



MUNICIPALITY OF TUBIGON

**CITIZEN'S
CHARTER**





**MUNICIPAL
AGRICULTURE OFFICE
(MAO)
ADMINISTRATIVE SERVICES**

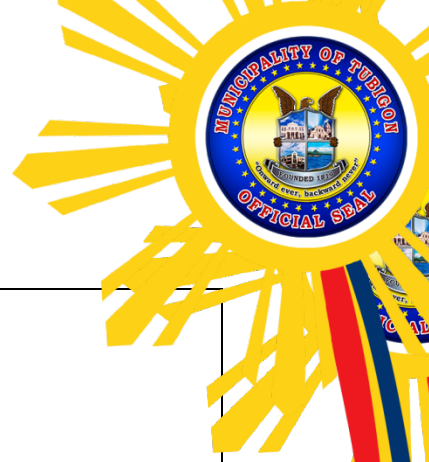




1. ISSUANCE OF INSPECTION CLEARANCE ON FISHING GEAR

All fishing vessel 3 tons below operating within municipal waters are required to secure inspection clearance pertaining to fishery license that is based on Municipal Ordinance No. 2015-01-408, Sec. 56. The clearance can be obtained from the Municipal Agriculture Office.

Office or Division:		MUNICIPAL AGRICULTURE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Transacting Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance 2. Cedula 3. Fish Net Sample			Barangay	
4. Fishery License Registration Form			Municipal Agriculture Office	
5. Official Receipt (OR)			Municipal Treasurer Office	
6. BFAR Permit (if applicable)			BFAR – PFO Tagbilaran City	
7. Personal appearance (New Applicants)				
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Fishery Technician and present the requirements for Fishery Licensing for validation	Validates submitted requirements	None	5 mins.	Fishery Technician (Victor R. Boligao)
3. Provide information required in the license registration form	Interview the fishing vessel operator/owner Fill-up the fishery license registration and advice to pay fees at the Municipal Treasurer's Office (MTO)	None	10 mins.	Fishery Technician (Victor R. Boligao)



4. Approach collecting officer at MTO	Refer to Municipal Ordinance No. 2015-01-408, received payment and provide Official Receipt (OR)	Refer to Municipal Ordinance No. 2015-01-408	5 mins.	
5. Return to Municipal Agriculture Office and present OR to Fishery Technician	Indicate OR informations needed in the Fishery License Registration Sign Fishery License	None	3 mins.	
6. Wait for the processing	Refer to MA for approval and secure photocopy	None	3 mins.	
7. Receive signed Fishery License	Release Fishery License and advice client to proceed at BPLO for releasing of Mayor's Permit	None	2 min.	
TOTAL		None	30 minutes	

2. ISSUANCE OF AUXILIARY INVOICE

All fishery products shipped at Tubigon wharf are required to secure Auxiliary Invoice pertaining to Shipment Permit that is based on the Municipal Ordinance No. 2015-01-408, Sec. 74. The invoice can be obtained from the Municipal Agriculture Office.

Office or Division:	MUNICIPAL AGRICULTURE
Classification:	SIMPLE



Type of Transaction:		G2C – Government to Transacting Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt of the product transported			Municipal Treasurer's Office	
2. Auxiliary Invoice Form			Municipal Agriculture Office	
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Fishery Technician and present the Official Receipt and provide information required in the auxiliary invoice	a) Received OR; b) Interview the Shipper of Fishery Products; c) Fill-up the Auxiliary Invoice and sign	None	5 mins.	Fishery Section Staff
3. Wait for the processing	Refer Auxiliary Invoice to MA for approval	None	2 mins.	Fishery Section Staff
4. Receive signed auxiliary invoice	Release auxiliary invoice	None	1 min.	Fishery Section Staff
TOTAL		None	10 minutes	

3. FISHERFOLK REGISTRATION (FishR)

All municipal fisherfolks (source of livelihood related to fishery) are required to register pertaining to Fisherfolks Registration (FishR) – National Program for Municipal Fisherfolk Registration that is based on RA 8550, Philippine Code of 1998, Sec. 19. The registration can be obtained from the Municipal Agriculture Office.

