



CITY DEPARTMENT OF AGRICULTURE Bacolod City

Location: Ground Floor, Bacolod City Government Center, Barangay Villamonte, Bacolod City

Phone number: (034) 434 – 5461

I. Mandate:

Formulate and implement Socio-Economic and other developmental plans and policies for the consideration of the City Mayor and the Sangguniang Panlungsod.

II. Vision:

A food-secured, resilient and self-sufficient City whose farmers and fisherfolks are thriving and empowered to produce comparative and competitive agricultural commodities.

III. Mission:

To provide effective and quality service to the farmers and fisherfolks of the City of Bacolod and to implement national laws, ordinances and programs in support to Food Security Program.

IV. Service Pledge:

We, the officials and employees of the Bacolod City Department of Agriculture with the Guidance of God Almighty do hereby pledge to serve the people of Bacolod promptly, efficiently, courteously, with integrity, and without impartiality, upholding the highest standard of public service.

External Services

1. Annual Registration of Fishing Vessel Three (3) Gross Tonnage and Below

Pursuant to Section 10 of City Ordinance No. 618 of November 21, 2012, no persons shall be allowed to operate fishing boats three (3) gross tons or less without the fishing boat license issued by the Mayor. Fishing boat license shall only be issued to registered fishing vessels in accordance with City Ordinance No. 445 of October 3, 2007.

APPROPRIATE FEES AND CHARGES	
Non - Motorized Vessel	PHP 50.00
Motorized Vessel – 10HP and below	PHP 200.00
Motorized Vessel – 10HP and less than 15HP	PHP 300.00
Motorized Vessel – 15HP but less than 50HP	PHP 500.00
Motorized Vessel – 50HP and UP	PHP 1,000.00
Inspection Fee	PHP 50.00

Office or Division:	City Department of Agriculture			
Classification:	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government			
Who may avail:	All Fishermen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly Notarized MFVR Application Form 1 (2 Original) • MFVR Certificate of Admeasurement Form 2 (1 original) • Size (4"x 6") photo of the boat (one-shot side view, full length and one perspective shot with applicant on the side, 2 copies) • Barangay Certificate of Ownership (1 original, 1 photocopy) • PNP – MARICOM Group Clearance (1 original, 1 photocopy) • Payment of appropriate fees (Registration Fee and Inspection Fee) 		<ul style="list-style-type: none"> • City Department of Agriculture Office • Barangay Hall • PNP – MARICOM Group Office • Cashier, BCGC 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application	1. Release application	None	5 minutes	<i>Administrative</i>

form 1 and 2 from the CDA Office	forms and list of requirements to boat owner/ authorized representative			<i>Officer I or Assigned Personnel</i>
2. Submit Application form 2 to CDA office	2.1 Assess application 2.2 Schedule inspection of fishing vessel 2.3 Inspection of fishing vessel	None	5 minutes 3 days	<i>Administrative Officer I or Assigned Personnel</i> <i>Admeasuring Officer/ Bantay Dagat Task Force</i>
3. Submit the following documents: <ul style="list-style-type: none"> • Notarized MFVR Application Form 1 • Brgy. Clearance • PNP MARICOM Clearance • Approved Certification of Admeasurement 	3.1 Evaluate completeness of documents submitted 3.2 Release assessment form for the payment of fees		30 minutes	<i>Administrative Officer I or Assigned Personnel</i>
4. Pay appropriate boat registration fees to the cashier and submit Official Receipt to the CDA office	4.1 Release official number of registered fishing vessel to owner 4.2 Secure approval and signature of City Mayor on Boat Permit		10 minutes 3 days	<i>Administrative Officer I or Assigned Personnel</i>
5. Paint issued Certificate of Number on fishing vessel				
6. Submit photo of boat printed with the new Certificate of Number	6.1 Log details of Boat Permit Number and secure signature of owner or authorized representative. 6.2 Release Boat Permit to owner or authorized representative		10 minutes	<i>Administrative Officer I or Assigned Personnel</i>
	TOTAL	Please See Table	7 days	

2. Annual Issuance of Fishermen’s License

In accordance with City Ordinance No. 618 of November 21, 2012, Section 9, no person shall be allowed to gather, take or catch fish or other aquatic products unless provided with the necessary license or permit issued for the purpose by the Mayor.

