**Revised Citizen Charter**

LOCAL GOVERNMENT UNIT OF LAPUYAN

ZAMBOANGA DEL SUR

## 1. SERVICE NAME: PROVISION OF HIGH QUALITY SEEDS

Service Information: The Municipal Agriculture Office distributes high quality seeds of rice, corn and vegetables. Seeds coming from DA-RFO IX, provincial government and LGU are given to farmers for free.

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| **Office:** | Municipal Agriculture Office | | | | |
| **Classification:** | Simple | | | | |
| **Type of transaction:** | G2C - Government to Citizen | | | | |
| **Who may avail:** | RSBSA Registered Farmers | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **FROM WHERE TO SECURE** | | |
| 1. Farmers are Registered in Registry System for Basic Sectors in Agriculture (RSBSA) | | | Municipal Agriculture Office | | |
| **CLIENT STEPS** |  | **FEES TO**  **BE PAID** | **PROCESSING TIME** | **PERSON** **RESPONSIBLE** |
| 1. Verify Farmers at the Masterlist Registered in RSBSA 2. Sign in the Post masterlist of Farmer Acknowledgement Receipt (FAR)  * Request the client to sign in the Post masterlist of farmer and Acknowledgement   Receipt of seeds   1. Receive the seeds  * Release the seeds |  | None | 10 minutes | ELBERT D. HUMPA  Admin Aide IV  Agustina A. Son  Chief Agriculturist |
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|  |
| TOTAL | | | 10 minutes |  | |

## 2. SERVICE NAME: SECURING FARMER’S CERTIFICATION

Service Information: Issuance of farmer’s certification was done by the Municipal Agriculture Office to ensure that the farmer is registered in the Registry System of Basic Sectors in Agriculture (RSBSA) for legal purposes.

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| **Office:** | Municipal Agriculture Office | | | | |
| **Classification:** | Simple | | | | |
| **Type of transaction:** | G2C - Government to Citizen | | | | |
| **Who may avail:** | RSBSA Registered Farmers | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **FROM WHERE TO SECURE** | |
| 1. Farmers are Registered in Registry System for Basic Sectors in Agriculture (RSBSA) | | | | Municipal Agriculture Office | |
| **CLIENT STEPS** | |  | **FEES TO BE PAID** | **PROCESSING**  **TIME** | **PERSON** **RESPONSIBLE** |
| 1. Issue order of payment for Certification 2. Issuance of Certification as Registered Farmer   Upon showing of Official  Receipt | |  | P130.00 | 5 minutes | AGUSTINA A. SON  Chief Agriculturist  NELLY GRACE EDEÑA MTO/Revenue  Collection Clerk |
| TOTAL | |  | P130.00 | 5 minutes |  |

1. **SERVICE NAME: INSURANCE APPLICATIONS (CROP, LIVESTOCK AND NONCROP INSURANCE)**

Service Information: The Philippine Crop Insurance Corporation (PCIC) in collaboration with the Municipal Agriculture Office provide insurance protection to farmers against losses arising from natural calamities, plant diseases and pests infestations of their agricultural crops as well as livestock animals. The PCIC also provides non-crop insurances like life insurance for farmers and machinery insurance.

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| **Office:** | Municipal Agriculture Office | | | | | |
| **Classification:** | Simple | | | | | |
| **Type of transaction:** | G2C - Government to Citizen | | | | | |
| **Who may avail:** | RSBSA Registered Farmers | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | | **FROM WHERE TO SECURE** | |
| 1. Photocopy of one (1) valid ID of the farmer – 1 copy 2. Insurance application – 2 copies 3. Registered Farmers at RSBSA 4. Submit credentials for Large Animal 5. Picture of close fence with Swine | | | | | Farmer  Municipal Agriculture Office  Farmer | |
| **CLIENT STEPS** | |  | **FEES TO BE PAID** | **PROCESSING**  **TIME** | | **PERSON** **RESPONSIBLE** |
| 1. Confer with client and ask additional Information 2. 20 days after planting crops must be registered at PCIC 3. 20 Days before harvest the crops must be reported at the MAO | |  | None | 10 minutes | | REYJAN J. INDUS Agricultural  Technician |
| TOTAL | |  | | 10 minutes | |  |

1. **SERVICE NAME: VACCINATION AND DEWORMING OF LARGE AND SMALL ANIMALS**

Service Information: The Municipal Agriculture Office extends vaccination and deworming to large and small animals in the locality to prevent the development of animal diseases in order to protect the health and promote safety of the people.

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| **Office:** | Municipal Agriculture Office | | | | | |
| **Classification:** | Simple | | | | | |
| **Type of transaction:** | G2C - Government to Citizen | | | | | |
| **Who may avail:** | Livestock Raisers/Owners | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | | **FROM WHERE TO SECURE** | |
| 1. Animal Information Sheet | | | | | Municipal Agriculture Office | |
| **CLIENT STEPS** | |  | **FEES TO BE PAID** | **PROCESSING**  **TIME** | | **PERSON** **RESPONSIBLE** |
| 1. Register in the logbook and state the purpose 2. Make a schedule of vaccination and deworming (date, time and venue) | |  | None | 15 minutes | | ROBERTA M. BELANO Agri-Tech/MLC |
| TOTAL | |  | | 15 minutes | |  |

**5.SERVICE NAME: CASTRATION OF RUMINANT ANIMALS**

Service Information: Castration is performed to animals raised for commercial purposes. The animals will grow faster thus the clients can regain back their investment at an earlier time.

