



CITIZEN'S CHARTER

DEPARTMENT OF AGRICULTURE IX

Service Pledge

We, the officials and employees
of the Department of Agriculture Regional Field Office IX,
with the help of Almighty God,
do hereby pledge

To commit and dedicate ourselves in the performance of our sworn duties within
the bounds of all laws guaranteeing the speedy delivery of our frontline services
most particularly with RA 9485 as enshrined in this

Citizen's Charter.

We can competently and proactively steer the agriculture and rural development
program in synergy with local governments, the private sector, external markets,
civil society, small producers and their communities, and other national and
international partner and endeavor to make the agriculture sector

competitive, viable, efficient and sustainable,
sustain faithfully the provision
of timely support services
and technical assistance in
the implementation of

AgriPinoy Programs

In the pursuit of

*Enhanced Food Security
Improved Poverty Alleviation
And Social Equity,
Enhanced Income and Profitability,
Sustainable Development,
Enhanced Global Competitiveness, and
People Empowerment
(Employment & Knowledge)*

MANDATE

The Department of Agriculture is the principal agency of the Philippine Government of agricultural growth and development in the rural areas.

In pursuit of this, it provides the policy framework, helps direct public investment, and in partnership with local government units (LGUs), provides the support necessary to make agriculture, and agri-based enterprises profitable, and to help spread the benefits of development to the poor, particularly those in the rural areas.

