Republic of the Philippines
Province of Bulacan
Municipality of Calumpit

MUNICIPAL AGRICULTURE OFFICE

CITIZEN CHARTER

CLIENT STEPS	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1) AVAILING TECHNICAL ASSISTANCE on CROP PRODUCTION and MANAGEMENT				
Go directly to MAO and request for technical assistance needed	Answer queries of farmers on the kind of assistance to be rendered (Planting, fertilization, pest management, post harvest).	None	15 minutes	MAO Staff
2) ENROLMENT to the REGISTRY SYSTEM for BASIC SECTOR in AGRICULTURE (RSBSA)/FISH R				
Go directly to MAO and present the required documents	Interview the farmer and advice to secure documents to be attached.	None	2 minutes	MAO Staff
	Assist farmer to fill-out and sign the RSBSA form.		3 minutes	
Secure the signature of the Barangay Captain and return the signed form to MAO	Receive the signed form and check documents for signature of MA and MAFC/MFARMC Chairman.	None	1 hour	MAO Staff
	Submit the RSBSA with complete attachments and signatures to OPAG for encoding		1 day	
3) ACCESSING FREE INSURANCE for CROPS, LIVESTOCK and FISHERIES				
Proceed to MAO to apply for the insurance	Refer to RSBSA Masterlist. If included in the masterlist, interview the farmer for relevant information	None	5 minutes	MAO Staff
4) AVAILING of FREE INBRED/HYBRID SEEDS UNDER RCEF				
Proceed to MAO	Refer to RSBSA Masterlist. If included, interview farmers, take photo, then release the seeds.	None	2 minutes	MAO Staff
5) AVAILING of FREE VEGETABLE SEEDS for BACKYARD GARDENING				
Go directly to MAO, request and choose the preferred vegetable seeds	Interview client, release the chosen seeds after signing the masterlist	None	3 minutes	MAO Staff
6) ACCESSING SUPPORT SERVICES FROM DA/BFAR RFO 5 and OTHER AGENCIES				
Go to MAO for inquiries	Validate the legitimacy of the request	None	1 day	MAO Staff
	assist farmers/association in preparing the necessary documents		1 week	
	endorse the request to the concerned agency		1 day	MA

7) AVAILING VETERINARY SERVICES				
a. ANIMAL TREATMENT				
Go directly to MAO and request for the services thru PVET	Interview the owner, takes the animal's medical, history, conduct medical examination, does trentative diagnosis and administers the necessary veterinary drug or give a prescription if supplies are not available.	None	5 - 10 minutes	MAO/PVET Staff
Call or go with the LI/Trained Technician	Interview the owner, proceed to his house, examine the animal and administer the necessary veterinary drugs.	None	Within one day depending on the distance and time of reporting	MAO /PVET Staff (LI, Trained Techician)
	Conducts follow-up treatments, if necessary.			
b. IMMUNIZATION of DOGS and CATS AGAINST RABIES				
Go directly to MAO bringing along the dogs/ cats for immunization	Interview the owner and immunize the animals.	None	5 - 10 minutes per dog	MAO /PVET Staff/ Vaccinators
For massive vaccination, request from barangay officials for schedule	Set the date and place of vaccination	None	5 - 10 minutes per dog	
	Conduct vaccination on the scheduled date			
c. ARTIFICIAL INSEMINATION for LARGE CATTLE				
Go directly or call MAO and PVET	From PVET AI Technician and AEW prepares the LN^2 and semen then proceed to the client	None	within the day (duration depends on the distance)	PVET Trained AI Technician/AEW

9) REGISTRATION of SERVICE MOTOR BOATS, FISHING BOATS and GEARS				
Proceed to MAO	Provide the clients short briefing and its requirements for application.		10 minutes	MAO staff
Fill-up application for permit and registration	Evaluate the application form and schedule the inspection of thevessel/gear		10 minutes	
	Take ad-measurement of the vessel		5 - 20 minutes (depending on the size of the boat)	
Pay the necessary fees	Issues Official Receipt	Depending on the Hp, measure-ment and gears		MTO Staff
	Prepares the documents for signature		5 - 10 minutes	MAO/MTO Staff
Get the approved Permit and License from the MAO	Release the Permit/License	None	2 minutes	MAO Staff

10) AVAILING OF TILAPIA FINGERLINGS				
Proceed to MAO make request /endorsement letter to PAO/BFAR	Prepare and schedule on the distribution of tilapia fingerlings	None	One week	MAO /PAO/BFARStaff
		None		BFAR Hatchery Caretaker
Pick-up the packed fingerlings upon presentation of request letter	Release the fingerlings		10 minutes	
11) SECURING ENDORSEMENT LETTER and CERTIFICATION				
a. ENDORSEMENT				
Proceed to MAO	Interview the client and check the documents to be attached	None	3 minutes	MAO Staff
	Prepare the letter immediately and ask the client to sign a receiving copy		5 - 10 minutes	
b. CERTIFICATION				
Go to MAO and present the required documents to be attached	Interview the client and check for the completeness of the documents	None	5 - 10 minutes	MAO Staff
	Give the list of fees to be paid		10 minutes	
Pay the fees		Depends on the type of certifica - tion		MTO
Present OR to MAO	Affix the OR #, Amount and Date to the prepared certification	None	10 minutes	MAO Staff
Sign a receiving copy of the certification	Release the certification		2 minutes	

AGRICULTURAL EXTENSION WORKERS:

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