Office or Division:	City Department of Agriculture			
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government			
Who may avail:	All Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly accomplished application form (1 original) • Certificate of Residency from the Barangay (1 original, 1 photocopy) • Community Tax Certificate (1 original, 1 photocopy) • Payment of fees 		<ul style="list-style-type: none"> • City Department of Agriculture Office • Barangay Hall • Cashier, BCGC 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form from the City Department of Agriculture	1. Release application forms and list of requirements.	None	5 minutes	<i>Administrative Officer I or Assigned Personnel</i>
2. Submit the following documents: <ul style="list-style-type: none"> • Duly-accomplished Application Form • Certificate of Residency from the Barangay • Community Tax Certificate 	2.1 Evaluate completeness of documents submitted 2.2 Take photo of applicant 2.3 Process license 2.4 Release assessment form for payment of fees		15 minutes	<i>Administrative Officer I or Assigned Personnel</i>

3. Submit Official Receipt to CDA office	3.1 Retain copy of the official receipt 3.2 Log details of fisherfolk ID and secure signature of owner 3.3 Release ID to owner		10 minutes	<i>Administrative Officer I or Assigned Personnel</i>
	TOTAL	PHP 100.00	30 Minutes	

3. Apprehension of Fishing Vessels

Any person caught engaging in unauthorized fishing or other unauthorized fisheries activities shall be fined equivalent to the violation committed (City Ordinance No. 618, E).

APPROPRIATE FEES AND CHARGES		
Ordinance	Violation	Fine
C.O. 618 Sec. 33	Air Compressor Regulation	PHP 1,000.00 – 3,500.00
C.O. 618 Sec. 29	Unauthorized Fishing (No ID) Unauthorized structure	PHP 1,500.00 – 4,000.00 PHP 2,000.00 – 5,000.00
C.O. 618 Sec. 35	Obstruction of Fishery Law Enforcement Officer	PHP 2,500.00
C.O. 445 Sec. 19	Unregistered Fishing ➤ Motorized ➤ Non-motorized	PHP 2,500.00 PHP 200 – 500.00
C.O. 424 Sec. 32 R.A. 8550 Sec.89	Use of Fine-Mesh Nets ➤ Up to 3.0 Gross Tons 1 st Offense 2 nd Offense 3 rd Offense 4 th Offense ➤ 3.1 to 50 GT 1 st Offense 2 nd Offense 3 rd Offense 4 th Offense ➤ 50.1 to 100 GT 1 st Offense 2 nd Offense 3 rd Offense 4 th Offense ➤ 100.1 GT up 1 st Offense 2 nd Offense	PHP 3,000.00 PHP 4,000.00 PHP 5,000.00 For legal action PHP 4,000.00 PHP 5,000.00 PHP 5,000.00 For Legal Action PHP 5,000.00 PHP 5,000.00 For legal action PHP 5,000.00 For legal action
R.A. 8550 Sec. 90	Active Gear 1 st Offense 2 nd Offense 3 rd Offense	PHP 3,000.00 PHP 4,000.00 PHP 5,000.00

	4 th Offense	For legal action
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Who may avail:	All Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Apprehension Ticket from PNP-MARICOM (1 original, 1 photocopy) • Fisherfolk License • Boat Permit • Payment of appropriate fees to the cashier 		<ul style="list-style-type: none"> • PNP – MARICOM Group • City Department of Agriculture Office • Cashier, BCGC 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Apprehension Report from the PNP MARICOM Group to CDA office	1.1. Evaluate noted offense indicated in Apprehension Report 1.2. Check CN database for boat and fisherfolk registration 1.3. Release assessment of appropriate penalty	None	15 minutes	<i>Administrative Officer I or Assigned Personnel</i>
2. Pay appropriate fee to the cashier				
3. Submit Official Receipt to CDA office	3.1. Retain copy of Official Receipt 3.2. Log details of apprehension and official receipt and secure signature of owner 3.3. Release documents to owner		10 minutes	<i>Administrative Officer I or Assigned Personnel</i>
	TOTAL	Please See Table	25 Minutes	

4. Processing of Boat Insurance and Personal Accident Insurance

The Philippine Crop Insurance Corporation (PCIC) provides insurance protection to fish farmers/fisherfolk/growers against losses in unharvested crop or stock in fisheries farms, damage to fishing vessel due to natural calamities and fortuitous events.