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Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Transacting Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Fishery Section Staff and provide information required in the FishR Form	Interview fisherfolk Fill-up the FishR Registration Form	None	10 mins.	Fishery Section Staff
3. Wait for the processing	Review and sign FishR Form	None	2 mins.	Fishery Section Staff
4. Receive accomplished FishR Form	Release FishR Form	None	1 min.	Fishery Section Staff
TOTAL		None	15 minutes	

4. ANIMAL TREATMENT/VACCINATION/DEWORMING/CASTRATION/ARTIFICIAL INSEMINATION

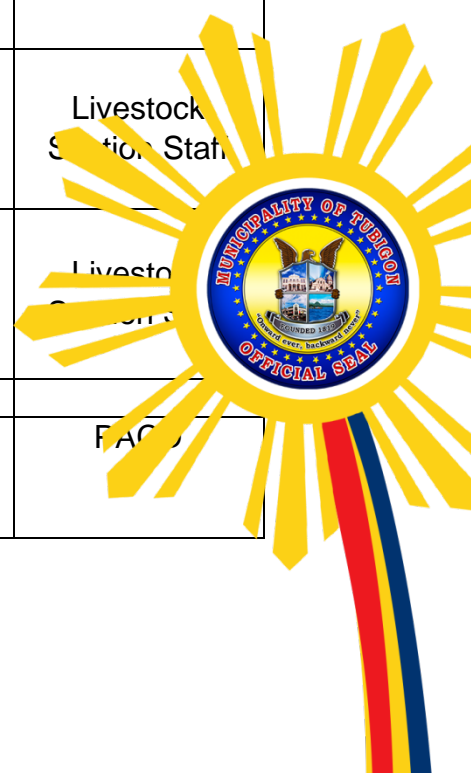
All livestock and poultry raisers and dog owners can avail the services depending on the needs of the animals. Animal treatment refers to the medication of a particular livestock and poultry illnesses and disorders, vaccination signifies animal disease prevention/all dogs are required to be vaccinated pertaining to the Provincial Ordinance No. 2007-012 – Strengthening the Bohol Rabies Prevention and Eradication Program, deworming denotes management against external and internal parasites, castration is the extraction of animal testicles and Artificial Insemination (AI) is the insertion of semens to native/lower breed animals from a high breed large animal and goat.

Office or Division:	MUNICIPAL AGRICULTURE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dog cards with registration information		Barangay		
2. Only 3 mos. old dogs and above could be vaccinated				
3. Only healthy animals are to be vaccinated				
4. Animal treatment consultation				
5. Artificial Insemination – Large Animal & Goat				
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Treatment:	Interview his/her	None	2 mins.	PACD



1. Approach PACD and inquire about the services needed	purpose then refer to the person in-charge			
2. Approach the Livestock Section Staff	Interview the raiser/owner	None	3 mins.	Livestock Section Staff
3. Give description to the present condition of the animal	a. Refer to symptoms and give initial diagnosis; b. Prescribe medicine.	None	10 mins.	Livestock Section Staff
4. Procure prescribed medicine for treatment	a) Field visit; a) Administer treatment.	None	1-2 hours	Livestock Section Staff
TOTAL		None	2 hours	

Massive Vaccination/ Deworming/ Castration:				
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Livestock Section Staff	a. Interview the raiser/owner; b. Provide schedule of vaccination, deworming and castration.	None	3 mins.	Livestock Section Staff
3. Wait for the scheduled dates	Disseminate communication letter of the scheduled dates	None	As scheduled	Livestock Section Staff
4. Livestock raisers and pet owners gather at the venue	Conduct vaccination/ deworming/ castration	None	As scheduled	Livestock Section Staff
TOTAL		None	4-8 hours	
Walk-in Vaccination (only on dogs'	Interview his/her purpose then refer to the	None	2 mins.	PACD



cases):	person in-charge			
1. Approach PACD and inquire about the services needed				
2. Approach the Livestock Section Staff	Interview the owner	None	3 mins.	Livestock Section Staff

3. Bring dog at the office and dog record if available	a) Examine dog health condition; b) Administer vaccination to healthy dogs of ages 3 months onwards.	None	5 mins.	Livestock Section Staff
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TOTAL		None	10 mins.	
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Walk-in Deworming (only on dogs' cases):				
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Livestock Section Staff	Interview the owner	None	3 mins.	Livestock Section Staff
3. Give description to the present condition of the dog and ask prescription	Prescribe appropriate dewormer	None	5 mins.	Livestock Section Staff
4. Procure the prescribed dewormer and bring the dog to the office	a) Examine the dog health condition; b) Administer dewormer.	None	2 mins.	Livestock Section Staff
TOTAL		None	10 mins.	



