

CITIZEN'S CHARTER

"We serve what farmers deserve."

Available from Mondays to Fridays from 8:00am to 5:00pm with "No Noon Breaks"

DA WESTERN VISAYAS

Citizen's Charter



VISION STATEMENT

Service excellence to ensure food security for all

MISSION STATEMENT

DA Western Visayas is committed to provide innovative agricultural support services with its state of the art facilities and equipment for a sustainable, competitive and resilient agricultural industries.

CORE VALUES

DA WESTERN VISAYAS CARES, WE VALUE

C-Commitment. We are dedicated and service oriented

A-Accountability. We are responsible for our actions.

R-Responsiveness. We act efficiently with positive results.

E-Excellence. We satisfy our stakeholders' needs with professionalism, innovativeness and creativity.

S-Solidarity. We work as ONE!

SLOGAN/BATTLECRY

"We serve what farmers deserve."

AGRIBUSINESS AND MARKETING ASSISTANCE DIVISION

PROVIDE INFORMATION AND TECHNICAL ASSISTANCE RE: AGRIBUSINESS AND MARKETING RELATED CONCERNS

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees (Php)
1	Inquiry/Request for Technical Assistance re: agribusiness & marketing related concerns	Attends to Client inquiry/request and assess client need	10-15 minutes	AMAD Staff	none
2	Refer Client to Commodity Coordinator	Coordinator discuss client inquiry/ need for technical assistance	30 minutes	AMAD focal person per banner program	none
	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person In- Charge	Fees (Php)
3.	Provide information to inquiry/address technical concerns by providing data, guidance etc. OR accepts invitation to act as Resource Speaker, etc. for agribusiness & market related topics	Provide data, guidance etc. OR accepts invitation to act as Resource Speaker	1-2 hours (if data and person concerned is available) Depending on the nature of request- Technical assistance needed	AMAD focal person per banner program	none
	Refer to other agencies or office	Answers to inquiry involves coordination with other agencies/offices	5 – 10 minutes	AMAD staff or Focal person per banner programs	none

*Fill out client Satisfaction Feedback Form.

I. ADMINISTRATIVE AND FINANCE DIVISION
GENERAL SERVICES SECTION-CASHIERING UNIT

SERVICE:

- Issuance of Checks/LDDAP-ADAs for all payables
- Releasing of checks and assist in the issuance of Official Receipts by various clienteles
- Issuance of Official Receipts for all collections received

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-charge	Fees (Php) under normal circumstances
1	Interview Client	Identify what check to be released	3 minutes	Releasing Clerk	None
2	Guide client on the issuance of O.R.	Review/Check/ Reflect O.R. issued in warrant register	1 minute	Releasing Clerk	None
3	Guide client in signing the D.V./payroll	Have the client signed the warrant register	1 minute	Releasing Clerk	None

On the issuance of O.R. on collections/payments recieved

1	Request for order of payment from the client	Issued corresponding O.R. for collections received	2 minutes	Collecting Officer	As indicated in the Order of payment
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On the issuance of O.R. for refund (DA Personnel)

1	Request for liquidation report to check the exact amount refunded	Issued corresponding O.R. for refund	2 minutes	Collecting Officer	As to the amount refunded
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On the issuance of O.R. for refund from LGUs

1	Request for the check to be Refunded/Copy	Issued corresponding O.R.	2 minutes	Collecting Officer	As to the amount of Advice of the Check
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FIELD PROGRAM OPERATIONS AND MANAGEMENT DIVISION (FPOMD)

SERVICES:

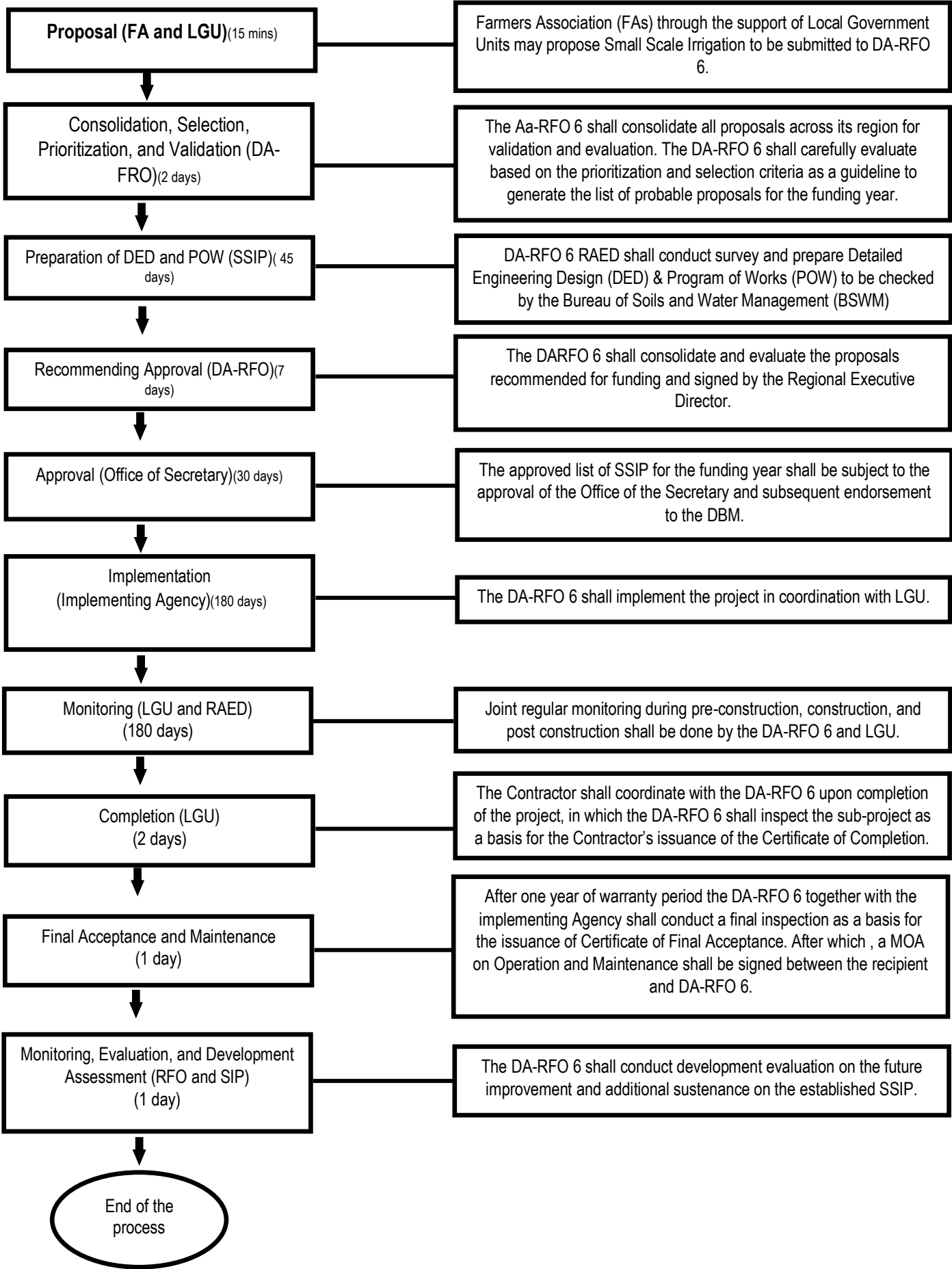
Provide production support; extension support, education and training services; irrigation network services; farm machineries, equipment and post-harvest facilities; and, other technical support interventions for the development of agriculture sector.