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Who may avail:	All Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly accomplished application form • Size (4"x 6) photo of the boat (one shot side view, full length and one perspective shot with applicant on the side, 2 copies) • Boat Permit • Fisherfolk License • Payment of appropriate fees 		<ul style="list-style-type: none"> • City Department of Agriculture Office • Philippine Crop Insurance 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application form from CDA	Release application form and list of requirements	None	5 minutes	<i>Administrative Officer I or Assigned Personnel</i>
2. Submit the following documents: <ul style="list-style-type: none"> • Duly accomplished application form • Photo of boat 	2.1. Evaluate completeness of documents submitted	None	10 minutes	<i>Administrative Officer I or Assigned Personnel</i>
3. Pay appropriate fees	3.1. Receive and log payment 3.2. Endorse documents and payment to the Philippine Crop Insurance office	Boat insurance -none Personal insurance – PHP 100	5 minutes 2 days	<i>Administrative Officer I or Assigned Personnel</i>
	TOTAL	PHP 100.00	2 days and 20 minutes	

5. Enrolment of Farmers, Fisherfolks & Livestock owners to the Registry System for Basic Sectors in Agriculture (RSBSA)

The Registry System for the Basic Sectors in Agriculture (RSBSA) is a registry of farmers, fisherfolk, and farm laborers that serves as a targeting mechanism for the identification of beneficiaries for different agriculture-related programs and services of the government.

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Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government			
Who may avail:	All fisherfolks, farmers, livestock owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly accomplished application form • Barangay Certification • Valid ID • Two (2) 2x2 ID picture 		<ul style="list-style-type: none"> • City Department of Agriculture Office • Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form	Release application form and list of requirements.	None	5 minutes	<i>Administrative Officer I or Assigned Personnel</i>
2. Submit the following documents: <ul style="list-style-type: none"> • Duly accomplished Application Form • Barangay Certification • Valid ID • Two (2) 2x2 picture 	2.1. Evaluate completeness of documents submitted.	None	15 minutes	<i>Administrative Officer I or Assigned Personnel</i>
	2.2. Secure approval and signature of City Agriculturist on application.		1 week	
		NONE	1 week and 10 minutes	
	TOTAL			

6. Issuance of Clearance for Business Permits

Business permits are valid for a period of one year and shall be renewed every year thereafter. The City Department of Agriculture issues clearances to compliant agricultural-related businesses.

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Type of Transaction:	<input type="checkbox"/> G2C - Government to Citizen <input checked="" type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government			
Who may avail:	All business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly filled-out and signed Application Form (New Business or Renewal of Business) • Certification from the Bureau of Animal Industry 		<ul style="list-style-type: none"> • City Department of Agriculture Office • Bureau of Animal Industry Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form	Receive application and review documents to ascertain type of business. A. For businesses selling animal feeds, refer to Animal Industry office for certification. B. For all other agriculture and agriculture-related businesses, secure the signature of City Agriculturist on clearance.	None	5 minutes	<i>Administrative Officer I or Assigned Personnel</i>
2. Secure certification or License to Operate from the Bureau of Animal Industry Office		None		
3. Present certification or	3.1. Log details of application	None	5 minutes	

License to Operate to the City Department of Agriculture	3.2. Secure signature of the City Agriculturist on clearance			<i>Administrative Officer I or Assigned Personnel</i>
	TOTAL	NONE	10 minutes	

7. Provision of Assorted Vegetable Seeds and Organic Fertilizer

The City Department of Agriculture provides free vegetable seeds and organic fertilizer to individuals, farmers, urban garden associations and government agencies to help enhance food security in Bacolod City.

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Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input checked="" type="checkbox"/> G2G - Government to Government			
Who may avail:	All business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request from individual, farmer/ urban garden association, government agency Government issued ID for walk-in applicants 		<ul style="list-style-type: none"> City Department of Agriculture Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for vegetable seeds and/or organic fertilizer	1.1. Assess request submitted 1.2. Determine the area of farm/ urban garden or activity based on validated list of vegetable growers 1.3. Prepare Requisition Form	None	10 minutes	<i>Assigned Personnel</i>
2. Sign Requisition Form	2.1. Release vegetable seeds and/or organic fertilizer to recipient 2.2. Photo document	None	5 minutes	<i>Assigned Personnel</i>

	the recipient 2.3. File Requisition Form and log transaction			
	TOTAL	NONE	15 minutes	

8. Technical Assistance or Training on Crop Production and Management

To improve crop production and management, the CDA provides technical assistance or training in modern agricultural technology to farmers, urban garden associations and during government-initiated programs and/or activities.

