

CITIZEN'S CHARTER

Frontline Service: Crop and Livestock Insurance Application and Claims



Client	Procedure	Duration	Requirements	Output
Farmers	a. Application <ul style="list-style-type: none"> Interview Farmer applicants 	<ul style="list-style-type: none"> 15 minutes 	<ul style="list-style-type: none"> PCIC Form-UPI-10 RSBSA number Valid identification card Crop or livestock information 	<ul style="list-style-type: none"> Duly signed PCIC form by farmer and assisting Agricultural Technologist File copy of the farmer Summary submitted to PCIC
	b. Claims <ul style="list-style-type: none"> Interview farmers Fill- up forms for claim of indemnity 	<ul style="list-style-type: none"> 15 minutes 	<ul style="list-style-type: none"> File copy during application Picture of damaged crops/ livestock Xerox copy of Valid I.D. Xerox copy of livestock application form as reference M Lhuillier form 	<ul style="list-style-type: none"> Duly signed form claims for Indemnity on crops (rice and corn) Notice of loss (high value commercial crops) Claim documents duly signed by the farmer, livestock technician and Municipal Mayor Xerox copy of claim for indemnity (rice, corn, high value commercial Crops) as file copy to farmer claimants
	c. Field Inspection <ul style="list-style-type: none"> Confirmation of damages thru field inspection by Philippine Crop Insurance Corporation's (PCIC) adjuster Interview farmer claimants 	<ul style="list-style-type: none"> 1day 	<ul style="list-style-type: none"> Xerox copy of claim for indemnity 	<ul style="list-style-type: none"> Signed summary of claim by farmers and assisting agricultural technologist during field -inspection
	d. Refund of indemnities <ul style="list-style-type: none"> PCIC send thru e-mail list of claimants Sorting list by barangay for farmers to refer Assist PCIC staff in the release of cheque 	<ul style="list-style-type: none"> ½ day 1 day 	<ul style="list-style-type: none"> Approved claims Xerox copy of valid I.D. for validation 	<ul style="list-style-type: none"> Masterlist printed for massive info. Farmers arranged according to first come first serve basis

	e. Denial and Justifications <ul style="list-style-type: none"> Letter of denials be sent to farmers immediately 	<ul style="list-style-type: none"> 1-3 days after receipt One month after receipt is the maximum number of days 	<ul style="list-style-type: none"> Letter of consideration be facilitated for submission to PCIC Regional Office 	<ul style="list-style-type: none"> Letter duly signed by farmer and noted by Municipal Agriculturist submitted to PCIC
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Frontline Service: Endorsement of Farmer Applicants to DA- Agri-Negosyo

Client	Procedure	Duration	Requirements	Output
Farmers	<ul style="list-style-type: none"> Suggested farm plan and budget to any crop/livestock interested to avail with 	<ul style="list-style-type: none"> 10 minutes 	<ul style="list-style-type: none"> Endorsement of Municipal Agriculturist (MA) 	<ul style="list-style-type: none"> Application Form be submitted to B-APC, Tagbilaran City

Frontline Service: Issuance of Certification, Endorsement, Justification

Client	Procedure	Duration	Requirements	Output
Farmers, Personnel from line Agencies	<ul style="list-style-type: none"> Encoding of said document 	<ul style="list-style-type: none"> 30 minutes 	<ul style="list-style-type: none"> Payment to Municipal Treasurer's Office (MTO) 	<ul style="list-style-type: none"> Complied documents as needed

Frontline Service: Crops/ Livestock Consultancy

Client	Procedure	Duration	Requirements	Output
Farmers	<ul style="list-style-type: none"> Receiving farmers and assign to assisting agricultural technologist according to programs handled 	<ul style="list-style-type: none"> 5 minutes 	<ul style="list-style-type: none"> Sample of damaged crops/ picture Information on sick animals 	<ul style="list-style-type: none"> Technical assistance