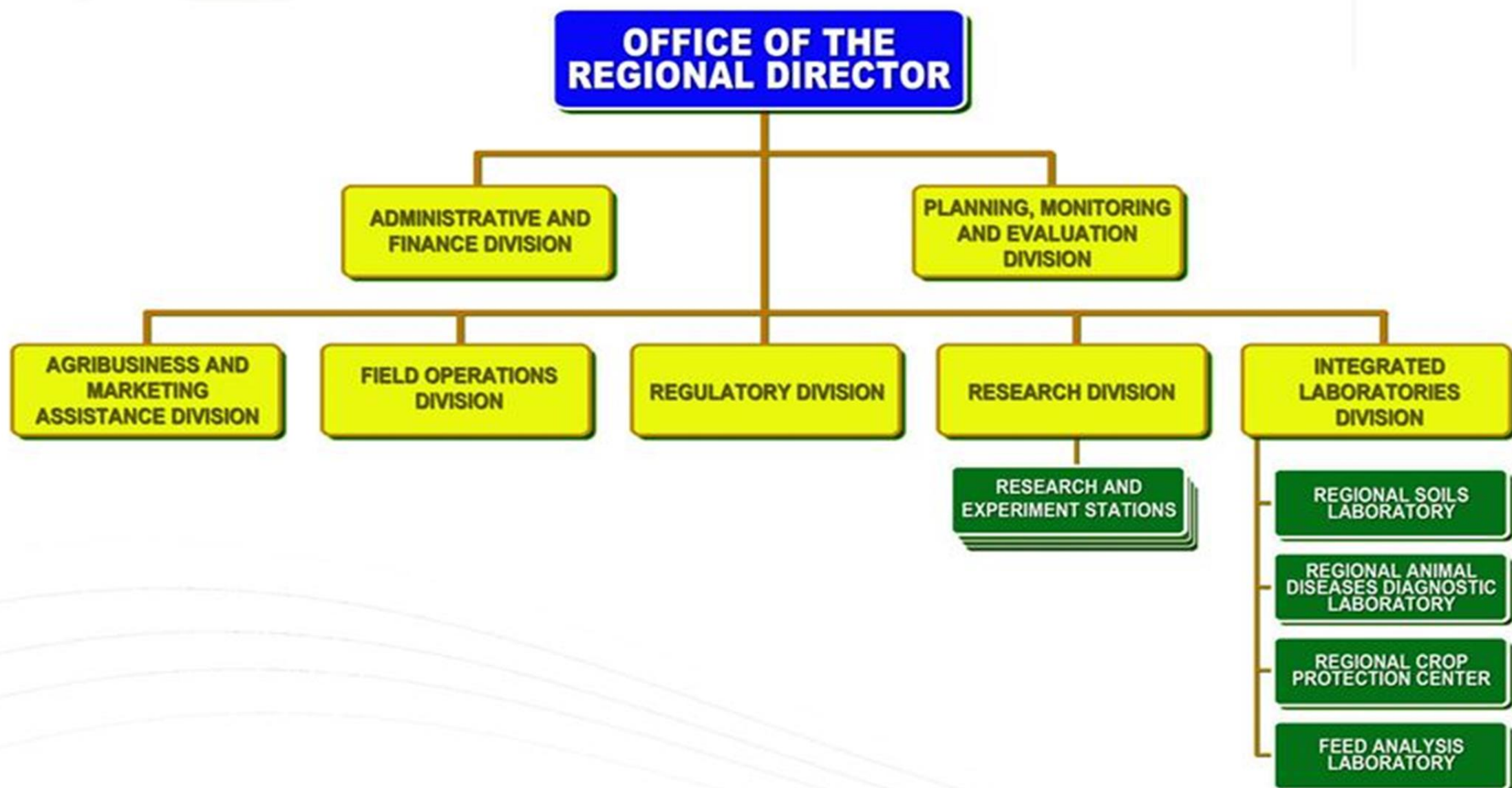
VISION

Competitive, sustainable and technology-based agriculture and fishery sector, driven by productive and progressive farmers and fisherfolk, supported by efficient value chains, and well-integrated in the domestic and international markets, contributing to inclusive growth and poverty reduction.

MISSION

To help empower the small farming and fishing communities and the private sector, to increase farmer's income, to generate employment, and to achieve greater food sufficiency and stabilize prices of basic commodities.

APPROVED ORGANIZATIONAL STRUCTURE (E.O. 366)
DEPARTMENT OF AGRICULTURE
Z A M B O A N G A P E N I N S U L A





FRONTLINE SERVICES

Regional Animal Disease Diagnostic Laboratory (RADDL)

DA-Tumaga Complex, Tumaga Rd, Zamboanga City
Telefax No. 062-992-4165
Email add: raddl9@yahoo.com

- FRONTLINE SERVICE

: PATHOLOGY

1.Gross Pathology- (Necropsy)

2.Clinical Pathology – (Complete Blood count, Differential Count)
- SCHEDULE OF AVAILABILITY OF SERVICE:

Monday- Friday, (except holidays) 8:00am – 5:00pm,NO NOON BREAK
- WHO MAY AVAIL OF THE SERVICE

: Local Government Units (LGUs), Researchers, Commercial and backyard raisers, and Other stakeholders
- WHAT ARE THE REQUIREMENTS

: Sick animals/dead animals (not more than 5 hours after death)

Fresh blood serum samples collected (not more than 5 hours death)

HOW TO AVAIL OF THE SERVICES

Steps	Applicant/ Client	Service Provider	Duration of Activity Under Normal Circumstances	Person In-Charge	Fees (per sample)		Form
1	Submits Samples Fills up Laboratory Examination Request Forms	Receives labels, records samples Issues Laboratory Exam Request Form Interviews Client on details of sample submitted	15 minutes	Officer of the Day DR.JOSEPHINE DATOY DR. MARCELINA ALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA			Laboratory Examination Request Form (LERF)
2	Pays corresponding fees	Issues temporary receipt and informs schedule date of return of Client	5 minutes	Officer of the Day	1. Poultry - Up to 8 wks. old	50.00	
					2. Poultry -Over 2 mos. Old	75.00	
					3.Swine – Up to 8 wks. Old	100.00	
					4.Swine – Over 2 mos. Old	150.00	
					5.Swine – Sow/Boar	200.00	
					6.Goat	150.00	
					7.Cattle/Carabao/ Horse Up to 8 wks.old	200.00	
					8.Cattle/ Carabao/ Horse- Over 2 mos.old	300.00	

Regional Animal Disease Diagnostic Laboratory (RADDL)