HOW TO AVAIL OF SERVICES:

Step	Client	Service Provider	Duration of Activity	Person In-Charge	Fee
1	Office call at DA FPOMD Office	Attend and respond to concern and request	2 minutes or may depend on the extent of concern or request	FPOMD Staff	None
2	Relay problem or concern and submit request to the office	Attend, receive and respond to concern and/or request	2 minutes	Concerned Technical and Banner Program Staff (Rice, Corn, HVCDP, Livestock and Organic Agriculture)	None
3		Conduct dialogue and provide technical recommendations on the concern and problem presented	5 minutes or may depend on the extent of concern or request	Concerned Technical and Banner Program Staff	None
4		Provide guidelines and checklist of requirements for the availment of projects and support interventions	3 minutes	FPOMD and/or Banner Program Staff	None
5		Schedule and conduct field validation, gather additional information, and provide technical recommendations and immediate action based on the results and field observations	Immediately or within the week upon receipt of request/concern depending on the urgency and extent of the request/concern	Concerned Technical and Banner Program Staff	None
END OF TRANSACTION					

*Fill out client Satisfaction Feedback Form.

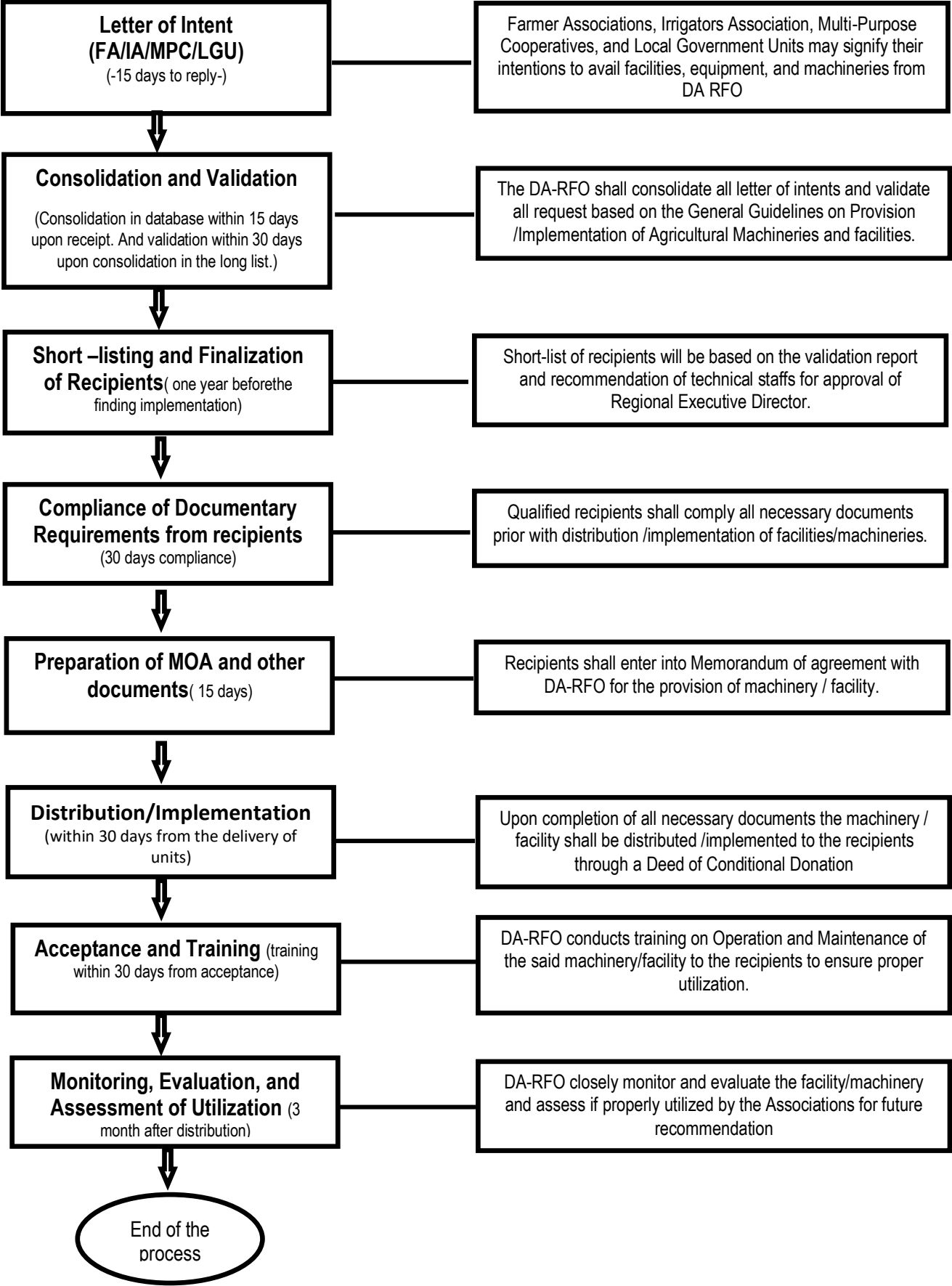
Regional Agricultural Engineering Division - SMALL SCALE IRRIGATION PROJECT (SSIP)
PROCESS FLOW



