

CITY GOVERNMENT OF EL SALVADOR

CITIZEN’S CHARTER

2020 (1st Edition)



CITY AGRICULTURE’S OFFICE

CITIZEN’S CHARTER

2020 (1st Edition)



**1. TRAININGS AND SEMINARS SERVICES**

**Description of the service:** 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.

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| **Office or Division:** | **Crop Production and 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 |  | (From 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. Receive letter request and reviews the correctness of letter
 | None | 3 minutes | Christine MacahilosEnvironmental Management AssistantUnder Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |
|  | * 1. Forward letter request to City Agriculturist
 | None | 1 minute |
|  | 1.3 Review Letter Request and forward letter to assigned commodity Coordinators | None | 5 minutes | Nolly Adrian GabuleCity Agriculturist |
| 1. Proceed to the Coordinator assigned
 | 2.1 Meet and evaluate the client, conduct interview for details needed and set schedule for the service requested | None | 30 minutes | Melia AsoAgriculturist IIRice CoordinatorLionel Rey ApdianAgricultural TechnologistCorn & CassavaCoordinatorAlann BajuyoAquacultural Technician 1Mariz FlorendoAgricultural Technologist Emmanuel ZarateFarm Worker IIHigh Value crops Coordinator |
|  | 2.2 Submit to City Agriculturist the list of materials needed together with the scheduled date of the activity | None | 30 minutes | Melia AsoAgriculturist IIRice CoordinatorLionel Rey ApdianAgricultural TechnologistCorn & CassavaCoordinatorAlann BajuyoAquacultural Technician 1Mariz FlorendoAgricultural Technologist Emmanuel ZarateFarm Worker IIHigh Value crops Coordinator |





**2. CERTIFICATIONS**

**Description of the Service**: This service provides certification for all agricultural related matters such as agricultural loans, crop damage, crop suitability, and farming under city jurisdiction.

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| **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 |  | ( From the Requesting Client) |
|  |  |  |  |  |
|  |  |  |  |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit Letter Request | * 1. Receive and record letter request
 | None | 3 minutes | Christine MacahilosEnvironmental Management AssistantUnder Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |
|  | * 1. Forward letter request to City Agriculturist
 | None | 1minute |
|  | 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 Cashand issue Official Receipt (O.R) | P 130.00 | 15 minutes | Window 1:Cuariza PatesAdmin. Aide 1Window 2:Kent John MagpulongRCC1Window 3:Florabel LadorozRCC1Window 4:Denand Lou BacasmotRCC1Window 6Catheryn MagdaleRCC1 |
| 3.Submit Official Receipt to City Accounting Office | * 1. Receive, record, and photocopy O.R, and Print two (2) copies of certifications, one for the client and one for file copy
 | None | 10 minutes | Christine MacahilosEnvironmental Management assistantUnder Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |
|  | 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**

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

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| **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 |  | (From Client) |
|  |  |  |  |
|  |  |  |  |
| **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 City Treasury Office |  | 15 minutes | Mary Love C. NobEncoderUnder Direct Supervision of:Nolly Adrian GabuleCity 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 PatesAdmin. Aide 1Window 2:Kent John MagpulongRCC1Window 3:Florabel LadorozRCC1Window 4:Denand Lou BacasmotRCC1Window 6Catheryn MagdaleRCC1 |
| 3.Submit Official Receipt to CAO | 3.1 Receive, record, photocopy O.R, andset schedule for the service(First-Come, First- Serve Basis) |  | 15 minutes | Mary Love C. NobEncoderUnder Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |