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| **Office:** | Municipal Agriculture Office | | | | | |
| **Classification:** | Simple | | | | | |
| **Type of transaction:** | G2C - Government to Citizen | | | | | |
| **Who may avail:** | Livestock Raisers/Owners | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | | **FROM WHERE TO SECURE** | |
| 1. Animal Information Sheet | | | | | Municipal Agriculture Office | |
| **CLIENT STEPS** | |  | **FEES TO BE PAID** | **PROCESSING**  **TIME** | | **PERSON** **RESPONSIBLE** |
| 1. Register in the logbook and state the purpose 2. Interview the client and prescribe the needed veterinary medicines 3. Purchase the needed medicines | |  | None | 15 minutes | | ROBERTA M. BELANO Agri-Tech/MLC  AGUSTINA A. SON  Chief Agriculturist |
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| TOTAL | |  |  | 15 minutes | |  |

6.SERVICE NAME: SLAUGHTERING OF LIVESTOCK AND ISSUANCE OF MEAT INSPECTION

Service Information: Livestock be sold in the local market to be slaughtered in the municipal

abattoir.

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| **Office:** | Municipal Agriculture Office | | | | | |
| **Classification:** | Simple | | | | | |
| **Type of transaction:** | G2C - Government to Business | | | | | |
| **Who may avail:** | Meat Vendors | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **FROM WHERE TO SECURE** | | |
| 1. Animal Information Sheet 2. Photocopy of one (1) valid ID –of Owner 3. Barangay Certificate 4. Certificate of ownership issued by the Barangay Captain 5. Official receipts | | | | Municipal Agriculture Office  Owner  Barangay Captain  Municipal Treasury Office | | |
| **CLIENT STEPS** | |  | **FEES TO BE PAID** | | **PROCESSING**  **TIME** | **PERSON** **RESPONSIBLE** |
| 1. Presentation of ownership papers for inspection and branding 2. Release Meat Inspection certificate 3. Animal shall be placed in a penholder for observation 4. Conduct Ante mortem before slaughtering the animal and   conduct Postmortem Inspection to examine the Carcass, head and viscera after slaughtering and dressing | |  | Permit fees for slaughtered animals:   * Large animals per head P100.00 * Hogs per head   P50.00   * Others per head   P25.00  For slaughter house carcass fees per kilo:   * Large animals per kilo   P1.00   * Hogs per kilo   P50.00   * Others per kilo   P50.00 | | 5 minutes | Roberta M. Belano  Designated MLC    Ronald K. Tabayag  Designated Meat Inspector  NELLY GRACE EDEÑA  MTO/Revenue  Collection Clerk |
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| TOTAL | |  | | | 5 minutes |  |

**7.SERVICE NAME: REGISTRATION FOR MOTORIZED PUMPBOAT**

**AND NON-MOTORIZED**

**Service Information: For local government registration fees for motorized pump boat and non- motorized**

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| **Office:** | Municipal Agriculture Office | | | | | |
| **Classification:** | Simple | | | | | |
| **Type of transaction:** | G2C - Government to Business | | | | | |
| **Who may avail:** | Fisherman | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | | **FROM WHERE TO SECURE** | |
| 1. Application   2..Barangay Clearance  3.Certificate of ownership  4.Residence Certificate  5.Picture of Pumpboat “7x5”  6.valid ID  7.Pumpboat measurement in meters  8.PNP Certification | | | | | MAO Office  Barangay Captain  Client  Fisherman  PNP Office | |
| **CLIENT STEPS** | |  | **FEES TO BE PAID** | **PROCESSING**  **TIME** | | **PERSON** **RESPONSIBLE** |
| 1. Check and verify the completeness of the requirements 2. Issuance of order of payment 3. Issuance of the following certification: 4. Certificate of number, 5. Motorboat Operator license 6. Mayors permit to operate 7. BOAT’R | |  | Payment at the MTO  P 100.00  P 150.00  P 100.00  None | 5 minutes | | Agustina A. Son  Chief Agriculturist  Nelly Grace E MTO/Revenue  Collection Clerk |
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| TOTAL | | P 350.00 | | 5 minutes | |  |

**8. SERVICE NAME: PERMIT AND LICENSING IN ALL ACTIVITIES**

**IN COASTAL AREA**

Service Information: Activities under NIPAS ACT 7586 through Protected Area Management Board (PAMB) Sharing of user’s fees at Dumanquillas Bay

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| **Office:** | Municipal Agriculture Office | | | | | |
| **Classification:** | Simple | | | | | |
| **Type of transaction:** | G2C – Government to Business | | | | | |
| **Who may avail:** | Fisherman | | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | | **FROM WHERE TO SECURE** | |
| 1. Barangay Clearance 2. PAMB Clearance 3. Certificate of ownership 4. Residence Certificate 5. 1 valid ID | | | | | Barangay Captain  PAMB/Dumanquillas Bay  Barangay Captain  Client  Fisherman | |
| **CLIENT STEPS** | |  | **FEES TO BE PAID** | **PROCESSING**  **TIME** | | **PERSON** **RESPONSIBLE** |
| 1. Check and verify the completeness of the requirements 2. Issuance of order of payment   3.A. Issuance of Motorized Horse power:  5-10 HP  11-15 HP  16 above HP  Non-motorized  3.B. Issuance for Fishing Activities  Newluk  Fish Corrals | |  | Payment at the MTO  P 400.00  P 500.00  P 600.00  P 50.00  P 1,500.00  P 1,000.00 | 5 minutes | | REYJAN J. INDUS  Agricultural  Technician  NELLY GRACE EDEÑA MTO/Revenue  Collection Clerk |
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| TOTAL | |  | | 5 minutes | |  |