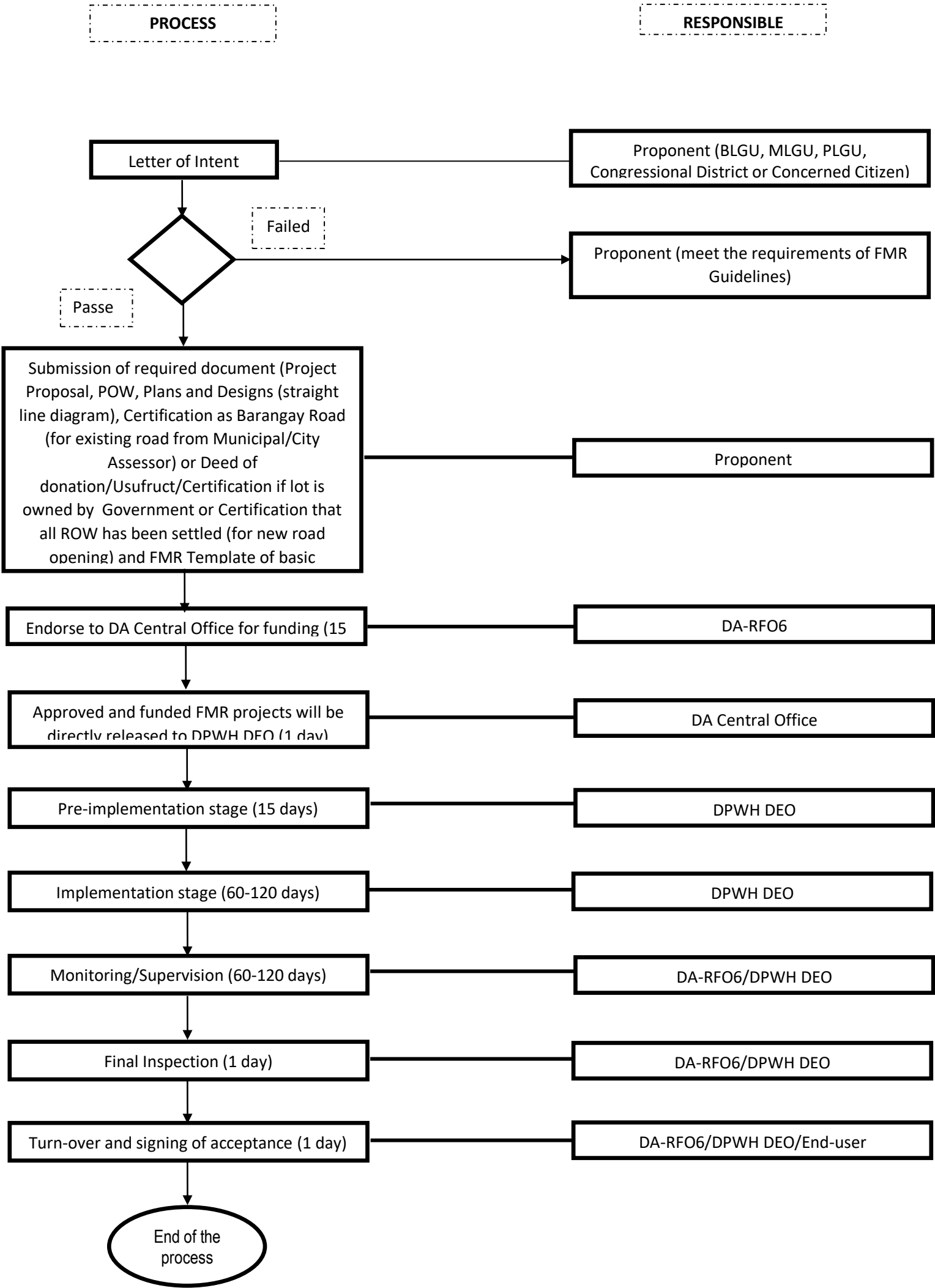
Department of Agriculture
Regional Agricultural Engineering Division