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Who may avail:	All business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request from individual, farmer/ urban garden association, government agency Government issued ID for walk-ins 		<ul style="list-style-type: none"> City Department of Agriculture Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for technical assistance and/or training	1.1. Evaluate request 1.2. Interview requesting party to assess technical assistance or training needed 1.3. Validate area and type of crop planted or activity 1.4. Determine best time for training or visit to area 1.5. File request and log transaction	None	30 minutes	<i>Supervising Agriculturist/ Agricultural Technician</i>

2. Organize training participants and set venue	2.1. Provide training and/or technical assistance	None	1 to 2 hours	<i>Supervising Agriculturist/ Agricultural Technician</i>
TOTAL		NONE	2 hours and 30 minutes	

9. Availment of Farm/Fishery Input Assistance

Farm/ fishery input assistance is provided to the farmers and fisherfolks of the City of Bacolod in coordination with national agencies and the local government.

Office or Division:	City Department of Agriculture			
Classification:	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government			
Who may avail:	All business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter Request from individual, farmer/ urban garden association, government agency • Barangay Certification/ Clearance • RSBSA registration/ Fisherfolk registration • Valid ID 		<ul style="list-style-type: none"> • City Department of Agriculture Office • Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for farm/fishery input assistance	1.1. Evaluate completeness of documents submitted 1.2. Interview requesting party to assess farm/fishery input needed 1.3. Visit area to validate request for assistance	None	15 minutes 1 day	<i>Supervising Agriculturist/ Agricultural Technician</i>
2. Attend briefing	2.1. Conduct briefing about the program 2.2. Prepare Master List of farmer	None	1hour	<i>Supervising Agriculturist/ Agricultural Technician</i>

	beneficiaries			
3. Sign Masterlist and receive farm/fishery input	3.1. Let beneficiaries sign Master List and release input assistance		1 – 2 hours	<i>Supervising Agriculturist/ Agricultural Technician</i>
	TOTAL	NONE	1 day, 4 hours and 15 minutes	

10. Issuance of Endorsement Letter and Certification

Office or Division:	City Department of Agriculture			
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input checked="" type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government			
Who may avail:	All Bacolod residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Letter Request • Barangay Certificate/Clearance • RSBSA registration/ Fisherfolk registration • Valid ID • Other documents as pertinent to endorsement or certification needed 			<ul style="list-style-type: none"> • City Department of Agriculture Office • Barangay Hall 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for endorsement or certification	1.1. Receive request 1.2. Interview client to assess validity of request 1.3. Evaluate completeness of documents submitted 1.4. Prepare endorsement or certification	None	10 minutes	<i>Supervising Agriculturist/ Agricultural Technician</i>
2. Sign receiving copy	2.1. Release endorsement letter or certification	None	2 minutes	<i>Supervising Agriculturist/ Agricultural Technician</i>
	TOTAL	NONE	12 minutes	

Internal Services

1. Issuance of Certification

- Employment
- Last salary received
- Service record

Office or Division:	City Department of Agriculture			
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction:	<input type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input checked="" type="checkbox"/> G2G - Government to Government			
Who may avail:	CDA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Form		• City Department of Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form	1.1. Assess certification needed 1.2. Prepare certification	None	For simple certification- 10 minutes For complex certifications 1 – 2 days	<i>Administrative Officer or Supervising Agriculturist</i>
2. Sign receiving copy	2.1. Release endorsement letter or certification	None	2 minutes	<i>Administrative Officer or Supervising Agriculturist</i>
	TOTAL	NONE	2 days and 12 minutes	

2. Processing of Application for Leave of Absence

Office or Division:	City Department of Agriculture			
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction:	<input type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input checked="" type="checkbox"/> G2G - Government to Government			
Who may avail:	CDA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

<ul style="list-style-type: none"> • Approved Daily Time Record • Medical Certificate for Sick Leave exceeding 5 days • QR Code 		<ul style="list-style-type: none"> • City Department of Agriculture Office • Human Resource Management Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare required documents (approved leave application duly signed by the Department Head with applicable attachments)		None	5 minutes	<i>Administrative Officer</i>
2. Generate QR code		None	2 minutes	<i>Administrative Officer</i>
3. File approved leave application with the HRMO	3.1. Process application for leave and deduct from leave credits 3.2. Update leave credit balance 3.3. Return copy of approved leave application to employee	None	10 minutes	<i>Personnel Assigned</i>
TOTAL		NONE	10 minutes	

