



## **City Agricultural Services Department**

**CITY GOVERNMENT OF CALAPAN  
CITIZEN'S CHARTER**



**1. PALAY SEED AND FERTILIZER SUBSIDY**

The type of palay seeds allocated per farmer are based on the farmers' choice of certified and hybrid seeds as well as the type of fertilizer. The number of bags each farmer receives is limited to three bags. The seeds are subsidized by the local government. Withdrawal is from Monday to Friday, 8.00AM to 5.00PM at CCADC, Biga

<b>Office/Division:</b>	City Agricultural Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Calapan City farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip, Claim Stub, Temporary Receipt		CASD-CGC CCADC, Biga		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS -ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Coordinates with Agriculturists assigned in respective barangays and request seeds needed.	a. Consolidates seed requirement and reconcile with the seed allocation per barangay.	None	5 minutes	Agriculturists assigned in respective barangays.
Determine available variety/ies and fertilizer given.	b. Accommodates farmer-beneficiaries eligible for seed subsidy		1 minute	Officer of the Day Agriculturists
Approve number of bags of high quality seeds and fertilizer  Pays counterpart amount to the winning supplier thru CASD.	Issues temporary receipt and claim stub to the client	Base on existing schedule of fees and charges	1 minute	Pamela Escarez-Rago; Ma. Cristina D. Tolentino
Withdraws items from warehouse at Calapan City Agricultural Demonstration Center and signs receiving document.	Accommodates client and validate temporary receipt and claim stub	None	5 minutes	Pedro de Rosales; Nestor B. Soriano; Hexel de Silva
<b>Total</b>			<b>12 minutes</b>	

## 2. Vegetable Seeds Distribution

Beneficiaries of the project are the walk-in vegetable growers (employed and non-employed) The number and available seeds provided are cash crops and perennial crops to walk-in clients.

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<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip, Claim Stub, Temporary Receipt		CASD-CGC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registers in the visitors logbook	Accommodates visitors / clients and referred to O.D.	None	1 minutes	Richard Dalisay; Mary Grace Dabu
	Records name, address and gather some information on gardening.	None	1 minute	Officer of the Day Agriculturist
Fill-up request form and signs receiving copy.	Records clients' order and provide client requested vegetable seeds.	None	1 minute	Officer of the Day Agriculturist
Total			3.0minutes	

## 3. PRODUCED ORGANIC FERTILIZER, PLANTING MATERIALS AND OTHER PRODUCTS

These inputs and other products are available at Calapan City Agricultural Demonstration Center in Biga, Calapan City and withdrawal is Monday to Friday, 8.00AM to 5.00PM.

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<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip		CASD, New City Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registers at the Visitor's Logbook	Accommodates customer and refer to assigned Agriculturist	None	1 minutes	Richard A. Dalisay Pamela Escarez-Rago; Mary Grace Dabu Officers of the Day

	Records name, address and other information of the client	None	30 seconds	Officer of the Day; Agriculturist
Submits letter request to CASD <i>(for schools and barangays engaged in urban gardening)</i>  Fill-up request form <i>(for walk-in farmer-clients)</i>	Verify inputs requested. Request approved by City Agriculturist	None	5 minutes	Pamela Escarez-Rago; Officer of the Day
Withdraws input from Calapan City Agricultural Demonstration Center (CCADC), Biga	Issue withdrawal slip to clients for release of requested inputs.	None	1 minute	Pedro de Rosales Hexel de Silva Nestor Soriano
TOTAL		None	7.30 minutes	

#### 4. Issuance of Certification (Production Loan)

The document is issued to farmers applying for agricultural production loan from private banks, agri banks and from the government banks. The fee is based on the existing fee schedules set by the Department of Finance.

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<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip Barangay Certification		CASD, New City Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registers at the Visitor's Logbook	Accommodates visitors	None	1 minutes	Richard Dalisay
	Records name, address and other information of the client	None	2 minutes	Richard Dalisay
Fill-up request form	Verify purpose of request  Prepares certification for signature of the City Agriculturist	None	2 minutes	Officer of the Day Agriculturist
Proceeds to Tax Payers Office and pay corresponding amount and present proof of payment to concerned CASD Staff	Releases the certification to the client.  Records the release of certification	Base on existing schedule of fees and charges (₱100.0)	10 minutes	Officer of the Day Agriculturist
Total			15 minutes	

## 5. Egg Hatching Through Incubation

Incubator equipment service is limited to IFFP beneficiaries of poultry animals (chicken and duck). It is stationed at Calapan City Agricultural Demonstration Center; from Monday to Friday, 8.00AM to 5.00PM.

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Requisition Slip		CCADC-CASD, Biga		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registers at the Visitor's Logbook	Accommodates visitors	None	2 minutes	Peter de Rosales Nestor Soriano Hexel de Silva
	Records name, address and gather other information of the client	None	2 minutes	Peter de Rosales Nestor Soriano Hexel de Silva
Turn-over eggs to operators	Eggs are inspected for any cracks and dirt before setting to the incubator	None	10 minutes	Peter de Rosales Nestor Soriano Hexel de Silva
Receiving of chicks	Contact clients and hand to the client hatched chicks.	None	5 minutes	Peter de Rosales Nestor Soriano Hexel de Silva
Total			19minutes	

## 6. Biological Control Laboratory Services - TRICHODERMA - and Wood Vinegar

The type of service is for farmers with crops (rice, vegetable, fruit trees) affected by pests and diseases. The laboratory is located inside the OTP Building at Calapan City Agricultural Demonstration Center; from Monday to Friday, 8.00AM to 5.00PM.

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<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registers at the Visitor's Logbook	Accommodates visitors	None	2 minutes	Peter de Rosales Nestor Soriano Hexel de Silva
	Records name, address and other	None	2 minutes	Peter de Rosales Nestor Soriano

	information of the client			Hexel de Silva
Fill-up request form	Verifies purpose of request	None	5 minutes	Peter de Rosales Nestor Soriano Hexel de Silva
Withdraws inputs from CCADC	Releases requested inputs	None	10 minutes	Peter de Rosales Nestor Soriano Hexel de Silva
Total			19minutes	

### Reminders/Pointers:

#### Service Header:

- Government/Office Logo
  - Alignment: TOP Rightmost Corner
  - Height: 1 inch
  - Resolution: High Resolution
- Title Header: (Service Office)
  - Alignment: Center
  - Font Style: Arial, Bold
  - Font Size: Should at least be 20
- Title Sub-Header (Service Category)
  - Alignment: Center (right below the title header)
  - Font Style: Arial, Bold
  - Font Size: Should at least be 18

#### Service Specifications:

- Text Headers
  - Alignment: Left
  - Font Style: Arial, Bold
  - Font Size: 12
- Service Name
  - Alignment: Left
  - Font Style: Arial, Bold
  - Font Size: 14
  - Shall be numbered
- Body of Text
  - Alignment: Left
  - Font Style: Arial
  - Font Size: 12
- ❖ Classification of Services
  - G2C- for services whose client is the transacting public
  - G2B- for services whose client is business entity
  - G2G- for services whose client is another government agency, government employee or official