FARM MECHANIZATION AND POSTHARVEST PROGRAM

PROCESS FLOW



Department of Agriculture
Regional Agricultural Engineering Division
FARM-to-MARKET ROAD DEVELOPMENT PROGRAM (FMRDP)
PROCESS FLOW



REGULATORY DIVISION

Services: Handlers and Transport Carrier, Farm Registration under R.A. 8485(Animal Welfare Act), Facilitate applications in compliance to the Land Use Reclassification, Registration and Licensing-Issuance of License to Operate (LTO) to Feeds and Veterinary Drugs and Biologics Establishments

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees
Handlers and Transport Carrier					
Step 1. Evaluate Filled up form and prepares Certificate of Registration	Stakeholders (Farmers, "Viajeros", Businessmen)	Attend to Clients; Inquiry/ Request and assess Client needs	2 minutes	AWA Officer/ Personnel	none
Step 2. Issue Order of payment and receives official receipt release of certificate			2 minutes	AWA Officer/ Personnel	none
Step 3. Application endorse to BAI			36 hours	AWA Officer/ Personnel	none
Step 4. Releasing of Certificate		Attend to Clients; Inquiry/ Request and assess Client needs	2 minutes	AWA Officer/ Personnel	none
Farm Registration under R.A. 8485(Animal Welfare Act)					
Step 1. Evaluate Filled up form and documents	Stakeholders (Veterinarians, Farmers, Businessmen)	Attend to Clients; Inquiry/ Request and assess Client needs	2 minutes	AWA Officer/ Personnel	none
Step 2. Conduct inspection and evaluation of facility			36 hours	AWA Officer/ Personnel	none
Step 3. Issue Order of payment and receives official receipt for release of certificate			2 minutes	AWA Officer/ Personnel	none
<i>Veterinary Clinics/Grooming Facility</i>					300 pesos
<i>Poultry/Hog/Cattle/Goat Farms</i>					1000 pesos

<i>Petshops/Small Animal Shows</i>					500 pesos
Step 4. Application endorse to BAI			36 hours	AWA Officer/ Personnel	none
Step 5. Releasing of Certificate		Attend to Clients; Inquiry/ Request and assess Client needs	2 minutes	AWA Officer/ Personnel	
Facilitate applications in compliance to the Land Use Reclassification					
Step 1. Receive application of client for completeness and schedule for site inspection	Stakeholders (Farmers, land Developers)	Attend to Clients; Inquiry/ Request and assess Client needs	2 minutes	RTECLUM Secretariat	none
Step 2. Issue Order of payment and receives official receipt release of certificate			1 minutes	RTECLUM Secretariat	
<i>0-15 has (Inspection and Filing Fee)</i>					6750 pesos
<i>15-30 has</i>					9500 pesos
<i>30 has and above</i>					13000 pesos
Step 3 Convene RTECLUM committee and submit endorsement to NTECLUM			15 days	members of the RTECLUM (DA RFO 6, NIA, SRA, PCA)	none
Registration and Licensing					
Issuance of License to Operate (LTO) to Feeds and Veterinary Drugs and Biologics Establishments					
Step 1: Personnel receives and evaluates application form	Establishments (Feed, VDAP & Biologics) Manufacturers, Exporters, Importers, Traders, Suppliers, Retailers	Attend to Clients; Inquiry/ Request and assess Client needs	3 minutes	Regulatory-RFQCS (In-charge, Staffs)	none
Step 2. Issue Order of payment as per requirement and categories	-do-	-do-	1 minute	Regulatory-RFQCS (In-charge, Staffs)	none
Step 3. Payments of Registration Fee	-do-	-do-	1 minute	Regulatory Special Collecting Officer/Cashi	Listed below (payme

				er	nt/per year)
Feeds:					
<i>Manufacturer</i>					720 pesos
<i>Importer</i>					480 pesos
<i>Trader</i>					480 pesos
<i>Distributor</i>					120 pesos
<i>Supplier</i>					240 pesos
<i>Retailer</i>					60 pesos
Veterinary Drug and Biologics Production:	-do-	-do-			
<i>Manufacturer</i>					6000 pesos
<i>Importer</i>					3600 pesos
<i>Trader</i>					3600 pesos
<i>Distributor</i>					2400 pesos
<i>Outlet</i>					240 pesos
Step 4. Processing of Application	Establishments (Feed, VDAP & Biologics) Manufacturers, Exporters, Importers, Traders, Suppliers, Retailers		1 day	Regulatory- RFQCS (In- charge, Staffs)	none
For Initial:					
-Indorse to BAI.		none	1 day	Regulatory- RFQCS (In- charge, Staffs)	none
For renewal:					
-Approval at RFO by RED.			5 days	Division Chief & RED	none
Step 5. Releasing of license-to-operate certificate	Establishments (Feed, VDAP & Biologics) Manufacturers, Exporters, Importers, Traders, Suppliers, Retailers	Attend to Clients; Inquiry/ Request and assess Client needs	3 mins	Regulatory- RFQCS (In- charge, Staffs)	none
Feed, VDAP and Biologics Product Registration					
Step 1. Receives Application for Feed Product Registration	Establishments (Feed, VDAP & Biologics) Manufacturers, Exporters,	Attend to Clients; Inquiry/	3 minutes	Regulatory- RFQCS (In- charge,	