Home Service Castration:				
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Livestock Section Staff	Interview the raiser/owner;	None	5 mins.	Livestock Section Staff
3. Give description to the present condition of the animal	a. Analyze the condition if castration possible; b. Provide schedule.	None	5 mins.	Livestock Section Staff
4. Prepare the animal for castration	Conduct castration	None	1 hour	Livestock Section Staff
TOTAL		None	1.2 hours	
Artificial Insemination (AI):				
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Livestock Section Staff	Interview the raiser/ owner	None	5 mins.	Livestock Section Staff
3. Wait for AI schedule	Provide AI schedule	None	2 mins.	Livestock Section Staff
4. Prepare animal chute or A-frame	Perform Artificial Insemination (AI) within animal heat period	None	Within 24 hours	Livestock Section Staff
5. Prepare the animal	Animal inseminated	None	Within 24 hours	Livestock Section Staff
TOTAL		None	As required	

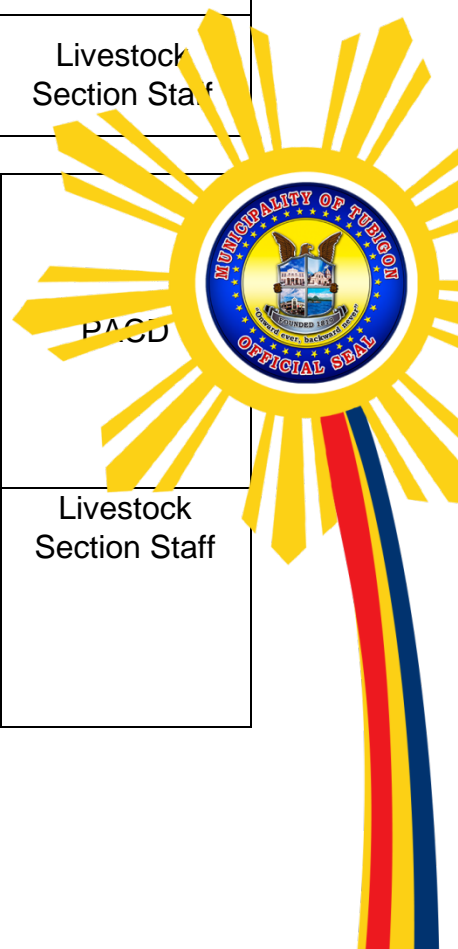
5. ISSUANCE OF ANIMAL HEALTH CERTIFICATE FOR SWINE AND CERTIFICATE OF VACCINATION FOR DOG/POULTRY/GAME FOWL

All shipment of swine required to furnish animal health certificate and certificate of vaccination for dogs, poultry and game fowls in order to acquire veterinary health certificate from the Office of the Provincial Veterinarian for the issuance of shipping



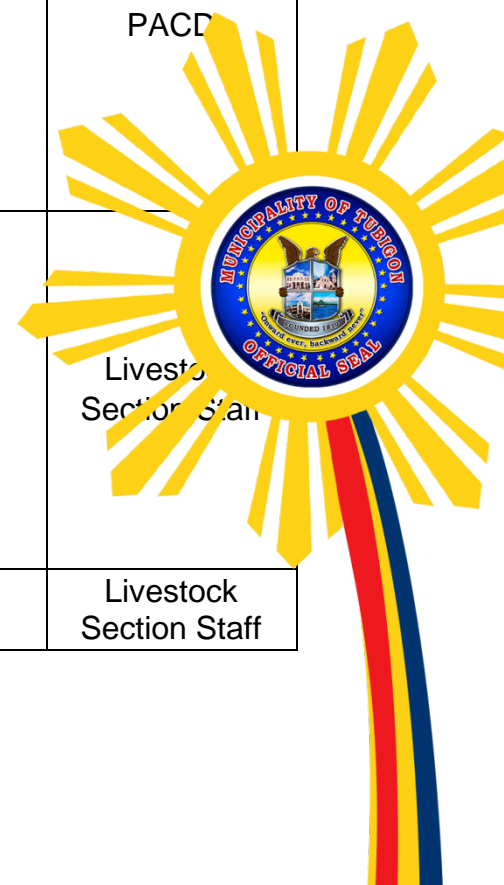
permit for the local transport of live animals, animal products and by-products pertaining to Memorandum Circular No. 26 Series of 2017 of the Bureau of Animal Industry (BAI). The issuance of such certificate can be obtained from the Municipal Agriculture Office.