	<ul style="list-style-type: none"> Interview farmers 	<ul style="list-style-type: none"> 10 minutes 	<ul style="list-style-type: none"> Knowledgeable farmers 	<ul style="list-style-type: none"> Recommendation is given
	<ul style="list-style-type: none"> If crop farmer need validation 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Schedule time and sketch of farm 	<ul style="list-style-type: none"> Come up recommendation
	<ul style="list-style-type: none"> If sick animal that needs treatment 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Farmer to buy medicines 	<ul style="list-style-type: none"> Animals treated by livestock technician
	<ul style="list-style-type: none"> If animals need deworming 	<ul style="list-style-type: none"> 15 minutes 	<ul style="list-style-type: none"> Farmer given with dewormer if available 	<ul style="list-style-type: none"> Signed masterlist and instruction on how to do about deworming
	<ul style="list-style-type: none"> Vegetable growers need seeds 	<ul style="list-style-type: none"> 10 minutes 	<ul style="list-style-type: none"> Vegetable growers' area is ready for planting/ land preparation is going on 	<ul style="list-style-type: none"> Signed masterlist and seeds distributed if available
	<ul style="list-style-type: none"> Claim of seeds (Crops) 	<ul style="list-style-type: none"> 15 minutes 	<ul style="list-style-type: none"> RSBSA number Updated information of farmers and farms 	<ul style="list-style-type: none"> Signed masterlist and distribute seeds if available

Frontline Service: Artificial Insemination (AI) in Large Cattle and Swine

Client	Procedure	Duration	Requirements	Output
Livestock growers	<ul style="list-style-type: none"> Interview actual condition of livestock 	<ul style="list-style-type: none"> 10 minutes 	<ul style="list-style-type: none"> Farmers knowledge on start of estrus heat for scheduling of artificial insemination 	<ul style="list-style-type: none"> Schedule is set during artificial insemination
	<ul style="list-style-type: none"> Artificial Insemination (AI) by technicians assigned 	<ul style="list-style-type: none"> AI is within 18 hours on large cattle and 1-2 days for swine 	<ul style="list-style-type: none"> If large cattle, a schedule is agreed and if swine, farmers presence Payment of ₱300.00 upon insemination of large cattle for gasoline expenses and ₱50.00 for swine 	<ul style="list-style-type: none"> Payment of 1 female weanling (piglet) for the Local Government Unit Calf drop report to Philippine Carabao Center (PCC) and Office of the Provincial Veterinarian (OPV)
	<ul style="list-style-type: none"> Assist on massive AI on large cattle conducted by PCC 	<ul style="list-style-type: none"> One day/ barangay 	<ul style="list-style-type: none"> Schedule is set between PCC, Municipal Agriculture Office and Barangay LGU 	<ul style="list-style-type: none"> Coordinated schedule
	<ul style="list-style-type: none"> Massive information to large cattle growers 	<ul style="list-style-type: none"> One day/ barangay 	<ul style="list-style-type: none"> Barangay Livestock Aide (BALA) assisting the activity 	<ul style="list-style-type: none"> Signed masterlist
	<ul style="list-style-type: none"> Hormonal Injection to 	<ul style="list-style-type: none"> One day/ barangay 	<ul style="list-style-type: none"> Schute is required for easy injection 	<ul style="list-style-type: none"> Heat synchronization is attained

	qualified female cow			<ul style="list-style-type: none"> • Cows in heat are conducted with AI
	<ul style="list-style-type: none"> • Three (3) days after is the AI services 	<ul style="list-style-type: none"> • One day/ barangay 		<ul style="list-style-type: none"> • Un heat cows are dewormed and given vitamins

Frontline Service: Registry Systems for Basic Sectors in Agriculture (RSBSA) Registration

Client	Procedure	Duration	Requirements	Output
Farm Workers and Farmers	<ul style="list-style-type: none"> • Complete requirements prior to form application • Signature of farm worker/farmer, Municipal Agriculturist, Barangay Captain , Municipal Agriculture and Fishery Council (MAFC) Chairman • Assign RSBSA number • Encoding of name and number in the computer • Giving of client's copy to the farmer/farm worker 	<ul style="list-style-type: none"> • 2 days 	<p>a. Farmers</p> <ul style="list-style-type: none"> • Xerox copy of title and tax declaration • Picture(2x2) • Valid Identification Card • Certification from Barangay Captain if tenant • Complete information of land tilled and crops /livestock grown <p>b. Farm Worker</p> <ul style="list-style-type: none"> • Identification in which commodity is a support as farm worker 	<ul style="list-style-type: none"> • Duly filled up RSBSA form • Submission to Department of Agriculture for encoding • RSBSA number is used in every PCIC transaction, seed and fertilizer availment.
RSBSA Enumerator	<ul style="list-style-type: none"> • Completely filled forms submitted to the enumerator 	<ul style="list-style-type: none"> • 2 hours 	<ul style="list-style-type: none"> • Submitted forms be checked by the enumerator 	<ul style="list-style-type: none"> • Encoded by the DA Regional Office staff • Beneficiary of the Rice Financial Assistance.

