fisheries division direct him to the Fisheries Division of the Office	None	3 Minutes	OPA Front Desk Officer
	2.2 OPA Fisheries Division Staff will facilitate the client’s purpose e.g. re the usage of the Cold Storage Facility	None	15 Minutes	Fisheries Division Staff/ Fisheries Division Head
	3. OPA Head of Office/Division Head will orient the usage of the cold storage facility based on the approved guidelines and criteria	None	5 Minutes	Division Head

EXTERNAL SERVICE D

4. REQUEST TO AVAIL THE USAGE OF COLD STORAGE FACILITY AT THE OLD CITY AIRPORT

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Provincial Governor thru the Provincial Agriculturist Fill up Request Form		Office Walk –In Clients (Program/Project Partners, Stakeholders)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
4. Clients wait while their requests are being attended to and processed; if transaction will take more than a day to complete, they will be advised to come back		None	5 Minutes	Division Head
	5. Pay the rental fee as specified in the new revenue code	Please see attached approved new revenue code		
6. Clients will sign a Memorandum of Agreement (MOA)	6. Head of the Office/Division Head will approve the client's purpose	None	5 Minutes	Head of Office/ Fisheries Division head
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE E**

**1. SCREEN CLIENT/SUPPLIERS FOR TABO SA KAPITOLYO / KADIWA ON WHEELS / KADIWA NG PANGULO**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2B –Government to Business		
<b>Who may avail:</b>		Farmers/Traders/Wholesalers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Municipal Agricultural Officer/Municipal Agriculturist Endorsement & other documents		Farmers/Traders/Wholesalers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1. Personally come to the Agribusiness Section	1. Conduct a brief Interview	None	2 Minutes	Helen Igot Agribusiness Section Head
2. Fill up Supplier's Profile	2. Provide Supplier's Profile Form and guide client in answering needed data/information	None	3 Minutes	Eufemio Lansang Jr./ Marketing Section Staff
3. Fill up Supplier's Contract	3. Provides Supplier's Contract Form and guide client in answering needed data/information	None	3 Minutes	Eufemio Lansang, Jr./ Marketing Section Staff
4. Fill up Supplier's Waiver of Claims	4. Provides Waiver of Claims Form and guide client in answering needed data/information	None	2 Minutes	Eufemio Lansang Jr/ Marketing Section Staff
5. Waits Copies of Filled up forms	5. Photocopies the Filled ups Forms and Stamps Received	None	5 Minutes	Eufemio Lansang Jr./ Marketing Section Staff
6. Receives Copies of filled up forms (Stamped Received)	6. Release applicant's/client's copies of filled up forms	None	2 Minutes	Eufemio Lansang Jr. / Marketing Section Staff
<b>END OF TRANSACTION</b>				



EXTERNAL SERVICE E

2. CONDUCT OF RBOS MEETINGS, SEMINAR, TRAININGS/WORKSHOPS AND OTHER ACTIVITIES

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Rural Based Organizations (RBOs) and Young Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Invitation Letter, Attendance, Photo documentation, Minutes		Rural Based Organizations (RBOs) and Young Farmers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1. Send invitation letter to Resource Person	1. Receive letter and follow-up and arranged final date of the activity	None	20 Minutes	Helen Igot Institutional Devt. Section Staff
	2. Prepare/study workshop presentation and other materials needed for the activity	None	2 Days	Helen Igot Institutional Devt. Section Staff
	3. Prepare travel order and request vehicle	None	10 Minutes	Helen igot Institutional Devt. SectionStaff
	4. Follow up the partner/requesting agency for the final arrangement	None	10 Minutes	Helen Igot Institutional Devt. Section Staff
	5. Actual conduct the activity	None	Depend upon the set activity/training schedule	Helen Igot Institutional Devt. Section Staff
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE F**

**1. DATA REQUEST**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G –Government to Government G2C – Government to Citizen		
<b>Who may avail:</b>		G.O, PA and SP Chair on Agriculture, MAO’s, Farmers and Others		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Monthly Target Form		G.O, PA and SP Chair on Agriculture, MAO’s, Farmers and Others		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1 Submit Request	1 Receive request from Clienteles	None	5 Minutes	Rodena Labonite Database Mgt. Section Section Staff
2 Receives acknowledgment	<ul style="list-style-type: none"> <li>➤ 2 Release Acknowledgement</li> <li>➤ Check Availability of data                             <ul style="list-style-type: none"> <li>• Analyse the requested data</li> <li>• Ask questions, clarifications to clienteles</li> <li>• Locate thru Electronic Copy or Hardbound</li> </ul> </li> </ul>	None	10 Minutes	Venus Emperatriz Dumlalag Section Head
3 Wait for requested data	3 → Consults/coordinates with the concern Division/ Personnel → Give confirmation if the data requested is available	None	15 Minutes	Rodena Labonite Section Staff