	Importers, Traders, Suppliers, Retailers	Request and assess Client needs		Staffs)	
Step 2. Issue Order of payment as per requirement and categories			1 minute	Regulatory-RFQCS (In-charge, Staffs)	
For Initial:					
Step 3. Application endorse to BAI			1 day	Regulatory-RFQCS (In-charge, Staffs)	none
For Renewal:					
Step 3: Processing of Renewal of CFPR			1 day	Regulatory-RFQCS (In-charge, Staffs)	
Step 4. Approval of CFPR			1 day	Division Chief & RED	none
Step 5. Releasing of CFPR	Establishments (Feed, VDAP & Biologics) Manufacturers, Exporters, Importers, Traders, Suppliers, Retailers	Attend to Clients; Inquiry/ Request and assess Client needs	3 mins	Regulatory-RFQCS (In-charge, Staffs)	none
Collection and report of Feed & VDAP monthly production					
Step 1. Receives Feed Production Report	Establishments (Feed, VDAP & Biologics) Manufacturers, Exporters, Importers, Traders, Suppliers, Retailers	Attend to Clients; Inquiry/ Request and assess Client needs	2 minutes	Regulatory-RFQCS (In-charge, Staffs)	none
Step 2. Personnel compute and evaluate production report receives					
Step 3. Issue Order of payment as per requirement and categories	-do-	-do-	1 minute	Regulatory-RFQCS (In-charge, Staffs)	none
Step 4. Payments of Inspection/Production Fee	-do-	-do-	2 minutes	Regulatory Special Collecting Officer/Cashier	0.60 pesos per MT of production

Applying for Certification of Farms to Good Agricultural Practices (GAP)

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/s Responsible	Fees (PHP)	Necessary Documents Required
1	Submit signed letter of intent	Office of the Regional Executive Director (ORD)	5 minutes	Clientele-applicant	None	Letter of intent, routing slip with Data Tracking System (DTS)
2	Wait for notification of : - Schedule of farm validation	DA-RFO 6 Regulatory Division	Within 15 days after receipt of request	Regulatory Division - GAP Team Member	Free	Letter of intent with approved routing slip and Travel Order
	- Schedule of Pre-inspection	DA-RFO 6 Regulatory Division	1-2 days	Regulatory Division - GAP Team	Free	Approved TO, Pre-inspection Checklist, report & other requirements
	- Compliance monitoring	DA-RFO 6 Regulatory Division	1 day	Regulatory Division - GAP Team Member	Free	Copy of Pre-inspection Report & other Requirements
3	Corrective actions based on checklist	Regulatory Division - GAP Team	1 day	Clientele-applicant	None	Records, documentations/ pictures
4	Wait for notification of: Final Inspection	Bureau of Plant Industry (BPI) – Central Office	1 day per farm	BPI-GAP Inspectors	Free	Notice of Final Inspection, Inspection Plan, Checklist, Report & Other Required Certification Requirements
5	Issuance of Certificate If pending, received notification from GAP-CC	Bureau of Plant Industry (BPI) – Central Office	15 days after the evaluation	BPI-GAP CC	None	Notice of pending approval
	-If approved, received GAP Certificate	BPI-Central Office	Within 30 days upon receipt of recommendations	DA-RFO 6 Regulatory Division	Free	Farm GAP Certificate
	-Claim of GAP Certificate	DA-RFO 6 Regulatory Division	1 day	Clientele-applicant	Free	-
END OF TRANSACTION						

*Fill out client Satisfaction Feedback Form.

INTEGRATED LABORATORIES DIVISION

Regional Crop Protection Center (RCPC)

Services:

1. Distribution of Biological Control Agents (BCAs) -*Trichogramma*, *Earwigs*, *Metarhizium**

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (PhP)
1	Proceeds to the RCPC Building	Receives walk-in client	2 minutes	Technical Staff	None
2	Requests for a particular BCA needed	Interviews walk-in client and presents available BCAs in the laboratory	5 minutes	Technical Staff	None
3	Receives the BCA requested	Prepares and issues the BCA requested	5 minutes	Laboratory Staff	None
4	Signs in the Issue Slip Form	Prepares and reviews the signed Issue Slip	2 minutes	Laboratory Staff	None
5	Undergoes quick briefing on the handling and use of the BCA in the field	Briefs the client on the proper handling and use of the BCA in the field	5 minutes	Technical Staff	None
6	Fills-out Client Satisfaction Feedback Form	Prepares and reviews the accomplished Client Satisfaction Feedback Form	2 minutes	Laboratory Staff	None
END OF TRANSACTION					

*for **earwigs**, requests should be made in advance (at least 2 days before the scheduled date of issuance)

2. Distribution of Tissue Cultured Banana Plantlets (*Lakatan and Cardaba*)*

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (PhP)
1	Proceeds to the Banana Tissue Culture Building	Receives walk-in client	2 minutes	Tissue Culture Laboratory In-Charge/Technical Staff	None
2	Requests on the quantity and particular variety needed	Interviews walk-in client and presents available banana plantlets	5 minutes	Tissue Culture Laboratory In-Charge/Technical Staff	None
3	Signs in the Master List and Issue Slip Form	Prepares and reviews the signed Issue Slip and Master List	2 minutes	Tissue Culture Laboratory In-Charge/Technical Staff	None
4	Goes to the Tissue Lab Nursery and receives the requested tissue cultured banana plantlets	Releases the requested tissue cultured banana plantlets	10 minutes	Nursery In-Charge	None
5	Fills-out Client Satisfaction Feedback Form	Prepares and reviews the accomplished Client Satisfaction Feedback Form	2 minutes	Tissue Culture Laboratory In-Charge/Technical Staff	None
END OF TRANSACTION					

*Dependent on the availability of tissue-cultured **plantlets** ready for distribution.