Frontline Service: Fisherfolk Registration (Fish R)/ Tilapia Fingerling Distribution

Client	Procedure	Duration	Requirements	Output
Fisherfolk	<p>a. Registration of Fisherfolk with pertinent</p>	<ul style="list-style-type: none"> • 1 hour or depending 	<ul style="list-style-type: none"> • 2x2 picture • Internet access 	<ul style="list-style-type: none"> • Confirmation by the computer upon complete registration

	information in the computer	upon the wifi signal		
	b. Fingerling Distribution <ul style="list-style-type: none"> Letter of request by farmer signed by Municipal Mayor for indorsement 	<ul style="list-style-type: none"> 30 minutes 	<ul style="list-style-type: none"> Letter request addressed to tilapia hatcheries distributing fingerlings 	<ul style="list-style-type: none"> Tilapia fingerlings received with corresponding number based on area of fish pond
	<ul style="list-style-type: none"> Scheduling in availment in coordination with tilapia hatchery management 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Bring letter request to tilapia hatchery upon availment 	<ul style="list-style-type: none"> Monthly report is submitted by the fishery technician for monitoring

Frontline Service: Demonstration Farm Establishment

Client	Procedure	Duration	Requirements	Output
Rice Farmers	a. Rice and Corn <ul style="list-style-type: none"> Farmers are grouped into cluster Geotagging for area estimates Orientation with Rice Crop Management (RCM) Distribution of seeds (Certified Inbred and Hybrid) Monitoring on planting and other activities in the area. Distribution of Fertilizers 	<ul style="list-style-type: none"> 2 days 1 week/ barangay 1 day/ barangay 1 day/ barangay 2 days/ barangay 1 day/ barangay 2 days/ barangay 	<ul style="list-style-type: none"> Areas are irrigated Registered with RSBSA 	<ul style="list-style-type: none"> Signed Masterlist Rice Crop Management (RCM) is attained Seeds distributed Monitoring report is submitted to sponsoring Agency Crop cut yield is estimated/hectare

	<ul style="list-style-type: none"> • Crop cut sampling prior to harvesting 			
	<p>b. Vegetables</p> <ul style="list-style-type: none"> • Organized vegetable growers for prioritization • Delivery of farm Inputs • Monitoring • Market Matching 	<ul style="list-style-type: none"> • 1 day/ barangay • 1 day/ barangay • Twice a month • Supervision of display once in every occasion 	<ul style="list-style-type: none"> • Vegetable area prepared • Registered with Department of Labor and Employment(DOLE) • Area ready for planting • Meeting and voluntary work of communal areas/garden • Registered with DOLE 	<ul style="list-style-type: none"> • Communal farm established • Supervised vegetable area • Report submitted to sponsoring agency • Market Display in Tagbilaran City

Frontline Service: Tractor Servicing

Client	Procedure	Duration	Requirements	Output
Corn/ Rice Farmers	<ul style="list-style-type: none"> • Operator calculate the area to be tractored • Payment to MTO • Tractor Servicing 	<ul style="list-style-type: none"> • Depending on the number of area to be tractored • 30 minutes • 1 day/ hectare 	<ul style="list-style-type: none"> • Payment of ₱1,500/ hectare for plowing with 30 liters of diesel and ₱1,200/hectare with 25 liters of diesel including travel • Xerox Copy of official receipt to be submitted to MAO for filing purposes • Signed masterlist 	<ul style="list-style-type: none"> • Income can be computed as needed • Labor expenses of farmers reduced