**END OF TRANSACTION**

**EXTERNAL SERVICE F**

**2. ONLINE QUERIES**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G –Government to Government G2C – Government to Citizen G2B – Government to Business		
<b>Who may avail:</b>		All Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Report; Online Messages		All Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 Post queries to OPA Facebook Page	1 - Open the message - Acknowledged & response the receipt of the message	None	5 Minutes	Venus Ladaga Database Management Section
2 Receives Acknowledgement from OPA	2 Take note/Send to OPA Team Group the concerns and queries	None	5 Minutes	Venus Ladaga Database Management Section
3 Clients wait for the reply on queries	3 - Understanding the situation - Speak to experts on potential solutions & opportunities	None	5 minutes	Venus Ladaga Database Management Section
4 Receives reply/feedback on queries	4 Give feedback to the clients for the solutions and opportunities	None	5 Minutes	Venus Ladaga Database Management Section
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE G**

**1. RECEIVE APPLICATIONS FOR EMPLOYMENT**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C –Government to Citizen		
<b>Who may avail:</b>		Anyone interested to apply (Job Applicants)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Letter, Personal Data Sheet, Other pertinent documents		Job Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 Submit application letter indicating position applying for	1 Receives, checks completeness of documents	None	5 Minutes	Gina Bulaga Receiving Clerk
2 Waits copy of Acknowledgement Receipt	2 Stamps received and give back applicant's copy	None	2 Minutes	Gina Bulaga Receiving Clerk
3 Receives copy of Acknowledgement Receipt	3 Releases Acknowledgement Receipt	None	2 Minutes	Gina Bulaga Receiving Clerk
<b>END OF TRANSACTION</b>				

**EXTERNAL SERVICE G**

**2. CONDUCT OF PERSONAL INTERVIEW TO JOB APPLICANTS.**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C –Government to Citizen		
<b>Who may avail:</b>		Job Applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Letter, Personal Data Sheet, Other pertinent documents		Job Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
	1 Contacts the applicant for the schedule of interview	None	5 Minutes	Gina Bulaga Receiving Clerk
2 Personal appearance at the Office-Administrative Division	2 Accommodates and refer to Application Letter filed	None	5 Minutes	Maria Gemma Encabo Administrative Officer
3 Answer questions of the Interviewer	3 Ask questions, clarifications to applicant	None	20 Minutes	Maria Gemma Encabo Administrative Officer
4 Leaves the Office	4 Ends the interview, summarize result of interview and document	None	20 Minutes	Maria Gemma Encabo Administrative Officer
<b>END OF TRANSACTION</b>				

# **INTERNAL SERVICES**

**INTERNAL SERVICE A**

**1. AUDIO/VIDEO/PICTURE (FILES)DOCUMENTATIONS**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Simple / Technical		
<b>Type of Transaction:</b>		G2G –Government to Government G2C – Government to Citizen G2B – Government to Business		
<b>Who may avail:</b>		OPA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports		OPA Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 Queries to OPA Planning Division	1 Acknowledged & response to queries	None	3 Minutes	Rodena Labonite Database Management Section
2 Waits for the availability of the queries	2 Check data(audio/video/photo) availability	None	5-10 Minutes	Venus Emperatriz Dimalag Database Management Section
3 (If Audio/Video/Photo	3 Confirmed data	None	5 Minutes	Ramil Rodela

Available) Clients wait of approval for release	(audio/video/photo) is available			Division Head / Database Management Section
4 Receives data(audio/video/photo)	4 Release copy data(audio/video/photo)	None	5 min. or depending on file time transfer(copied)	Venus Emperatriz Dumalag Database Management Section
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE A**

**2. AUDIO/VIDEO/PICTURE (FILES)DOCUMENTATIONS**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Simple / Technical		
<b>Type of Transaction:</b>		G2G –Government to Government		
<b>Who may avail:</b>		OPA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports		OPA Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 Queries to OPA Planning Division	1 Acknowledged & response to queries	None	3 Minutes	Rodena Labonite Database Management Section
2 Waits for the availability of the queries	2 Check data(audio/video/photo) availability	None	5-10 Minutes	Venus Emperatriz Dumalag Database Management Section