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Email add: raddl9@yahoo.com

- FRONTLINE SERVICE

: BACTERIOLOGY (Bacterial Isolation, Antibiotic Sensitivity Test, Water Coliform Test and Rapid Plate Test for Brucella)
- SCHEDULE OF AVAILABILITY OF SERVICE:

Monday- Friday, (except holidays) 8:00am – 5:00pm,NO NOON BREAK
- WHO MAY AVAIL OF THE SERVICE

: Local Government Units (LGUs), Researchers, Commercial and backyard raisers, and Other stakeholders
- WHAT ARE THE REQUIREMENTS:

1. Collected fresh feces, tissues, organs, milk, feeds, uterine discharges and various exudates.

2. Water sample (250ml) - placed in a sterile container(provided by RADDL), taken within 4 hours and to be submitted during Mondays and Tuesdays only
- Duration:

1. Bacterial Isolation and Identification – 5 days

2. Antibiotic Sensitivity Test – 5 days

3. Water Coliform Test – 4 days

4. Rapid Plate Test for Brucella – 1 hour

HOW TO AVAIL OF THE SERVICES

Steps	Applicant/ Client	Service Provider	Duration of Activity Under Normal Circumstances	Person In-Charge	Fees (per sample)		Form
1	Submits Samples Fills up forms	Receives, labels, records Samples Issues Laboratory Exam Request Form Interviews Client on details of sample submitted	15 minutes	Officer of the Day DR.JOSEPHINE DATOY DR. MARCELINA ALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA			Laboratory Examination Request Form
2	Pays corresponding fee	Issues temporary receipt and informs schedule date of return of Client	5 minutes	Officer of the Day	A. Antibiotic Sensitivity Test B. Bacterial Isolation and Identification C.Water Coliform Count D. Rapid Plate Test for Brucella	75.00/ Organism 98.00/ Organ 84.00/Sample 150.00/ Sample	

3	Returns on the scheduled date of release	Prepares test process Performs test process Observes/reads /interprets and confirms result A. Antibiotic Sensitivity Test B. Bacterial Isolation and Identification C. Water Coliform Count D. Rapid Plate Test for Brucella	30 minutes 5 days 5 days 4 days 1 hour	HAZEL YANOS ANGELINA DOMINGO ZEHAM JAIHANI MARLON APOSTOL DR.JOSEPHINE DATOY DR. MARCELINA ALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA			
4	Receives result with the Official Receipt	Records OR no. at logbook and copy of lab result	10 minutes	HAZEL YANOS ANGELINA DOMINGO			Laboratory Result Form
5	Fills up Client Feedback Form;drop at suggestion box	Issues laboratory test result with suggested recommendation	10 minutes	DR.JOSEPHINE DATOY DR.MARCELINA ALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA			
END OF TRANSACTION							

Regional Animal Disease Diagnostic Laboratory (RADDL)

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Telefax No. 062-992-4165
Email add: raddl9@yahoo.com

- FRONTLINE SERVICE
- : PARASITOLOGY (Direct Smear, Flotation Test and Sedimentation Test)
- SCHEDULE OF AVAILABILITY OF SERVICE: Monday- Friday, (except holidays) 8:00am – 5:00pm,NO NOON BREAK
- WHO MAY AVAIL OF THE SERVICE: Local Government Units (LGUs), Researchers, Commercial and backyard raisers, and Other stakeholders
- WHAT ARE THE REQUIREMENTS: 1. Collected fresh feces (placed in a styro box with ice) and skin scrapings in a clean container.
2. Fresh blood taken by RADDL Staff