3. Plant Pests and Disease Diagnosis

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (PhP)
1	Brings the pest sample for identification or diseased plant/plant part specimen for diagnosis	Receives walk-in client	2 minutes	Plant Pest and Disease Diagnosis In-Charge/Technical Staff	None
2	Submits the specimen for inspection and answers several SOP questions	Receives the pest sample or diseased specimen (identifies pest through morphological characteristics and diagnoses disease through symptomatology)	5 minutes	Plant Pest and Disease Diagnosis In-Charge/Technical Staff	None
3	Receives recommendations from the Technical Staff based on identification/ diagnosis results	Gives recommendations based on identification and diagnosis results	10 minutes	Plant Pest and Disease Diagnosis In-Charge/Technical Staff	None
4	Fills-out Client Satisfaction Feedback Form	Prepares and reviews the accomplished Client Satisfaction Feedback Form	2 minutes	Plant Pest and Disease Diagnosis In-Charge/Technical Staff	None
END OF TRANSACTION					

4. Technical Assistance

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (PhP)
1	Contacts RCPC through landline or personally goes to RCPC office	Entertains calls or receives walk-in client	5 minutes	Technical Staff	None
2	Discusses the problem or concern with the Technical Staff	Discusses with the client regarding the concern	5 minutes	Technical Staff	None
3	Receives recommendations or waits for immediate action/s from the service provider	<p>Gives appropriate recommendations or actions to the concern of the client</p> <p>*if the concern needs further validation the service provider will schedule to go to the field/area</p>	5 minutes	Technical Staff	None
END OF TRANSACTION					

5. On the Job Training (OJT)

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (Php)
1	Sends Letter of Requests to the office addressed to the Regional Director	Approves/Disapproves request	5 minutes	RCPC Chief	None
2	Sends trainees	Provides lectures and hands-on training on the Mass Production Techniques of Biological Control Agents (BCAs) being produced in the laboratory	Depends on the number of hours required by the school	Technical and Laboratory Staff	None
3	Completes the number of hours required	Issues Certificate of Completion upon completion of the training	10 minutes	RCPC Chief	None
END OF TRANSACTION					

6. Resource Person to Trainings and Farmers' Forum/Briefings

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (PhP)
1	Sends Invitation Letter to the office addressed to the Regional Director at least 1 week before the scheduled activity	Responds to invitation *Delivers lectures and respond to inquiries after the lecture	1-2 hours	RCPC Chief/Technical Staff	None
END OF TRANSACTION					

*Fill out client Satisfaction Feedback Form.

Regional Soils Laboratory (RSL)

Services:

1. Soil Analysis

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (Php)
1	Submits soil samples	1. Verifies if samples are properly collected. 2. Gives information forms to be filled up	10 minutes 10 minutes	Technical Staff	
2	Pays to the Cashiering Unit	Receives and issues official receipt	10 minutes	Cashier	Macroanalysis: Php 100.00/soil sample (complete analysis for OM,pH, P, K) Microanalysis: Zn=Php 150.00 Cu=Php 150.00 Mg=Php 150.00 Fe=Php 150.00
3	Presents the official receipt to the laboratory staff	Records official receipt and assigns laboratory number	10 minutes		
4		Prepares soil samples/set of 40 samples (air dry, pulverize, and quartering, and labeling)	24 working hours (3 days) *For very wet samples such as fishpond samples, requires approximately 3 weeks	Laboratory Aide	

5		1.Complete Soil Analysis a.) Macronutrient (pH, Organic Matter, Phosphorous, Potassium, Moisture) b.) Micronutrient (Zn, Cu, Mn, Fe)	28 working days (3 days)	Chemical/Technical Staff	
		2. Computes results of analysis		Chemist	
		3. Records, encodes and checks results of analysis			
		4. Recommends fertilizer application		Chemical/Technical Staff	
		5. Certifies results of analysis		Chemist	
6	Receives results of analysis	Issues result of analysis	10 minutes		
7	Receives instructions	Technical consultation	15 minutes	Technical Staff/Chemist	
		Total	51 working hours (6 days)		
END OF TRANSACTION					

***Fill out client Satisfaction Feedback Form**

2. Fertilizer, Plant Tissue, Lime, Rockphosphate Analysis

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (Php)
1	Submits Samples	Receives samples for analysis, reviews the request form, schedules the tentative releasing date of result and issues charge slip	15 minutes	Technical Staff	
2	Pays to the Cashiering Unit	Receives and issues official receipt of payment	10 minutes	Cashier	N=Php 200.00 P=Php 250.00 K=Php 200.00 pH=Php 70.00 Ca=Php 200.00 OM=Php 200.00 Moisture=Php 200.00
3	Presents the official receipt to the laboratory staff	Records official receipt and assigns laboratory number	5 minutes	Technical staff	
4		1. Prepares set of 3 samples per analysis (2 trials) *Labelling 2. Analyze samples 3. Computes, encodes and checks results of analysis 4. Prepares laboratory reports	19 working hours/analysis	Chemist	
5		Certifies results of analysis	30 minutes		
6	Receives result of analysis	Issues result of analysis	10 minutes	Chemist	
7	Seeks technical assistance/interpretation of results	Technical consultation	15 minutes	Chemist	
8	Fills out Client Satisfaction Feedback Form	Reviews and compiles the accomplished Client Satisfaction Feedback Form	10 minutes		
		Total	21 working hours (2-3 days)		
END OF TRANSACTION					

