



CITY GOVERNMENT OF EL SALVADOR

CITIZEN'S CHARTER 2019 (1st Edition)



CITY AGRICULTURE'S OFFICE

CITIZEN'S CHARTER 2019 (1st Edition)



1. TRAININGS AND SEMINARS SERVICES

This is an extension service that provides effective and appropriate farm practices through trainings, seminars, field trials, farm consultations and demonstrations for the promotion of agricultural crops and fisheries production. The service also provides assistance in farm planning and budgeting and.

Office or Division:	Crop Production & Development Division, City Agriculture Office			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, and G2G			
Who may avail:	Local Farmers, Fisher Folks and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request			Requesting Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request *Make sure that the letter is signed by organization's representative	1.1 Receive letter request & Review for correctness of letter	None	3 minutes	Christine Macahilos Environmental Management Assistant
	1.2 Forward letter request to City Agriculturist	None	1 minute	Under Direct Supervision of: Nolly Adrian Gabule City Agriculturist
	1.3 Review Letter Request- Forward letter to assigned commodity Coordinators	None	5 minutes	Nolly Adrian Gabule City Agriculturist
2. Proceed to the Coordinator assigned	2.1 Coordinator Evaluates and meet the client, conduct interview for details needed and set schedule for the service requested	None	30 minutes	Melia Aso Agriculturist II Rice Coordinator Lionel Rey Apdian Agricultural Technologist Corn & Cassava Coordinator



				<p>Alann Bajuyo Aquacultural Technician 1</p> <p>Mariz Florendo Agricultural Technologist</p> <p>Emmanuel Zarate Farm Worker II High Value crops Coordinator</p>
	<p>2.2 Coordinator must submit to City Agriculturist the list of materials needed together with the Scheduled date of the activity</p>	<p>None</p>	<p>30 minutes</p>	<p>Melia Aso Agriculturist II Rice Coordinator</p> <p>Lionel Rey Apdian Agricultural Technologist Corn & Cassava Coordinator</p> <p>Alann Bajuyo Aquacultural Technician 1</p> <p>Mariz Florendo Agricultural Technologist</p> <p>Emmanuel Zarate Farm Worker II High Value crops Coordinator</p>



2. CERTIFICATIONS

This service provides certification for all agricultural related matters such as agricultural loans, crop damage, crop suitability, and farming under city jurisdiction.

Office or Division:	Administrative & Other Agricultural Related service Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Local Farmers, Fisher Folks and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter Request	1.1 Receive and record letter request	None	3 minutes	Christine Macahilos Environmental Management Assistant Under Direct Supervision of: Nolly Adrian Gabule City Agriculturist
	1.2 Forward letter request to City Agriculturist	None	1 minute	
	1.3 Issue order of payment to be paid to Treasury office	None	3 minutes	
2.Pay corresponding fees at the city Treasury Office	2.1 Receive order of payment and Cash And issue Official Receipt (O.R)	P 130.00	15 minutes	Window 1: Cuariza Pates Admin. Aide 1 Window 2: Kent John Magpulong RCC1 Window 3: Florabel Ladoroz RCC1



				<p>Window 4: Denand Lou Bacasmot RCC1</p> <p>Window 6 Catheryn Magdale RCC1</p>
3.Submit Official Receipt to CAO	3.1 Receive, Record, Photocopy O.R, and Print two (2) copies of certifications, one for the client and one for file copy	None	10 minutes	<p>Christine Macahilos Environmental Management assistant</p> <p>Under Direct Supervision of:</p> <p>Nolly Adrian Gabule City Agriculturist</p>
	3.2 Forward Certification to City Agriculturist for Signature	None	3 minutes	
4.Receive Certification and sign logbook	4.1 Record Certification and give to client	None	3 minutes	



3. TRACTOR RENTAL BOOKING

This service is the first step to avail the tractor rental service. With this, proper scheduling of tractor rental services are given and delays of plowing will be avoided. This is also to avoid insert bookings which leads to bribery.