Duration: 30 minutes per sample

HOW TO AVAIL OF THE SERVICES

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees (per sample)		Form
1	Submits Samples Fills up forms	Receives, labels, records Samples; Issues Laboratory Exam Request Form Interviews Client on details of sample submitted	15 minutes	Officer of the Day DR.JOSEPHINE DATOY DR. MARCELINA ALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA			Laboratory Examination Request Form
2	Pays corresponding fees	Issues temporary receipt and informs schedule date of return of Client	5 minutes	Officer of the Day	A. Direct Smear B. Flotation Test C. Sedimen-tation Test	P15.00 P20.00 P20.00	
3	Returns on the scheduled date of release	Prepares test process Performs test process Observes/reads /interprets and confirms result	10 minutes 30 minutes	HAZEL A. YANOS ANGELINA DOMINGO ZEHAMJAIHANI MARLON A. APOSTOL DR.JOSEPHINE J. DATOY DR. MARCELINAALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA FLOR KARRAM			
4	Receives result with the Official Receipt	Records OR no. at logbook and copy of lab result	10 minutes	HAZEL YANOS ANGELINA DOMINGO			
5	Fills up Client Satisfaction Feedback Form; drops at	Issues laboratory test result with suggested	10 minutes	DR.JOSEPHINE DATOY DR. MARCELINA ALCAZAREN			Laboratory Result Form

	suggestion box	recommendations		DR. KEN PALMA DR. CATHERINE LOJERA			
END OF TRANSACTION							

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FRONTLINE SERVICE : **RABIES EXAMINATION** - Flourescent Antibody Test (FAT)
SCHEDULE OF AVAILABILITY OF SERVICE: Monday- Friday, (except holidays) 8:00am – 5:00pm, NO NOON BREAK
WHO MAY AVAIL OF THE SERVICE : Local Government Units (LGUs), Bite victims and Other stakeholders
WHAT ARE THE REQUIREMENTS: 1. Animal head (dog, cat, other mammals) freshly cut or frozen (without chemical preservation)
 2.At least 6 hours after death

HOW TO AVAIL OF THE SERVICES

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees (per sample)	Form
1	Submits Samples Fills up forms	Receives labels, Records Samples Issues Laboratory Exam.Request Form Interviews Client on details of sample submitted	15 minutes	Officer of the Day DR.JOSEPHINE. DATOY DR. KEN PALMA DR. CATHERINE LOJERA		Rabies Examination Request Form
2	Pays corresponding fees A. FAT	Informs schedule date of return of client; Advise client to bring the bite victim to animal bite center/medical doctor	5 minutes	Officer of the Day	FREE until December 2020	
3	Returns on the scheduled date of release	Prepares test process	10 minutes	MARLON APOSTOL FLOR KARRAM		

	Fresh samples – submitted in the morning –(8-10am) result available at 4 pm on same day Frozen samples or those submitted after 10am to come back the following day	Perform test Observes/reads/ interprets confirm result	8 hours (freshly cut samples) 24 hours (frozen samples)	DR. MARCELINA ALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA		
4	Receives result with the Official Receipt	Records OR no. at logbook and copy of lab result	10 minutes	HAZEL YANOS ANGELINA DOMINGO		
5	Fills up Client Feedback Form; drops at suggestion box	Issue laboratory test result with suggested recommendations	10 minutes	DR.JOSEPHINE DATOY DR.MARCELINA ALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA		Laboratory Result Form
END OF TRANSACTION						

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FRONTLINE SERVICE

- :
VIROLOGY/SEROLOGY
 - Agar Gel Immunodiffusion (AGID) Test
 - Infectious Bursal Disease - Poultry
 - Avian Influenza – Poultry
 - Enzyme-Linked Immunosorbent Assay (ELISA)
 - Caprine Arthritis Encephalitis - Goats and Sheep
 - Avian Influenza – Poultry
 - Hemagglutination – Hemagglutination Inhibition (HA-HI Test)
 - Newcastle Disease – Poultry
 - Avian Influenza – Poultry

SCHEDULE OF AVAILABILITY OF SERVICE: Monday- Friday, (except holidays) 8:00am – 5:00pm,NO NOON BREAK

WHO MAY AVAIL OF THE SERVICE : Local Government Units (LGUs), Researchers, Commercial and backyard raisers, and Other stakeholders

WHAT ARE THE REQUIREMENTS : Frozen blood sera samples collected from sick or apparently healthy animals

DURATION:

1. Agar Gel Immunodiffusion (AGID) Test – 72 hours
 - a) Infectious Bursal Disease - Poultry
 - b) Avian Influenza – Poultry
2. Enzyme-Linked Immunosorbent Assay (ELISA) – 8 hours
 - a) Caprine Arthritis Encephalitis - Goats and Sheep
 - b) Avian Influenza – Poultry
3. Hemagglutination – Hemagglutination Inhibition (HA-HI Test)
 - a) Newcastle Disease – Poultry – 8 hours
 - b) Avian Influenza – Poultry – 72 hours

HOW TO AVAIL OF THE SERVICES

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees (per sample)		Form
1	Submits Samples Fills up form	Receives, Labels, Records Samples Issues Laboratory Exam. Request Form Interviews Client on details of sample submitted	15 minutes	Officer of the Day DR.JOSEPHINE DATOY DR. KEN PALMA DR. CATHERINE LOJERA			Laboratory Examination Request Form
2	Pays corresponding fees	Issues temporary receipt and informs schedule date of return of client	5 minutes	Officer of the Day			
					1. Agar Gel Immuno diffusion (AGID) Test a. Infectious Bursal Disease – Poultry b. Avian Influenza– Poultry 2. Enzyme-Linked Immuno sorbent Assay (ELISA) a. Caprine Arthritis Encephalitis - Goats	P150.00 P150.00 P150.00	

					and Sheep b. Avian Influenza – Poultry 3.Hemagglutination – Hemagglutination– Inhibition (HA-HI Test) a.Newcastle Disease – Poultry b. Avian Influenza– Poultry	P300.00 P75.00 P100.00	
3	Returns on the scheduled date of release	Prepare test materials/equipment 1. Agar Gel Immunodiffusion (AGID) Test - a. Infectious Bursal Disease - Poultry b. Avian Influenza – Poultry 2. Enzyme-Linked Immunosorbent Assay (ELISA) a. Caprine Arthritis Encephalitis - Goats and Sheep b. Avian Influenza – Poultry 3. Hemagglutination – Hemagglutination Inhibition (HA-HI Test) a. Newcastle Disease – Poultry b. Avian Influenza – Poultry Perform test Observe/read/interpret and confirm result	30 minutes 72hours 8hours 8 hours 72 hours	HAZEL A. YANOS ANGELINA DOMINGO ZEHAM JAIHANI MARLON A. APOSTOL DR.JOSEPHINE J. DATOY DR. MARCELINA ALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA FLOR A. KARRAM			

4	Receive result with the Official Receipt	Record OR no. at Logbook and copy of lab result	10 minutes	HAZEL A. YANOS ANGELINA DOMINGO FLOR A. KARRAM		Laboratory Result Form
5	Fills up Client Feedback Form; drops at suggestion box	Issue laboratory test result with suggested recommendations	10 minutes	DR.JOSEPHINE DATOY DR.MARCELINA ALCAZAREN DR. KEN PALMA DR. CATHERINE LOJERA		Laboratory Result Form
END OF TRANSACTION						

Regional Soils Laboratory
Corcuerra Extension,P.Lorenzo Street, Port Area, Zone IV, Zamboanga City
Telephone No. (062) 991-2912 / 310-2521
Email address : soilslab9@yahoo.com

FRONTLINE SERVICE : SOILS SAMPLE ANALYSIS
SCHEDULE OF AVAILABILITY OF SERVICE: Monday- Friday, (except holidays) 8:00am – 5:00pm, NO NOON BREAK
WHO MAY AVAIL OF THE SERVICE : Farmers, Agricultural Extension Workers, Researchers, Students, Cooperatives/ Associations and Institutions
WHAT ARE THE REQUIREMENTS : At least 1kg soil, if possible air-dried and must well represent the area covered. Maximum of 5 hectares can be represented with 1 soil sample through proper random sampling per topography, color and texture