**4. TRACTOR RENTAL SERVICE**

**Description of the 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.

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| **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 Official Receipt (OR) of down payment to Tractor Operators | 1.1 Plow the farm area  | None | 3 hours (depending on the land area) | Luciano OcoTractor OperatorDemetrio MambaylaTractor OperatorUnder Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |
|  | 1.2 Survey and measure total land area plowed | None | 15 minutes | Larry LaidAdmin Aide 1 |
|  | * 1. Record the land area per client
 | None | 2 minutes |
| 2.Settle remaining balances for the service rendered at the City Agriculture Office | 2.1 Compute balances and issue order of payment to be paid at the city Treasurer’s Office |  | 15 minutes | Mary Love C. NobEncoderUnder Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |
| 3.Present Order of Payment to Treasury Personnel | 3.1 Receive Order of payment, cash and issue O.R | Dependent on the total land area plowed | 15 minutes | Window 1:Cuariza PatesAdmin. Aide 1Window 2:Kent John MagpulongRCC1Window 3:Florabel LadorozRCC1Window 4:Denand Lou BacasmotRCC1Window 6Catheryn MagdaleRCC1 |
| 4.Present O.R to Agriculture Office Personnel | 4.1 Receive and photocopy O.R, and record the Payment | None | 15 minutes | Mary Love C. NobEncoderUnder Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |





**5. NEW FISHER FOLK REGISTRATION**

**Description of the Service**: This service registers new fisher-folks who wish to fish inside the City Waters of El Salvador City.

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| **Office or Division:** | **Fisheries Division, City Agriculture Office** |
| **Classification:** | **SIMPLE** |
| **Type of Transaction:** | **G2C** |
| **Who may avail:** | **Local and Transient Fisherfolks** |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Community Tax Certificate- present only | Barangay Hall or City Treasury Office |
| Barangay Clearance – original copy | Barangay Hall of the 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 thumb mark | 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**

**Description of the Service**: This service issues Permit to Operate for Local and Transient Fisher-folks who wish to fish inside the City Waters of El Salvador City.

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| **Office or Division:** | **Fisheries Division, City Agriculture Office** |
| **Classification:** | **Complex** |
| **Type of Transaction:** | **G2C** |
| **Who may avail:** | **Local and Transient Fisherfolks** |
| **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/client) |
| 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** | **PROCESSING 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 FlorendoAgricultural Technologist |
|  | 1.2 Attach to the Registration Fisher-folk Form and issue order of paymentthen give to the 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-100.00Transient- 300.00Fishing Gears:Panglambay- 100.00Pukot-300.00Yabyab- 500.00Bahan pasol- 200.00Subid- 200.00Pukot sa semilia:Sudsud,sarap-100.00Saplad-300.00Bubo pangisda-100.00Panghugos-100.00Ali-300.00Kayagkag-500.00Paranghi-300.00Palaran-300.00Hook & Line-200.00Payao-1,000.00 | 30 minutes | Window 1:Cuariza PatesAdmin. Aide 1Window 2:Kent John MagpulongRCC1EL SAL LOGO.pngWindow 3:Florabel LadorozRCC1Window 4:Denand Lou BacasmotRCC1Window 6Catheryn MagdaleRCC1 |
| 3.Submit Official Receipt (OR) to Agriculture Office | 3.1Receive and Photocopy the OR |  | 3 minutes | Mariz Florendo Agricultural Technologist |
|  | 3.2 Take picture of the fisher-folk |  | 5 minutes |
|  | 3.3 Prepare and print Permit to Operate |  | 10 minutes |
|  | 3.4Sign the Permit to Operate |  | 3 minutes | Nolly Adrian GabuleCity Agriculturist |
|  | 3.5 Submit permit to operate to City Mayor’s Office for the Local Chief Executive’s signature |  | 1day | Hon. Edgar S. LignesCity Mayor |
| 4. Sign the logbook and receive the Permit to Operate  | 6.1 Issue two (2) copies of Permit to Operate and keep the other copy as office file |  | 5 minutes | Mariz FlorendoAgricultural Technologist |



**7. ISSUANCE OF BOAT REGISTRATION CERTIFICATE**

**Description of the Service:** This service issues Boat Certificate of Registration for local fisher-folks who wish to fish within the City Waters of El Salvador City.