Office or Division:		Administrative & Other Agricultural Related service Division, City Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C & G2G		
Who may avail:		Local Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
downpayment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit City Agriculture Office	1.1 Interview client for the details needed and Issue order of payment to be paid at the Treasury Office		15 minutes	Mary Love C. Nob Encoder Under Direct Supervision of: Nolly Adrian Gabule City Agriculturist
2. Pay Corresponding Fees to city Treasury Office	2.1 Receive order of Payment, receive cash and issue Official Receipt	500.00 (down payment)	15 minutes	Window 1: Cuariza Pates Admin. Aide 1 Window 2: Kent John Magpulong RCC1 Window 3: Florabel Ladoroz RCC1 Window 4: Denand Lou Bacasmot RCC1 Window 6 Catheryn Magdale RCC1



3. Submit Official Receipt to CAO	3.1 Receive, Record, Photocopy O.R, and Set Schedule for the service (first Come First Serve Basis)		15 minutes	Mary Love C. Nob Encoder Under Direct Supervision of: Nolly Adrian Gabule City Agriculturist
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4.TRACTOR RENTAL SERVICE

This service includes plowing and harrowing of farm lots using tractor units from City Government through City Agriculture Office. Tractors are deployed according to schedules, at affordable rates per hectare (2,000.00/ha. for disc plow and 1,500.00/ha for harrow). To economize operations, areas scheduled for service are clustered into a minimum aggregate area of 3 hectares/day.

Office or Division:	Administrative & Other Agricultural Related service Division, City Agriculture Office			
Classification:	COMPLEX			
Type of Transaction:	G2C & G2G			
Who may avail:	Local Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of Down payment			City Treasury Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present OR of down payment to Tractor Operators	1.1 Plow the farm area	None	3 hours (depending on the land area)	Luciano Oco Tractor Operator Demetrio Mambayla Tractor Operator Under Direct Supervision of: Nolly Adrian Gabule City Agriculturist
	1.2 Survey and measure total land area plowed	None	15 minutes	Larry Laid Admin Aide 1
	1.3 Record the land area per client	None	2 minutes	



<p>2.Settle remaining balances for the service rendered at the City Agriculture Office</p>	<p>2.1 Compute balances and Issue order of payment to be paid at the city Treasury's Office</p>		<p>15 minutes</p>	<p>Mary Love C. Nob Encoder</p> <p>Under Direct Supervision of:</p> <p>Nolly Adrian Gabule City Agriculturist</p>
<p>3.Present Order of Payment to Treasury Personnel</p>	<p>3.1 Receive Order of payment, cash and issue O.R</p>	<p>Dependent on the total land area plowed</p>	<p>15 minutes</p>	<p>Window 1: Cuariza Pates Admin. Aide 1</p> <p>Window 2: Kent John Magpulong RCC1</p> <p>Window 3: Florabel Ladoroz RCC1</p> <p>Window 4: Denand Lou Bacasmot RCC1</p> <p>Window 6 Catheryn Magdale RCC1</p>
<p>4.Present O.R to Agriculture Office Personnel</p>	<p>4.1 Receive and Photocopy O.R, and record the Payment</p>	<p>None</p>	<p>15 minutes</p>	<p>Mary Love C. Nob Encoder</p> <p>Under Direct Supervision of:</p> <p>Nolly Adrian Gabule City Agriculturist</p>



5. NEW FISHER FOLK REGISTRATION

This service registers new fisher folks who wishes to fish inside the City Waters of El Salvador City.

Office or Division:	Fisheries Division, City Agriculture Office			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	Local and Transient Fisher folks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate- present only		Barangay Hall or City Treasury Office		
Barangay Clearance – original copy		Barangay Hall from place of residence		
2 pcs. 1x1 picture of Fisher folk				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Requirements	1.1 Check if fisher folk is already registered, and Interview the client with the Registration Fisher folk Form provided by the City Agriculture Office (CAO)	None	15 minutes	Mariz Florendo Agricultural Technologist
2.Sign the Registration Fisher folk Form on the Licensee part and stamp thumbmark	2.1 Issue copy of the Registration Fisher folk Form with Fisher folk Registration Number and keep for file copy	None	10 minutes	



6. ISSUANCE OF FISHING PERMIT

This service issues Permit to Operate for Local and Transient Fisher folks that wish to fish inside the City Waters of El Salvador City.