3. Processing of Payroll

Office or Division:	City Department of Agriculture	
Classification:	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical	
Type of Transaction:	<input type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input checked="" type="checkbox"/> G2G - Government to Government	
Who may avail:	CDA officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Approved Daily Time Record • Payroll Print Out (from MITCS) • Obligation Request • QR Code 		<ul style="list-style-type: none"> • City Department of Agriculture Office • MITCS

<ul style="list-style-type: none"> Applicable documents (Leave Form, Travel Order, Memorandum, etc) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure payroll print out from MITCS	1.1 Release print-out	None	10 minutes	<i>Administrative Officer or Supervising Agriculturist</i>
2. Prepare pertinent documents: -DTRs -OBR -Where applicable >Leave Forms >Travel Orders >Memorandum -QR Code		None	15 minutes	<i>Administrative Officer or Supervising Agriculturist</i>
3. Submit payroll to City Budget Office	3.1. Evaluate completeness of documents 3.2. Process payroll for routing to concerned departments	None	1 hour – 3 days	<i>Liaison Officer or Administrative Officer</i>
	TOTAL	NONE	3 days, 1 hour and 25 Minutes	

4. Processing of Travel Order Request

Office or Division:	City Department of Agriculture			
Classification:	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
Type of Transaction:	<input type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input checked="" type="checkbox"/> G2G - Government to Government			
Who may avail:	CDA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Travel Order Memorandum or invitation QR Code 		<ul style="list-style-type: none"> City Department of Agriculture Office Host Office/ agency 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Prepare Travel Order		None	5 minutes	<i>Administrative Officer or Supervising Agriculturist</i>
2. Generate QR Code		None	5 minutes	<i>Administrative Officer or Supervising Agriculturist</i>
3. Submit Travel Order with memorandum or invitation from host office or agency to the City Mayor's Office for approval	3.1. Evaluate completeness of documents 3.2. Log document into CMODTS 3.3. Secure approval/ signature of the Mayor	None	5 minutes 3 days	<i>Liaison Officer or Administrative Officer</i>
4. Receive approved/ signed Travel Order	4.1. Release signed or approved Travel Order	None	10 minutes	<i>Liaison Officer or Administrative Officer</i>
	TOTAL	NONE	3 days and 25 minutes	

5. Processing of Purchase Request

Office or Division:	City Department of Agriculture			
Classification:	<input type="checkbox"/> Simple <input type="checkbox"/> Complex <input checked="" type="checkbox"/> Highly Technical			
Type of Transaction:	<input type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input checked="" type="checkbox"/> G2G - Government to Government			
Who may avail:	CDA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Purchase Request/s • Obligation Request/s 		<ul style="list-style-type: none"> • City Department of Agriculture Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Purchase Request and Obligation Request		None	1 hour	<i>Administrative Officer or Supervising Agriculturist</i>
2. Generate QR Code		None	5 minutes	<i>Administrative Officer</i>
3. Submit purchase request to the City Budget Office	3.1. Evaluate completeness of documents	None	10 minutes	<i>Liaison Officer or Administrative Officer</i>

	3.2. Log document into CMODTS 3.3. Process purchase request			
	TOTAL	NONE	1 hour and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Accomplish the Client Satisfaction Measurement Form for walk-in clients 2. Submit the form to the department frontline employee
How feedbacks are processed	<ol style="list-style-type: none"> 1. The department frontline employee compiles feedback and logs in the feedback registry. 2. For feedback requiring answers, the office will send a response to the client within 1 working day or 24 hours from receipt.
How to file a complaint	<ol style="list-style-type: none"> 1. Accomplish the Client Satisfaction Measurement Form for walk-in clients. 2. Complaints can also be filed via the e-mail address: cityagri@bacolodcity.gov.ph or call us at 0965 629 3113
How complaints are processed	<ol style="list-style-type: none"> 1. The department frontline employee provides complainant with a copy of the complaint. 2. The frontline employee endorses the complaint to the Department Head or other concerned department / offices within 1 working day or 24 hours from receipt.
Contact Information of CCB, PCC, ARTA	<p>*8888 – Presidential Complaint Center *0908 8816565 – CSC Contact Center ng Bayan *4785093 – Anti-Red Tape Authority</p>