HOW TO AVAIL THE SERVICE

Steps	Applicant/ Client	Service Provider	Duration Of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Submits SOIL sample and Fills up Soil Sample Information Sheet (SSIS)	Receives and Provides Soil Sample Information Sheet and asks pertinent details on soil sample submitted	5- 15 minutes	Receiving Officer or any Chemistry Laboratory Personnel LEAH FE BALENSUJE ; MA. SALOME MONTALBAN; MARIE MERCEDITA PASCUAL		Soil Sample Information Sheet (SSIS)
2	Pays the corresponding fee	Receives payment and forwards to cashier; Records OR No; Issues Official Receipt (OR); Informs schedule of release	20 minutes	Receiving Officer Cashier CORAZON MADRIAGA; ZORAYDA HACHALAIN		
3	Returns on the scheduled date of release	Process/ Analysis of Soil Sample	3 days to 3 weeks depending on the sample condition Dry sample - 2- 3 days/ sample Wet Sample – 1 -3 weeks /sample	LEAH FE BALENSUJE; MA. SALOME MONTALBAN; MARIE MERCEDITA PASCUAL		Lab. Sheet (LS)

		Soil Testing for Fertilizer Recommendation					
		pH, N, P, K	1 day		100.00		
		Soil Characterization for Classification and Profile					
		Exchangeable Bases	1 day		200.00		
		Cation Exchange Capacity	2 days		200.00		
		Organic Carbon/ Organic Matter	1 day		150.00		
		Exchangeable Acidity	1 day		150.00		
		Soil Texture	2 days		200.00		
		Moisture Content	1 day		50.00		
		4	Claims laboratory results on scheduled date of release; affix signature on the releasing logbook	Releases results of analysis <i>Note:</i> Technical discussion on the results of analysis may be given and referrals when inquired or necessary	10-15 minutes	Releasing Officer or any Chemistry Laboratory Personnel LEAH FE BALENSUJE; MA. SALOME MONTALBAN; MARIE MERCEDITA PASCUAL	
5	Fills up Client Satisfaction Feedback (CSF) Form and drops at suggestion box	Issues Client Satisfaction Feedback (CSF) Form	5 minutes	Officer of the Day		Client Satisfaction Feedback (CSF)Form	
END OF TRANSACTION							

Regional Soils Laboratory
Corcuerra Extension,P.Lorenzo Street, Port Area, Zone IV, Zamboanga City
Telephone No. (062) 991-2912 / 310-2521
Email address : soilslab9@yahoo.com

FRONTLINE SERVICE : **ORGANIC/ INORGANIC FERTILIZER ANALYSIS**
SCHEDULE OF AVAILABILITY OF SERVICE: Monday- Friday, 8:00am – 5:00pm, NO NOON BREAK (EXCEPT HOLIDAYS)
WHO MAY AVAIL OF THE SERVICE : Farmers, Agricultural Extension Workers, Researchers, Students, Cooperatives/ Associations and Institutions
WHAT ARE THE REQUIREMENTS : Minimum of half kilo(1/2) ,if possible air dried, pulverized and well represent the total bulk of fertilizer

HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Service Provider	Duration Of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Submits FERTILIZER sample and Fills up Special Assay Information Sheet (SAIS)	Receives and Provides Special Assay Information Sheet and asks pertinent details on Fertilizer Sample	5- 15 minutes	Receiving Officer or any Chemistry Laboratory Personnel PARALYN SANA; ANNABEL SINDAYEN		Special Assay Information Sheet (SAIS)
2	Pays the corresponding fee	Receives payment and forward to cashier, Records OR No., Issues Official Receipt (OR), Informs schedule of release	20 minutes	Receiving Officer Cashier CORAZON MADRIAGA; ZORAYDA HACHALAIN		
3	Returns on the scheduled date of release	Processes/ Analyzes Fertilizer Sample	3 - 5 days depending on the sample condition	PARALYN SANA; ANNABEL SINDAYEN		Lab. Sheet (LS)
		pH	1 day		50.00	
		Total Nitrogen (N)	2 days		150.00	
		Total Phosphorus (P2O5)	2 days		200.00	
		Total Potassium (K2O)	2 days		150.00	
		Total CaO/CaCO3)	2 days		300.00	
		Moisture Content	1 days		50.00	
4	Claims laboratory results on scheduled date of release	Releases results of analysis Note: Technical discussion on the results of analysis may be given and referrals when inquired or necessary	10-15 minutes	Releasing Officer or any Chemistry Laboratory Personnel PARALYN SANA; ANNABEL SINDAYEN		