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Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Transacting Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Dog Vaccination Record (MAO Vaccinated) 3. Poultry/Game Fowl Vaccination Record and Vaccine Label Official Receipt of the product transported			Municipal Agriculture Veterinarian	
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Swine Animal Health Certificate				
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Livestock Section Staff	a) Interview the shipper and inquire necessary information to fill-up the certificate	None	10 mins.	Livestock Section Staff
3. Wait for the processing	a. Prepare animal health certificate; b. Refer to MA for approval.	None	6 mins.	Livestock Section Staff
4. Received Certificate of Vaccination	Release Certificate of Vaccination	None	2 mins.	Livestock Section Staff
TOTAL		None	20 mins.	
Dog Vaccination Certificate				
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Livestock Section Staff	a. Interview the shipper and check name from the dog vaccination record if	None	10 mins.	Livestock Section Staff



	<p>listed;</p> <p>b. If listed, then process certification;</p> <p>c. If none, then advice for dog vaccination (only can travel 2 weeks after vaccination).</p>			
3. Wait for the processing	<p>a. Prepare vaccination certificate;</p> <p>b. Refer to MA for approval.</p>	None	6 mins.	Livestock Section Staff
4. Received Certificate of Vaccination	Release Certificate of Vaccination	None	2 mins.	Livestock Section Staff
TOTAL		None	20 mins.	

Poultry/Game Fowl Vaccination Certificate				
1. Approach PACD and inquire about the services needed	c. Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach the Livestock Section Staff	<p>a. Interview the shipper and examine vaccination record;</p> <p>b. Collect vaccine label; Process certification.</p>	None	10 mins.	Livestock Section Staff
3. Wait for the processing	a. Prepare vaccination	None	6 mins.	Livestock Section Staff

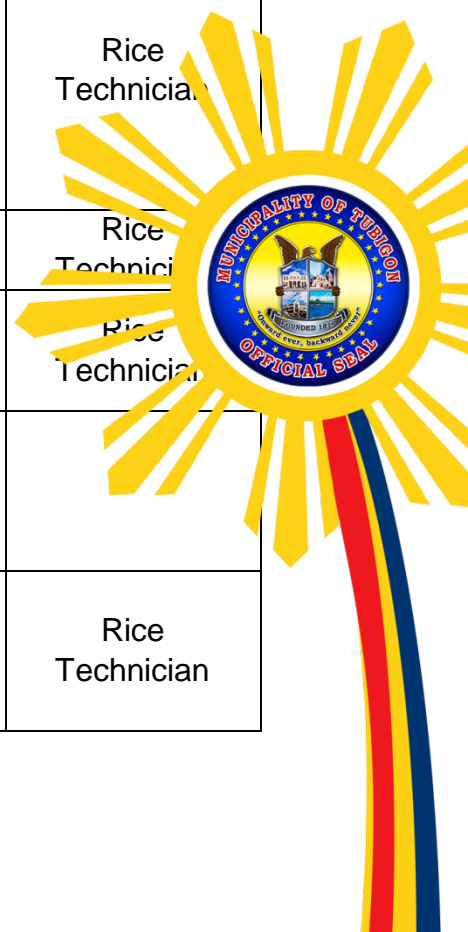


	certificate; Refer to MA for approval.			
4. Received Certificate of Vaccination	Release Certificate of Vaccination	None	2 mins.	Livestock Section Staff
TOTAL		None	20 mins.	

6. DISTRIBUTION OF REGISTERED, HYBRID AND CERTIFIED RICE SEEDS AND OTHER CEREALS

All registered farmers on Registry System for Basic Sector in Agriculture (RSBSA) can avail either Registered, Hybrid, Certified Rice Seeds and other cereals from the Department of Agriculture (DA) and Provincial Government Rice and Other Cereals Programs. Non-registered farmers shall fill-up the RSBSA form before availing the program. The distribution can be obtained from the Municipal Agriculture Office.