Office or Division:		Fisheries Division, City Agriculture Office		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Local and Transient Fisher folks		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate-present only		Barangay Hall or City Treasurer Office		
Barangay Clearance-original copy		Barangay Hall from place of residence		
2 pcs. 1x1 picture of applicant		From applicant		
Certificate of Registration of Fisher folk		Fisheries Division-City Agriculture Office		
Permit to Operate		Fisheries Division-City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1.Submit Requirements	1.1 Check if fisher folk is already registered, Interview the client with the Registration Fisher folk Form provided by the City Agriculture Office (CAO)	None	15 minutes	Mariz Florendo Agricultural Technologist
	1.2 Requirements will be attached to the Registration Fisher folk Form and issue order of payment Then give to client		5 minutes	
2.Pay corresponding fees to the City Treasury Office	2.1 Receive Order of payment and cash, then issue Official Receipt	License fee: El Salvador Resident-100.00 Transient-300.00 Fishing Gears:	30 minutes	Window 1: Cuariza Pates Admin. Aide 1 Window 2: Kent John Magpulong RCC1



		Panglamba y- 100.00 Pukot- 300.00 Yabyab- 500.00 Bahan pasol- 200.00 Subid- 200.00 Pukot sa semilia: Sudsud,sar ap-100.00 Saplada- 300.00 Bubo pangisda- 100.00 Panghugos- 100.00 Ali-300.00 Kayagkag- 500.00 Paranghi- 300.00 Palaran- 300.00 Hook & Line-200.00 Payao- 1,000.00		Window 3: Florabel Ladoroz RCC1 Window 4: Denand Lou Bacasmot RCC1 Window 6 Catheryn Magdale RCC1
3.Submit Official Receipt (OR) to Agriculture Office	3.1Receives and Photocopy the OR		3 minutes	



	3.2 Picture taking of the fisher folk		5 minutes	Mariz Florendo Agricultural Technologist
	3.3 Preparation and Printing of Permit to Operate		10 minutes	
	3.4 Signature from the City Agriculturist		3 minutes	Nolly Adrian Gabule City Agriculturist
	3.5 submit permit to operate to City Mayor's Office for LCE's signature		1day	Hon. Edgar S. Lignes City Mayor
4. Sign the logbook, Receives the Permit to Operate	6.1 Issues two (2) copies of Permit to Operate and keeps the other copy as office file		5 minutes	Mariz Florendo Agricultural Technologist



7.ISSUANCE OF BOAT REGISTRATION CERTIFICATE

This service issues Boat Certificate of registration for local fisher folks who wishes to fish within the Municipal Waters of El Salvador City.

Office or Division:	Fisheries Division, City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Local Fisher folks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate-present only		Barangay Hall or City Treasurer Office		
Barangay Clearance – 1original copy		Barangay Hall from place of residence		
2 pcs. 1x1 picture of applicant		From applicant		
Picture of Boat with the Owner/Operator		From applicant		
Maritime Clearance		Philippine Maritime Group		
Certificate of Boat Ownership (if owned)		Barangay Hall from place of residence		
Certificate of Sale (if bought)		Previous Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit requirements	1.1 Check if the boat is already registered	NONE	5 minutes	Mariz Florendo Agricultural Technologist
2. Meet up on field for Boat Measurement	2.1 Boat Admeasurement	NONE	30 minutes	Alann Bajuyo Aquaculture Technician
	2.2 Preparation of Boat Certificate and issue order of payment	NONE	10 minutes	Mariz Florendo Agricultural Technologist
3.Pay Corresponding fees to the City Treasury's Office	3.1 Receive Order of payment and cash, then issue Official Receipt	Nonmotorized- 50.00 Motorized: 5Hp or less- 150.00 6-10Hp- 250.00 Above 10- 20Hp 800.00 Canter- 1,000.00	15 minutes	Window 1: Cuariza Pates Admin. Aide 1 Window 2: Kent John Magpulong RCC1 Window 3: Florabel Ladoroz RCC1 Window 4: Denand Lou Bacasmot RCC1



		3GT & above-1,500.00		Window 6 Catheryn Magdale RCC1
4. Submit O.R to Agriculture Office	4.1 Receive and Photocopy O.R		15 minutes	Mariz Florendo Agricultural Technologist
	4.2 Processing of the signatories from the City Agriculturist and City Mayor		1 day	Hon. Edgar S. Lignes City Mayor
5. Sign the Logbook, Receive the Boat Certificate	5.1 Issue two copies of Boat registration certificate and keeps the other copy as office file		10 minutes	Mariz Florendo Agricultural Technologist



8. SOIL SAMPLING SERVICES

Soil sampling and testing can show you the plant available nutrients and other soil chemical factors important for production. Nutrient levels in soil also vary from year to year, so it is important to perform soil sampling and testing prior to planting any new crop. With this service, Agriculture Office can be able to help farmers determine what nutrient the soil is lacking, thus helping them in deciding what fertilizer to apply.