3 (If Audio/Video/Photo Available) Clients wait of approval for release	Confirmed data(audio/video/photo) is available	None	5 Minutes	Ramil Rodela Division Head / Database Management Section
4 Receives data(audio/video/photo)	4 Release copy data(audio/video/photo)	None	5 min. or depending on file time transfer(copied)	Venus Emperatriz Dumalag Database Management Section
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE A**

**3. AUDIO RECORDING/EDITING PRODUCTION**

<b>Office:</b>	Office of the Provincial Agriculturist			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G –Government to Government			
<b>Who may avail:</b>	OPA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports (Agri-related activities for radio ads)		OPA Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 File a request to OPA (Planning Division)	1 Receives & acknowledge the request form being filed	None	3 Min	Ramil Rodela/Johnrix Edrote Division Head/Promotion Section

2 Client gives a description according to what she/he wants to record	2 Briefing for the things/materials/personnel needed	None	3-7 Minutes	Ramil Rodela/JohnrixEdrote Division Head/ Promotion Section
3.1 Client presents materials for recording (script/guide/artist etc)	3 .1 Analyze and understand and prepare the materials to be used	None	5-10 Minutes	Johnrix Edrote Promotion Section
3.2 Client waits/participates/directs the audio recording/editing	3.2 Record/edit audio	None	Time depending on the recording process	Johnrix Edrote Promotion Section
4 Clients wait for the editing/processing/rendering of audio recorded	4 Clean/arrange and render audio into finish production/editing	None	Time depending on audio editing/finalization processes	Johnrix Edrote Promotion Section
5 Receives audio recorded/edited	5 Releases audio recorded/edited	None	5 Min or depending on file time transfer(copied)	Johnrix Edrote Promotion Section
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE A**

**4. VIDEO EDITING/PRODUCTION**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G –Government to Government		
<b>Who may avail:</b>		OPA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports Agri-related activities		OPA Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 File a request to OPA	1 Receives & acknowledge the	None	3 Min	Ramil Rodela/Johnrix Edrote

(Planning Division)	request form being filed			Division Head/ Promotion Section
2 Client gives a description according to what she/he wants to record	2 Briefing for the things/materials/personnel needed	None	3-7 Minutes	Ramil Rodela/Johnrix Edrote Division Head/ Promotion Section
3.1 Client presents materials for video (script/guide/artist etc.) edit/produce	3.1 Analyze and understand and prepare the materials to be used	None	5-10 Minutes	Johnrix Edrote Promotion Section
3.2 Client waits/participates/directs the video / editing	3.2 Video editing/production process	None	Time depending on the video/editing process	Johnrix Edrote Promotion Section
4 Client's waits for the editing/processing/rendering of video recorded	4 Clean/arrange and render video into finish production/editing	None	Time depending on video editing/finalization processes	Johnrix Edrote Promotion Section
5 Receives video recorded/edited	5 Releases video recorded/edited	None	5 Min or depending on file time transfer(copied)	Johnrix Edrote Promotion Section
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE A**

**5. CONDUCT VIDEO /PHOTO DOCUMENTATION ON AGRI-FISHERY PROGRAMS/PROJECTS/ACTIVITIES**

<b>Office:</b>	Office of the Provincial Agriculturist			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G –Government to Government G2C –Government to Citizen			
<b>Who may avail:</b>	OPA Employees, Agri Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports Agri-related activities		OPA Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/</b>

		PAID		DIVISION/SECTION
1 File a request to OPA (Planning Division)	1 Receives & acknowledge the request form being filed	None	3 Min	Ramil Rodela/Johnrix Edrote Division Head/ Promotion Section
2 Client gives a description /schedule for documentation of activities/programs/projects	2 Briefing for the conduct of activities/programs, set schedule	None	3-7 Minutes	Ramil Rodela/Johnrix Edrote Division Head/ Promotion Section
3.1 Client verify and provide actual location or may bring the personnel on or before the day conducted to cover/document the activities	3 .1 In the location/area on or before the time schedule set that the program begins	None	Time depending on the program/activities	Johnrix Edrote Promotion Section
3.2 Client waits for the photo/video being uploaded to computer	3.2 Photo/video uploaded or transferred from camera to computer	None	Time depending on the file transfer process	Johnrix Edrote Promotion Section
4 Receives photo/video /shoot/ covered/documentated	5 Releases photo/video	None	5 Min or depending on file time transfer(copied)	Johnrix Edrote Promotion Section
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE A**

**6. TECHNICAL SUPPORT AND MAINTAINANCE OF OFFICE IT EQUIPMENT'S**

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G –Government to Government
<b>Who may avail:</b>	OPA Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