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| **Office or Division:** | **Fisheries Division, City Agriculture Office** |
| **Classification:** | **Complex** |
| **Type of Transaction:** | **G2C** |
| **Who may avail:** | **Local Fisherfolks** |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Community Tax Certificate-present only | Barangay Hall or City Treasurer’s Office |
| Barangay Clearance – 1original copy | Barangay Hall from place of residence |
| 2 pcs. 1x1 picture of applicant | (From applicant/client) |
| Picture of Boat with the Owner/Operator | (From applicant/client) |
| Maritime Clearance | Philippine Maritime Group |
| Certificate of Boat Ownership (if owned) | Barangay Hall of the 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 FlorendoAgricultural Technologist |
| 2. Meet up on field for Boat Measurement | 2.1 Measure the Boat | NONE | 30 minutes | Alann BajuyoAquaculture Technician |
|  | 2.2 Prepare the Boat Certificate and issue order of payment  | NONE | 10 minutes | Mariz FlorendoAgricultural Technologist |
| 3.Pay Corresponding fees to the City Treasury’s Office | 3.1 Receive Order of payment and cash, then issue Official Receipt | Nonmotorized- 50.00Motorized:5Hp or less- 150.006-10Hp-250.00Above 10-20Hp 800.00Canter-1,000.003GT & above- 1,500.00 | 15 minutes | Window 1:Cuariza PatesAdmin. Aide 1Window 2:Kent John MagpulongRCC1Window 3:Florabel LadorozRCC1Window 4:Denand Lou BacasmotRCC1Window 6Catheryn MagdaleRCC1 |
| 4.Submit O.R to Agriculture Office | 4.1 Receive and Photocopy O.R |  | 15 minutes | Mariz FlorendoAgricultural Technologist |
|  | 4.2 Process the signatories from the City Agriculturist and City Mayor |  | 1 day | Hon. Edgar S. LignesCity Mayor |
| 5. Sign the Logbook, Receive the Boat Certificate  | 5.1 Issue two copies of Boat registration certificate and keep the other copy as office file |  | 10 minutes | Mariz FlorendoAgricultural Technologist |





**8. SOIL SAMPLING SERVICES**

**Description of the Service**: This service facilitates the soil sampling and testing to show 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 will be able to help farmers determine what nutrient the soil is lacking, thus, helping them in deciding what fertilizer to apply.

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| **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 | (From the 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 ZarateFarm Worker II |
|  | 1.2 Schedule date for Soil Sampling | None | 5 minutes |
| 2. Meet up in Field 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 Once 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 client | None | 10 minutes |
| 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**

**Description of the Service**: This service helps the 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.

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| **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) | (From the Requesting Client) |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Visit City Agriculture office and fill-out the information sheet | 1.1 Interview farmer for information needed | None | 5 minutes | Emmanuel ZarateFarm 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**

**Description of the Service**: This service certifies for reclassification of agricultural land which 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).

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| **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 City Development Council Chairman) | (From Client) |
| Sketch Plan (signed by a Geodetic Engineer) | Assessor’s Office, El Salvador City |
| Vicinity Map/Plan in Large Scale (Signed by a 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 | 1.1Receive and check validity of requirements  | None | 20 minutes | Christine MacahilosEnvironmental Management AssistantUnder Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |
|  | 1.2 Interview client for necessary details needed and schedule actual site inspection | None | 10 minutes |
|  | 1.3 Conduct actual site inspection | None | 1 day | Ferdinand CuaresmaCheckerUnder the Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |
|  | 1.4 Inform Client to visit Agriculture office for the certification | None | 10 minutes | Christine MacahilosEnvironmental Management assistantUnder the Direct Supervision of:Nolly Adrian GabuleCity Agriculturist |
| 2. Follow-up transaction at the City Agriculture Office | 2.1Issue Order of Payment to be paid at the City Treasury Office | None | 3 minutes |
| 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 PatesAdmin. Aide 1Window 2:Kent John MagpulongRCC1Window 3:Florabel LadorozRCC1Window 4:Denand Lou BacasmotRCC1Window 6Catheryn MagdaleRCC1 |





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| **FEEDBACK AND COMPLAINTS MECHANISM** |
| How to send feedback | 1.Send your feedback through our e-mail agriculture\_elsalvadorcity@yahoo.com.ph2.Call us through landline (088) 555-0367 |
| How feedbacks are processed | 1.Fill-out our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available on the front desk of our office2. Drop this in the SUGGESTION BOX on our office front desk |
| How to file a complaint | 1.Fill-out our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available on the front desk of our office2. Drop this in the SUGGESTION BOX on our office front desk3.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 | CSC – Contact Center ng Bayan – 0908-8816-565 |
| PCC  | Presidential Complaints Center - 8888 |
| ARTA | Anti-Red Tape Authority – 478-5093 |