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Type of Transaction:		G2C – Government to Transacting Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. RSBSA Registered			Municipal Agriculture Office	
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach Rice Technician	Interview and require pre-masterlist of the farmer beneficiaries from FA/IA President	None	5 mins.	Rice Technician
3. Submit pre-masterlist	Validate pre-masterlist	None	5 mins.	Rice Technician
4. Wait for the delivery of rice seeds	Facilitate for the delivery of rice seeds	None	As scheduled	Rice Technician
	Prepare masterlist for farmers signatories		30 mins.	
5. Received rice seeds	a. Request to sign masterlist; b. Release	None	1-2 hours	Rice Technician

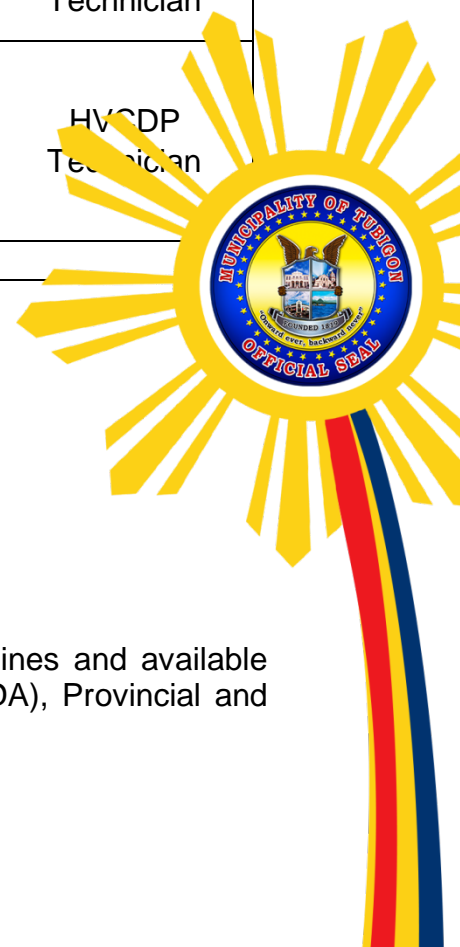


	rice seeds.			
	TOTAL	None	As required	

7. DISTRIBUTION OF VEGETABLE SEEDS, MONGO SEEDS AND OTHER HIGH VALUE CROPS PLANTING MATERIALS

All households and schools can avail either vegetable seeds, mungo seeds and other high value crops planting materials from the Department of Agriculture (DA), Provincial and Local Government High Value Crops Programs. The distribution can be obtained from the Municipal Agriculture Office.

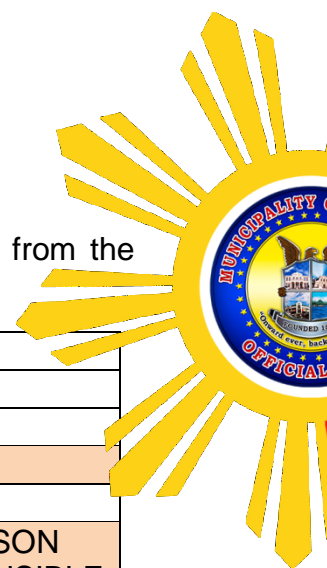
Office or Division:		MUNICIPAL AGRICULTURE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Transacting Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach HVCDP Technician	Interview the seeds recipient	None	2 mins.	HVCDP Technician
3. Provide detailed description of the area to be planted	Advice for suitable crop to be planted	None	5 mins.	HVCDP Technician
4. Request seeds	Advice proper seed requirement	None	3 mins.	HVCDP Technician
5. Received seeds	a. Request to sign masterlist; b. Release seeds.	None	3 mins.	HVCDP Technician
TOTAL		None	15 mins.	



8. INTEGRATED PEST MANAGEMENT

All farmers can avail technical assistance, control measures guidelines and available pest and diseases repellants from the Department of Agriculture (DA), Provincial and

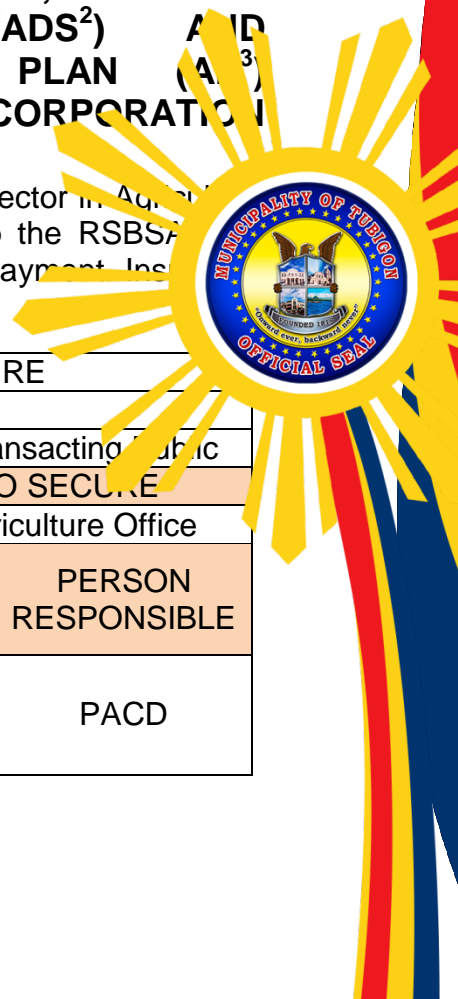
Local Government Integrated IPM Programs. The services can be obtained from the Municipal Agriculture Office.