Request for repair service form		OPA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1 File a request to OPA (Planning Division)	1 Receives & acknowledge the request form being filed	None	5 Minutes	Ramil Rodela/Albert Cabal Division Head/Monitoring and Evaluation
2 Client gives initial report/description of possible problem	2 Analyze the problem according to the given description from the client.	None	5-10 Minutes	Albert Cabal Monitoring and Evaluation
3 Client assists personnel	3 Conduct initials diagnose	None	20 Minutes-1 Hour	Albert Cabal Monitoring and Evaluation
4 Wait for diagnose/ Provide materials needed	<ul style="list-style-type: none"> <li>• Give possible solution.</li> <li>• Troubleshoot</li> </ul>	None	Minor troubleshooting: 20- 30mins Major Troubleshooting: 1hr or depending on the availability of needed materials	Albert Cabal Monitoring and Evaluation
5 Receives repaired Unit	5 Release repaired unit	None	5 Minutes	Albert Cabal Monitoring and Evaluation
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE A**

**7. TECHNICAL SUPPORT AND MAINTAINANCE OF OFFICE IT EQUIPMENT'S**

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C –Government to Citizen
<b>Who may avail:</b>	Anyone interested to apply

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter, Personal Data Sheet, Other pertinent documents		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1 Submit application letter indicating position applying for	1 Receives, checks completeness of documents	None	5 Minutes	Sonia Sevilla Receiving Clerk
2 Waits copy of Acknowledgement Receipt	2 Stamps received and give back applicant's copy	None	2 Minutes	Sonia Sevilla Receiving Clerk
3 Receives copy of Acknowledgement Receipt	3 Releases Acknowledgement Receipt	None	2 Minutes	Sonia Sevilla Receiving Clerk
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE B**

**1. PREPARATION OF EMPLOYEE BENEFITS AND OTHER CLAIMS (SALARY DIFFERENTIAL, MONETIZATION, ETC) OF OPA EMPLOYEES**

<b>Office:</b>	Office of the Provincial Agriculturist
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>		G2C –Government to Government		
<b>Who may avail:</b>		OPA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents		OPA Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1 Signifies the intention to file a claim and present required supporting documents and leave the premise	1 Receives and checks the supporting documents	None	10 Minutes	Jhonalyn Ceballos Payroll Maker
	2 Prepares payroll/voucher of claim	None	20 Minutes	Jhonalyn Ceballos Payroll Maker
	3 Submits claim to approving officials	None	30 Minutes	Jhonalyn Ceballos Payroll Maker
	4 Releases payroll/voucher claims ready for processing, endorse to Liaison Officer	None	3 Minutes	Gina Bulaga Clerk
	5 Processing of claims (PBMO, PACCO, HRMDO, PTO, Bank)	None	3-5 working days	Leonides Sarmiento Liaison Officer
6 Get benefits/claims at Bank thru ATM	6 Liaison Officer informs the claimant	None	3 Minutes	Leonides Sarmiento Liaison Officer
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE B**

**2. FACILITATE IN THE CONDUCT OF CAPABILITY BUILDING AMONG EMPLOYEES**

<b>Office:</b>	Office of the Provincial Agriculturist
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<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C –Government to Government		
<b>Who may avail:</b>		OPA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents (Activity Design/Project Proposal etc)		OPA Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 Employees fill up the Training Needs Form/provide info/ submit intent communication letter of training invitation to attend training	1 Conduct of Training Needs Assessment/get info among employees/ check personnel records	None	20 Minutes	Maria Gemma Encabo Training Officer
	2 Confer to concerned office staff on the needs of the training activity to be conducted	None	5 Minutes	Maria Gemma Encabo Training Officer
	3 Prepares materials and set schedule of the training; coordinate with resource speakers	None	2 Hours	Maria Gemma Encabo Training Officer
4 Attend to the capability building training	4 Conduct of capability building activity	None	@ Prescribed hours	Maria Gemma Encabo Training officer
	5 Prepare and submit re-entry plan	None	2 hours	OPA Employee
	6 Prepare and submit assessment and report of the activity	None	3 Hours	Maria Gemma Encabo Training Officer
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE B**