	<ul style="list-style-type: none"> • Claim of certified corn seeds • Monitoring of harvest 	<ul style="list-style-type: none"> • 30 minutes • Depending on the area/ barangay 	<ul style="list-style-type: none"> • Crop cut sampling 	<ul style="list-style-type: none"> • Estimated harvest/ hectare • Harvesting report submitted
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Frontline Service: Dog Vaccination

Client	Procedure	Duration	Requirements	Output
Dog owners	<ul style="list-style-type: none"> • Masterlisting of dogs • Schedule vaccination • Vaccination 	<ul style="list-style-type: none"> • One month (Every January yearly) • Yearly (every June-September) • One day/Barangay 	<ul style="list-style-type: none"> • Dog information on age, sex, color and name • Coordination with dog owners, Brgy. Officials • Dogs must be tied and be brought to the purok center 	<ul style="list-style-type: none"> • Updated yearly masterlist • 75% of dog population vaccinated to develop herd immunity
Dogs	<ul style="list-style-type: none"> • Dog owners with pets be vaccinated in the Municipal Agriculture Office (MAO) 	<ul style="list-style-type: none"> • 20 minutes 	<ul style="list-style-type: none"> • Dog information 	<ul style="list-style-type: none"> • Any vaccinator can do dog rabies injection

Frontline Service: Establishment of Data Base/ Updation

Client	Procedure	Duration	Requirements	Output
Volunteers such as FA Presidents, Barangay Livestock Aides (BALA) Barangay	<ul style="list-style-type: none"> • Form Distribution/ Orientation 	<ul style="list-style-type: none"> • 1 day/ barangay • 30 minutes 	<ul style="list-style-type: none"> • Filled up forms submitted back to office 	

Farmer Technicians (Baftech), Barangay Officials	<ul style="list-style-type: none"> • Submission after compliance • Data Encoding 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Review documents if properly indorsed • Turn-over documents to incharge • Consolidation 	<ul style="list-style-type: none"> • Updated data - based system
Personnel from Line Agencies requesting data/ information as required by Agency	<ul style="list-style-type: none"> • Turn-over to in charge • Set schedule for pick up if it needs time • Release certificate of appearance if needed 	<ul style="list-style-type: none"> • 1 hour • 10 minutes 	<ul style="list-style-type: none"> • Letter request from Agency • USB/ email address • Cellphone number for follow-up 	<ul style="list-style-type: none"> • Reconciled data

Frontline Service: Technical Assistance to People's Organization

Client	Procedure	Duration	Requirements	Output
Members/Officers of Peoples Organization (PO)	a. Registration <ul style="list-style-type: none"> • Give requirements for compliance 	<ul style="list-style-type: none"> • 25 minutes 	<ul style="list-style-type: none"> • Organizational meeting • List of members/ Officers • By Laws 	<ul style="list-style-type: none"> • DOLE Registration
	b. Updating <ul style="list-style-type: none"> • Conduct meeting 	<ul style="list-style-type: none"> • 3-4 hours 	<ul style="list-style-type: none"> • Requirements set by Agency to register with 	<ul style="list-style-type: none"> • Certificate of Registration
	c. Accreditation <ul style="list-style-type: none"> • Furnish requirements • Give certificate of accreditation 	<ul style="list-style-type: none"> • 30 minutes 	<ul style="list-style-type: none"> • Requirements set by Agency to accredit with 	<ul style="list-style-type: none"> • Certificate of Accreditation

	to Peoples Organization <ul style="list-style-type: none"> • Give supplies to accredited PO 	<ul style="list-style-type: none"> • 1day/ organization 	<ul style="list-style-type: none"> • Duly signed masterlist 	<ul style="list-style-type: none"> • Facilitated release of supplies
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Frontline Service: Technical Assistance to Office Callers

Client	Procedure	Duration	Requirements	Output
Farmers/walk-in clients	<ul style="list-style-type: none"> • Interview office callers • Turn -over to in charge • Release certificate of appearance if needed 	<ul style="list-style-type: none"> • 10 minutes • 30 minutes 	<ul style="list-style-type: none"> • Verbal or written request • Present travel order/letter from Agency/travel request 	<ul style="list-style-type: none"> • Transaction Completed