Office or Division:				
Classification:				
Type of Transaction:				
CHECKLIST OF REQUIREMENTS				
None				
CLIENTS				PERSON RESPONSIBLE
1. Approach PACD and inquire about the services needed				PACD
2. Approach Rice/HVCDP Technician				Rice/HVCDP Technician
3. Provide detailed description of the damage or infestation; Present sample plants that shows damage.				Rice/HVCDP Technician
4. Received control measures guidelines/technical assistance and IPM repellants (if available)				Rice/HVCDP Technician
TOTAL				

9. CROPS, LIVESTOCK, FISHERIES – FISHING BOATS, ACCIDENT DISMEMBERMENT SECURITY SCHEME (ADS²) AND AGRICULTURAL PRODUCERS PROTECTION PLAN (AP³) INSURANCE: PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

All registered farmers and fisherfolks on Registry System for Basic Sector in Agriculture (RSBSA) can avail free insurances and non-registered shall fill-up the RSBSA forms before availing the services except ADS² and AP³ has a particular payment. Ins forms can be filed at the Municipal Agriculture Office.

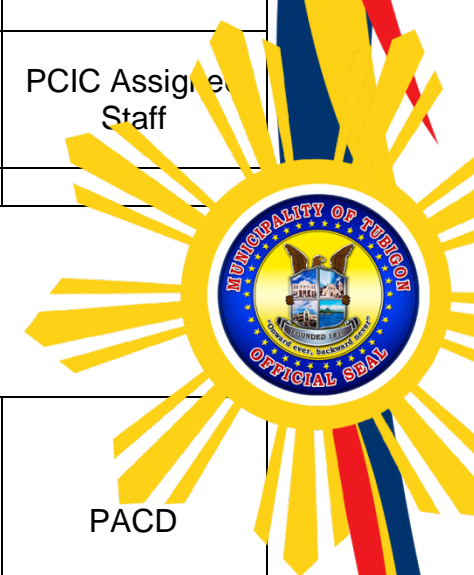


Office or Division:		MUNICIPAL AGRICULTURE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Transacting Public		
CHECKLIST OF REQUIREMENTS				
WHERE TO SECURE				
1. RSBSA Registered				
Municipal Agriculture Office				
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application for Crops, Livestock, Fisheries –	Interview his/her purpose then refer to the person in-	None	2 mins.	PACD

<i>Fishing Boats Insurance</i>	charge			
1. Approach PACD and inquire about the services needed				
2. Approach PCIC Assigned Staff	a. Interview the farmer/fisherfolk; b. Check name on RSBSA masterlist; non-listed shall fill-up RSBSA form except ADS ² and AP ³	None	5 mins.	PCIC Assigned Staff
3. Provide detailed information required; Provide Certificate of Ownership (Cattle & Carabao); Provide 3R photo (motorized and non-motorized boats)	a. Entry all the required information on Application Form and review entries; b. Request client to sign application form. c. Request MAO staff to sign application form.	None	10 mins.	PCIC Assigned Staff
4. Received accomplished form copy	Release application form.	None	3 mins.	PCIC Assigned Staff
TOTAL		None	20 mins.	
<i>Application for ADS² and AP³</i>				
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach PCIC Assigned Staff	Interview the farmer/fisherfolk	None	5 mins.	PCIC Assigned Staff
3. Provide detailed information required;	a. Entry all the required information on Application Form and review entries; b. Request client to sign application	None	10 mins.	PCIC Assigned Staff

