



CITY AGRICULTURE OFFICE

External Services



ASSISTANCE TO CLIENTS AVAILING THE SERVICES

Office or Division:	CITY AGRICULTURE OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may Avail:	Farmers, Fisherfolks, Schools, Religious Groups, Students, Entrepreneurs, Employees, Government Office, CSOs and Walk-in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		City Agriculture Office		
2. RSBSA Registrations		City Agriculture Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for production inputs (Vegetables Seeds/ Seedlings, Fertilizers and Palay Seeds/ Planting Materials/ Fishery Inputs)	Assist client in filing up visitor's logbook	NONE	2 minutes	Officer of the Day
	Ask for request form of agri-inputs for record purposes <ul style="list-style-type: none"> • Palay • Seeds/ Planting Materials • Fertilizers • Fingerlings (Tilapia/ Bangus) • Mangrove Seedlings 		1 minute	Administrative Aide I Farm Worker I
	Check availability of seeds and planting materials then issue requisition slip		1 minute	Administrative Aide I
	and forward the same to CAO for approval/ signature		1 minute	City Agriculturist
	Assist client to sign forms and fill-up logbook for release,		2 minutes	Administrative Aide I
	Proceed to Bodega/ Nursery, wait for release		5 minutes	Administrative Aide I



	and receive the agri inputs			
	Request For the Provision/Delivery of Farm Inputs check the Schedule of the availability of Vehicle/ Facility		2 minutes	Administrative Aide I
	Filling-up Client Satisfactory Forms		2 minutes	Officer of the Day
2. Request/Inquiry of Agri tools Machineries and Equipment	Assist client in filing up logbook	NONE	2 minutes	Officer of the Day
	Refer to the AT/ Concerned person		1 minute	Engineer I (Agricultural)
	Discuss with client and advise things to do; Schedule site visit/ validation if necessary		10 minutes *Under normal circumstances per transaction	
	Check availability of agri-machineries		5 minutes	
	Guide client(s) to fill up request form/slip			
	forward the same to CAO for approval/ signature		2 minutes	City Agriculturist
	Proceed to the OD to record and fill up logbook of the approve farm machinery request slip		2 minutes	Engineer I (Agricultural)
	Schedule the Agri Machinery requested			
	Filling-up Client Satisfactory Forms		2 minutes	
	3. Agri-Fishery Technical Assistance and queries	Assist client in filing up logbook	NONE	2 minutes
Refer to the AT/ Concerned person			2 minutes	Agricultural Technologist/ Aqua culturist I
Discuss with client and advise client next things to do Scheduling of site visitation, conduct			15 minutes *Under normal circumstances per transaction	



	of trainings/ lecture as per request.			
	Assist client in filling up client satisfaction form		2 minutes	
	Filling-up Client Satisfactory Forms		2 minutes	
4. Request for Certification/ Enrollment in RSBSA, PCIC insurance and Boat Registration	Assist client in filing up logbook		2 minutes	Officer of the Day
	Refer to the AT/ Concerned person <ul style="list-style-type: none"> Schedule site visit/ validation if necessary If Validated already proceed to Admin Section for printing of certificate Filling-up of forms.		5 minutes	Agricultural Technologist/ Aqua culturist I Administrative Officer III/ Administrative Aide I
	Forward to CAO for signature and approval		2 minutes	City Agriculturist
	Proceed to Admin Section for record and release		2 minutes	Administrative Officer III/ Administrative Aide I
	Filling-up Client Satisfactory Forms		2 minutes	Officer of the Day
5. Processing/ Assistance to OJT/ referrals / proposal and other educational/training/ research and development	Assist client in filling up logbook		2 minutes	Officer of the Day
	Refer to the Admin		2 minutes	
	Review/ Check MOA/ Mandates for Internship between school and the organization if any		1 day	Administrative Officer V
	Forward the same to CAO for action/ approval		3 min	City Agriculturist
	Proceed to AO V for brief orientation		10 min	Administrative Officer V
Total	None		3 Days, 1 hour and 29 minutes	



****Clients with pending documents are advised to follow-up the next working days or as per advised by the person incharge, due to unusual circumstances beyond the control of this Office.***

Service Pledge:

To be able to effectively deliver the goods and services of the City Agriculture Office to its client, thus, improving the quality of life.

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
City Agriculture Office	Barangay Gogon, Barriada, Legazpi City	SHEILA R. NAS <i>City Agriculturist</i> Tel. No. 742-1739 Mobile: 09391550681 Email: <i>legazpicitycao@gmail.com</i>