3. Production and Distribution of Rhizobia and Trichoderma

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (Php)
1	Requests for inoculant *Walk-in client *For Farmers Association- submits letter of request to the Office of the Director	Provide request form. Receives official communication.	5 minutes	Technical Staff	
2	Fills-out the request form	Reviews filled out form Interviews client about information provided by the request form	5 minutes 10 minutes		
3	Pays the cost of inoculant at the cashier	Prepares inoculant requested.	10 minutes		Php 10.00/packet for rhizobia inoculant Php 20.00/packet for trichoderma
4	Presents the Official Receipt	Records official receipt	5 minutes		
5	Receives inoculant and instructions on the proper use of the inoculant	Gives out inoculant to the client and orients on the proper use of the inoculant	10 minutes	Technical Staff	
6	Fills out Client Satisfaction Feedback form	Reviews and compiles the accomplished Client Satisfaction Feedback form	10 minutes		
END TRANSACTION					

REGIONAL ANIMAL DISEASE DIAGNOSTIC LABORATORY (RADDL)

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (Php)
1	Proceeds to RADDL with the Specimen	Interviews and requests client to fill up the SSF Form completely	30 minutes	Laboratory Staff	None
2	Accomplishes the Specimen Submission Form to include the farm/animal clinical history	Checks completeness of info needed and computes the required lab. fee based on the test requested	10 minutes	Laboratory Staff	None
3	Pays the necessary lab fee to DA 6 Cashier's Office	Assigns specific lab number to the specimen received	10 minutes	Laboratory Staff	None
4	Presents Official Receipt to RADDL for recording of OR No.	Records OR No. and submit specimen to concern Lab Personnel	5 minutes	Laboratory Aide or any available Laboratory Staff	None
		LABORATORY SERVICES:			
		I. PATHOLOGY			
		Gross Pathology (Necropsy)			
		1. Poultry up to 8 weeks old	1-2 working days	Veterinarian/ Technical Personnel	P50/head
		2. Poultry over 2 months	1-2 working days		P75/head
		3. Swine up to 8 weeks old	1-2 working days		P100/head
		4. Swine over 2 months	1-2 working days		P150/head
		5. Swine-Sow/Boar	1-2 working days		P200/head
		6. Goat	1-2 working days		P150/head
		7. Cattle/Carabao/ Horse (Up to 8 weeks old)	1-2 working days		P200/head
		8. Cattle/Carabao/ Horse (Over 2 months old)	1-2 working days		P300/head
		II.			

		PARASITOLOGY			
		A. FECAL EXAMINATION^a 1. Flotation 2. Sedimentation 3. Direct Fecal Smear B. Blood Parasite Examination (BPE) 1. Direct smear 2. Stained smear	1-2 working days 1-2 working days 1 working day 1 working day 2 working days	Veterinarian/ Technical Personnel Veterinarian/ Technical Personnel	P20/sample P20/sample P15/sample P15/sample P25/sample
		III. VIROLOGY			
		A. SEROLOGY 1. Hemagglutination Assay – Hemagglutination Inhibition (HA – HI) Test New Castle Disease (ND) 2. Enzyme - Linked Immunosorbent Assay (ELISA) ^c *Classical Swine Fever (CSF) *Caprine Arthritis Encephalitis (CAE) B. RABIES EXAMINATION (Preliminary steps only)	1-2 working days 5 working days 3 - 5 working days	Veterinarian/ Technical Personnel Veterinarian/ Technical Personnel Veterinarian/ Laboratory Aide	P75/sample P300/sample Collection of lab fee is suspended
		IV. BACTERIOLOGY			
		Serology: Rapid Plate Test 1. <i>Pullorum Disease</i> 2. <i>Mycoplasma gallisepticum</i> 3. <i>Mycoplasma synoviae</i> 4. Rose Bengal Test (<i>Brucella Abortus</i>)	1-2 working days	Veterinarian/ Technical Personnel	P150/sample
5	Receives the test result by signing on the duplicate copy of the result	Releases the original copy of the result to the Client and file the signed duplicate copy	10 minutes	Laboratory Aide	
END OF TRANSACTION					

^a Duration of test depends on the no. of samples/cases

^b Requires 3 or 4 samples to run the test

^c Test will be run only if the no. of samples is enough to fill an ELISA plate

^d Receiving of samples up to 3:00 PM, Monday to Friday

* Rabies Samples = 7 days a week, care off guard-on-duty during Saturdays, Sundays and after office hours

***Fill out client Satisfaction Feedback Form**

Regional Feed Laboratory (RFL)

Steps	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees (Php)
1	Submits samples to RFL	Receives sample	5 minutes	Chemist/ Technical Personnel	
2	Requests Analysis of Sample for Proximate / Mineral Analysis / Feed Microscopy / Aflatoxin Analysis and other information	Furnishes laboratory request form to be filled up by the client	5-10 minutes	Chemist/ Technical Personnel	Crude Protein-216 Crude Fat - 216 Crude Fiber-240 Moisture -120 Ash - 120 Microscopy -120 Salt - 240 Calcium - 240 Aflatoxin - 1,200
3	Presents order of payment slip to Cashier's office (for walk-in clients only)	Issues official receipt of payment	3 minutes	Cashier	
4	Presents original copy of official receipt and notes schedule of release of result (for walk-in clients only)	Records payments data, OR number and amount paid in the logbook and notes date of release of laboratory results.	20 minutes	Chemist/ Technical Personnel	
4A		*Pre-analysis activity a. Prepares sample	*3 working days	Chemist/ Technical Personnel	
		b. *Prepares reagent and standard solution		Chemist/ Technical Personnel	
		c. *Standardizes solution		Chemist	
		d. *Weighs sample		Technical Personnel	
4B		Analyzes sample for proximate analysis (client may opt for complete or any of the analysis only)			
		1. Moisture, set of 24 samples/run	2 working days	Chemist/ Technical Personnel	
		2. Ash, set of 20 samples/run	2 working days	Chemist/ Technical Personnel	
		3. Crude Protein, set of 12/run	3 working days	Chemist/ Technical Personnel	