**3. FACILITATE IN THE OBLIGATION OF FINANCIAL DOCUMENTS**



<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C –Government to Government		
<b>Who may avail:</b>		OPA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents		OPA Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 Employee submits disb. Voucher and other attachments of claim to the designated Budget Officer for Obligation	1.Designated Budget Officer receives document and refer to office budgetary records	None	5 Minutes	Marilyn Castillo Designated Budget Officer
	2 Obligates the claim and records	None	5 Minutes	Marilyn Castillo Designated Budget Officer
	3 Submits the document to the Administrative Officer for initial/signature	None	3 Minutes	Marilyn Castillo Designated Budget Officer
	4 Administrative Officer reviews and initial/sign the documents and passes to the Receiving Clerk	None	5 Minutes	Maria Gemma Encabo Administrative Officer
	5 Submits the document to the Head of Office for Approval	None	15 Minutes	Gina Bulaga Records Clerk
	6 Records the document in the Outgoing and endorses to the Liaison Officer for processing	None	10 Minutes	Gina Bulaga Records Clerk
<b>END OF TRANSACTION</b>				

**4. PROCESSING OF PURCHASE REQUESTS, DISB. VOUCHERS AS TO AVAILABILITY OF FUNDS**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C –Government to Government G2B –Government to Business		
<b>Who may avail:</b>		OPA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Financial Documents		OPA Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 Submits PR, DV, Docs.	1 Receives and records as to control number	None	2 Minutes	Marilyn Castillo Designated Budget In-charge
	2 Facilitate obligation request based on funding source; records in journal book	None	2 Minutes	Marilyn Castillo Designated Budget In-charge
	3 Submit to Admin Officer for initial of PAAS, DV	None	2 Minutes	Marilyn Castillo Designated Budget In-charge
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE B**

**5. FACILITATE THE PREPARATION OF ANNUAL AND SUPPLEMENTAL BUDGET**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C –Government to Government G2B –Government to Business		
<b>Who may avail:</b>		OPA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Financial Documents (Prescribed Budget Forms)		OPA Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE/ DIVISION/SECTION</b>
1 Submit draft of budget by division according to program	1 Receives budgetary draft by division	None	2 Minutes	Marilyn Castillo Designated Budget Incharge
	2 Prepares summary of budget proposal; programmed appropriation and obligation by object of expenditure; Work and Financial Plan and Request for Allotment	None	3 Days	Marilyn Castillo Designated Budget Incharge
	3 Submits Office budget after Head of Office approval to the Provincial Budget & Mgt. Office	None	10 Minutes	Marilyn Castillo Designated Budget Incharge
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE B**

**6. PREPARATION AND SUBMISSION OF DOCUMENTS FOR THE REQUEST TO PURCHASE EQUIPMENT, MATERIALS, INPUTS AND OTHERS**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C –Government to Government G2B –Government to Business		
<b>Who may avail:</b>		OPA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Financial Documents		OPA Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1 Division Personnel submits approved Project Proposal and Project Procurement and Management Plan (PPMP)	1 Receives documents; prepare Purchase Request (PR), Approved Budget for the Contract (ABC), Tickler and other attachments	None	1 Hour	Juliet Sipsip Supply Officer
	2 Submit to Admin. Officer, concerned Division head, Officer In Charge for initial/signature	None	30 Minutes	Juliet Sipsip Supply Officer
	3 Submit to Provl. Budget and Management Office (PBMO) for earmarking and control	None	5 Minutes	Leonides Sarmiento Liaison Officer
	NOTE: SUCCEEDING TRANSACTION PROCESS –C/O OTHER FINANCE OFFICES			
<b>END OF TRANSACTION</b>				

**INTERNAL SERVICE B**

**7. PREPARATION AND SUBMISSION OF DOCUMENTS FOR PAYMENT OF SUPPLIES DELIVERED**

<b>Office:</b>		Office of the Provincial Agriculturist		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C –Government to Government G2B –Government to Business		
<b>Who may avail:</b>		Service Provider / Supplier		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Financial Documents		Service Provider / Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/SECTION
1 Supplier delivers goods	1 Provl. General Services Office (PGSO) staff inspects delivered goods and prepare Inspection Acceptance Report (ICA)	None	1 Hour	Juliet Sipsip / Supply Officer with PGSO staff
	2 Prepares Obligation Request, Disb. Voucher, PreAudit Action slip, inspection and Acceptance Report, Acknowledgement Receipt For Equipment and others	None	1 Hour	Juliet Sipsip Supply Officer
	3 Forwarded to concerned officers for budget charging and signature	None	30 Minutes	Juliet Sipsip Supply Officer
	4 Submit to Bids and Awards Committee (BAC) for review and attachment of additional pertinent documents	None	5 Minutes	Leonides Sarmiento Liaison Officer
	NOTE: SUCCEEDING TRANSACTION PROCESS –C/O OTHER FINANCE OFFICES			
<b>END OF TRANSACTION</b>				



**THANK YOU**