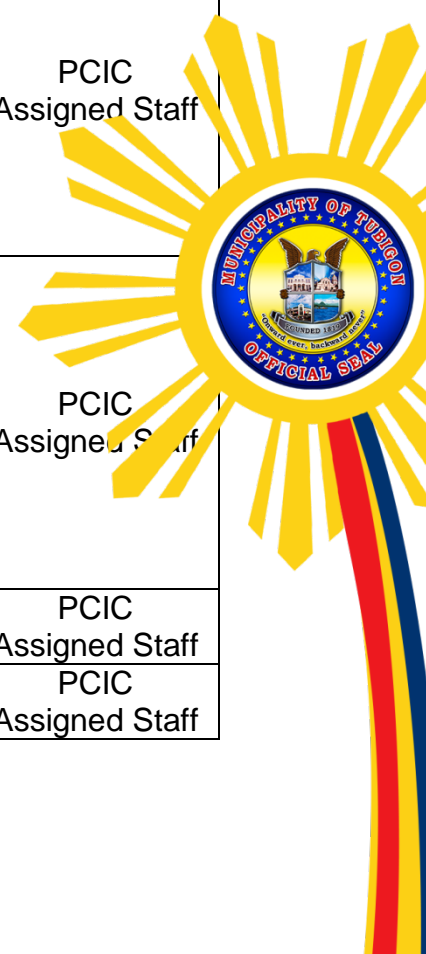
	form.			
4. Provide payment	a. Received payment; b. Request MAO staff to sign application form	100.00 (ADS2) 375.00 (AP3)	5 mins.	PCIC Assigned Staff
5. Received accomplished form copy	Release application form.	None	3 mins.	PCIC Assigned Staff
TOTAL		None	20 mins.	
Notice of Loss (Crops):				
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach PCIC Assigned Staff	a. Interview the farmer/fisherfolk; b. Check name on consolidated application form; if listed, then proceed to application of Notice of Loss.	None	5 mins.	PCIC Assigned Staff
3. Provide detailed information required; Provide photos if required by PCIC.	a. Entry all the required information on Notice of Loss and review entries; b. Request client to sign Notice of Loss.	None	10 mins.	PCIC Assigned Staff
4. Received copy of the accomplished Notice of Loss	Release copy	None	3 mins.	PCIC Assigned Staff
TOTAL		None	20 mins.	

Notice of Loss (Livestock):				
1. Approach PACD and inquire about the services needed		None	2 mins.	PACD
2. Approach PCIC Assigned Staff		None	5 mins.	PCIC Assigned Staff
3. Provide		None	10 mins.	PCIC Assigned



detailed information required; Provide photo of the dead animal; Provide Certificate of Ownership (Cattle & Carabao);				Staff
4. Wait for the processing		None	10 mins.	PCIC Assigned Staff
5. Received copy of the accomplished Notice of Loss		None	3 mins.	PCIC Assigned Staff
TOTAL			30 mins.	

Notice of Loss (motorized and non-motorized boats): 1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach PCIC Assigned Staff	a. Interview the owner/fisherfolk; b. Check name on consolidated application form; if listed, then proceed to application of Notice of Loss.	None	5 mins.	PCIC Assigned Staff
3. Provide detailed information required; Provide photo of the damaged boat.	a. Entry all the required information on Notice of Loss and review entries; b. Request claimant to sign Notice of Loss.	None	10 mins.	PCIC Assigned Staff
4. Wait for the processing	Request Fishery Technician to sign	None	2 mins.	PCIC Assigned Staff
5. Received copy of the	Release copy	None	3 mins.	PCIC Assigned Staff



accomplished Notice of Loss				
TOTAL		None	22 mins.	

Notice of Claim (ADS² and AP³):				
1. Approach PACD and inquire about the services needed	Interview his/her purpose then refer to the person in-charge	None	2 mins.	PACD
2. Approach PCIC Assigned Staff	a. Interview the claimant/beneficiary; b. Check name on consolidated application form; if listed, then proceed to application of Notice of Claim.	None	5 mins.	PCIC Assigned Staff
3. Provide detailed information required; Provide required documents	a. Entry all the required information on Notice of Claim and review entries; b. Attached required documents (<i>such as Police Blotter for accident case only, Death Certificate, Proof of Beneficiary</i>); c. Request claimant to sign Notice of Claim.	None	15 mins.	PCIC Assigned Staff
4. Received copy of the accomplished Notice of Claim	Release copy	None	3 mins.	PCIC Assigned Staff
TOTAL		None	25 mins.	