		4. Crude Fat, set of 40/run	3 working days	Chemist/ Technical Personnel	
		5. Crude Fiber, set of 6/run	3-4 working days	Chemist/ Technical Personnel	
4C		Analyzes sample for Mineral Analysis (client may opt complete or any of the analysis only)			
		1. Sodium Chloride Determination	2 working days	Chemist/ Technical Personnel	
		2. Calcium Determination	5 working days	Chemist/ Technical Personnel	
4D		Analyzes sample for Feed Microscopy, set of 6 sample/run	1 working day	Chemist/ Technical Personnel	
5		Computes and prepares laboratory result of analysis	7 minutes / laboratory result	Chemist/ Technical Personnel	
6		Certifies laboratory result	5 minutes	Chemist/ Technical Personnel	
7	Receives Laboratory result	Issues laboratory result	5 minutes	Chemist/ Technical Personnel	
8	Requests Feed Analysis Trainings and Laboratory Visits	Provides on the Job Training and Technical Assistance	As per Requested Duration of Duty Hours	Chemist/ Technical Personnel	
END OF TRANSACTION					

***Fill out client Satisfaction Feedback Form**

RESEARCH DIVISION

RESEARCH STATIONS / FACILITIES

WESTERN VISAYAS AGRICULTURAL RESEARCH CENTER

1. Selling of Quality Palay Seeds

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in-charge	Fees (Php)
1	Proceeds to Bodega in-charge and ask for the availability of seeds	Present what varieties of seeds are available	3 minutes	Bodega in-charge	Registered P 1,700.00 @40 kilos/bag
2	Selects what variety of seeds he/she wants to purchase	Release issue slip	3 minutes	Bodega in-charge	Certified P 1,360.00 @40 kilos/bag
3	Pays to the cashier	Process payment and issue OR	3 minutes	Cashier	
4	Presents Official Receipt to the Bodega in-charge	Release the seeds from the WESVIARC	10 minutes	Bodega in-charge	
END OF TRANSACTION					

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2. Selling of Assorted Fruit Trees

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in-charge	Fees (Php)
1	Proceeds to the Nursery in-charge and ask for the availability of seeds	Present what kind of planting materials are available for sale	5 minutes	Nursery in-charge	A.Fruit trees: 1. Asexually Propagated seedlings- P30.00 to 150.00/pc 2.Assorted sexually propagated seeding- P 15.00 to 30.00/seeding B. Ornamentals and Medicinal plants – P 15.00-100.00/pc. C.Cutflowers – P 30.00-200.00/doz. D. Banana (tissue cultured & suckers – P 15.00-60.00/pc/
2	Selects what kind of planting materials to be purchased	Release issue slip	5 minutes	Nursery in-charge	
3	Pays to the cashier	Receives payment and issue OR	5 minutes	Cashier	
4	Presents official receipt to the Bodega in-charge	Release the planting materials from the WESVIARC Nursery	5-10 minutes	Nursery in-charge	
END OF TRANSACTION					

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3. Requisition/Acquisition of Assorted Planting Materials

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in-charge	Fees (Php)
1	Send letter of request to the office	Present letter request to the head of the station	3 minutes	Station Head	None
2	Proceeds to the nursery	Presents what kind of planting materials is available	3 minutes	Nursery in-charge	
3	Selects what kind of planting materials to avail	Prepare requisition and issue slip	3 minutes	Nursery in-charge	
4	Sign issue slip	Release of planting materials	10 minutes	Nursery in-charge	
END OF TRANSACTION					

***Fill out client Satisfaction Feedback Form**

4. Technical Assistance

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in-charge	Fees (Php)
1	Proceeds to the Knowledge Management Center and present his/her problem in the field	Refers the client to the expert pool	5 minutes	Senior Science Research Specialist/Science Research Specialist	None
2	Proceeds to the expert pool and discuss the situation in the field	Gathers information and provides immediate action to the problem, if the problem needs to be verified the service provider will visit the area for further verification	30 minutes depends on the distance	Senior Science Research Specialist/Science Research Specialist	None
END OF TRANSACTION					

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5. On the Job Training

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in-charge	Fees (Php)
1	Sends letter of request to the office	Approves/disapproves request	2-5 days	Office Head	None
2	If approved: Sends Trainees If disapproved:	Provides lectures, hands-on-training on crops and livestock Sends letter stating reasons for disapproval/assigns OJT to other stations	Depends on the number of hours required to the trainees 2 days	OJT Coordinator Researchers OJT Coordinator	None
3	Completes the number of hours required	Issues certificate of completion upon satisfactory completion of training	10 minutes	OJT Coordinator	None
END OF TRANSACTION					

***Fill out client Satisfaction Feedback Form**

6. Resource Person to Training and Farmers' Forum

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in-charge	Fees (Php)
1	Sends letter of request to the office	Response to request Delivers lecture and response to inquiries after the lecture	2 days 30 minutes to 1 hour	Expert Pool	None
END OF TRANSACTION					

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