Office or Division:		Administrative & Other Agricultural Related Services Division, City Agriculture Office		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		Local Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Agriculture Office And submit letter Request	1.1 Receive, record letter Request and interview client for information needed	None	10 minutes	Emmanuel Zarate Farm Worker II
	1.2 Schedule date for Soil Sampling	None	5 minutes	
2. Field Meet up with Agriculture personnel on the date scheduled	2.1 Get Soil sample from the area	None	2-3 hours (depending on the farm distance and farm land area)	
3. wait for the soil laboratory result to be released	3.1 Submit soil sample to Provincial Agriculture-bureau of Soil	None	2 weeks	
	3.2 if the result is released, contact client	None	5 minutes	
4. Visit Agriculture office for the release of Soil Laboratory Result	4.1 Interpret result and give proper recommendations to the	None	10 minutes	



	client			
5. Sign logbook and receive Document	4. 2 Release soil sampling results and photocopy for office file	None	10 minutes	



9. VEGETABLE SEEDS ASSISTANCE SERVICE

This service helps our unfortunate local farmers in having quality seeds of vegetables. Those who are unable to buy commercial vegetable seeds for farming, will have a continuous source of seeds.

Office or Division:	Administrative & Other Agricultural Related Services Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Local Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (for schools and other government agency, and associations with volume seed request)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit City Agriculture office and fill up information sheet	1.1 Interview farmer for information needed	None	5 minutes	Emmanuel Zarate Farm Worker II
2. Receive seed packs	2.1 Give vegetable seeds requested by the client, then provide necessary instructions for planting the seeds	None	5 minutes	



10. CERTIFICATION FOR LAND RE-CLASSIFICATION

Reclassification of agricultural land refers to the act of specifying how agricultural lands shall be utilized for non-agricultural uses such as residential, industrial, commercial, as embodied in the land use plan, subject to the requirements and procedure for land use conversion, undertaken by a Local Government Unit (LGU)

Office or Division:	Administrative & Other Agricultural Related service Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Local Land Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Of Intent (addressed to CDC Council Chairman)		From Client		
Sketch Plan (signed by Geodetic Engineer)		Assessor's Office, El Salvador City		
Vicinity Map/Plan in Large Scale (Signed by Geodetic Engineer)		Assessor's Office, El Salvador City		
Certificate of Title		Assessor's Office, El Salvador City		
Tax Declaration		Assessor's Office, El Salvador City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements to City Agriculture Office	1.1 Receive and check validity of requirements	None	20 minutes	Christine Macahilos Environmental Management Assistant
	1.2 Interview client for necessary details needed and schedule actual site inspection	None	10 minutes	Under Direct Supervision of: Nolly Adrian Gabule City Agriculturist
	1.3 Conduct actual site inspection	None	1 day	Ferdinand Cuaresma Checker Under Direct Supervision of: Nolly Adrian Gabule City Agriculturist



	1.4 Inform Client to visit Agriculture office for the certification	None	10 minutes	Christine Macahilos Environmental Management assistant
2. Follow-up transaction at the City Agriculture Office	2.1 Issue Order of Payment to paid at the City Treasury Office	None	3 minutes	Under Direct Supervision of: Nolly Adrian Gabule City Agriculturist
3. Pay corresponding fees at the City Treasury Office	3.1 Receive Order of payment and cash, then issue Official Receipt	P 130.00	15 minutes	Window 1: Cuariza Pates Admin. Aide 1 Window 2: Kent John Magpulong RCC1 Window 3: Florabel Ladoroz RCC1 Window 4: Denand Lou Bacasmot RCC1 Window 6 Catheryn Magdale RCC1



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Send your feedback through our e-mail agriculture_elsalvadorcity@yahoo.com.ph 2. Call us through landline (088) 555-0367
How feedbacks are processed	1. Fill-up our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available on the front desk of our office 2. Drop this in the SUGGESTION BOX on our office front desk
How to file a complaint	1. Fill-up our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available on the front desk of our office 2. Drop this in the SUGGESTION BOX on our office front desk 3. Approach the City Agriculturist
How complaints are processed	1. Written and verbal complaints shall immediately be attended to, by the City Agriculturist
Contact Information of CCB, PCC, ARTA	