END OF TRANSACTION

Regional Soils Laboratory

Corcuerra Extension,P.Lorenzo Street, Port Area, Zone IV, Zamboanga City

Telephone No. (062) 991-2912 / 310-2521

Email address : soilslab9@yahoo.com

FRONTLINE SERVICE : PROVISION OF COMPOST FUNGUS ACTIVATOR (CFA)
TRICHODERMA HARZIANUM/ MUSHROOM SPAWN/ LEGUME INOCULANTS

SCHEDULE OF AVAILABILITY OF SERVICE: Monday- Friday, 8:00am – 5:00pm, NO NOON BREAK (EXCEPT HOLIDAYS)

WHO CAN AVAIL THE SERVICE : Farmers, Agricultural Extension Workers, Researchers, Students, Cooperatives/Associations and Institutions

WHAT ARE THE REQUIREMENTS : For Small Orders: Less than 50 packs/bottles
For Bulk Orders : 50packs/bottles and more
For Demo : Request letter address to Regional Director

HOW TO AVAIL THE SERVICE:

Steps	Applicant/Client	Service Provider	Duration Of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	<u>FOR SMALL ORDERS</u> Proceed to Step 3.					
	<u>FOR BULK ORDERS</u> Visit or Call Soils Laboratory for the order of Trichoderma Harzianum/Mushroom Spawn / Legume Inoculants	Prepares the necessary materials needed for the production	3 weeks	MA. LINA REPOLLO		
	<u>FOR DEMO PURPOSES</u>					
	Submits request letter addressed to Regional Director	Facilitates approval of the request	10 minutes	MA. LINA REPOLLO		
2	<u>FOR BULK ORDERS AND DEMO PURPOSES ONLY</u>					

	Returns on the schedule date	Notifies the client on the scheduled date of release (call or text)		MA. LINA REPOLLO		
3	Register Name on the Logbook and Fills up Requisition and Issuance Slip (RIS)	Provides Requisition and Issuance Slip (RIS); Reviews if information/details are complete	10 minutes	MA. LINA REPOLLO		Requisition and Issuance Slip (RIS)
4	<u>FOR SMALL AND BULK ORDERS ONLY</u>					
	Pays the corresponding fee	Receives payment and forwards to cashier; Records OR No.; Issues Official Receipt (OR)	20 minutes	Receiving Officer Cashier CORAZON MADRIAGA; ZORAYDA HACHALAIN	₱15.00/pack (tricho/inoculant) ₱15.00/bottle (mushroom spawn)	
5	Claims the released products	Instructs on the proper handling and usage	5 minutes	MA. LINA G. REPOLLO		
6	<u>FOR SMALL AND BULK ORDERS and DEMO PURPOSES</u>					
	Fills up Client Satisfaction Feedback (CSF) Form and drops at suggestion box	Provides Client Satisfaction Feedback (CSF) Form	5 minutes	Officer of the Day		Client Satisfaction Feedback (CSF)Form
END OF TRANSACTION						

DA-Tumaga Complex, Tumaga Rd, Zamboanga City
Telephone No. 062-991-6350

SCHEDULE OF AVAILABILITY OF SERVICE: Monday- Friday (except holidays) for Chemical Feed Analysis Every Friday for Aflatoxin Analysis
8:00am – 5:00pm, NO NOON BREAK

WHAT ARE THE REQUIREMENTS : Feed samples (Feed Analysis) If sample is homogenous (pure)-must be 250gms,
If sample is heterogeneous (mixed feeds)-must be 250gms
Corn samples (Aflatoxin Analysis) must be 1 kg.

Steps	Applicant/Client	Service Provider	Duration of activity (under normal circumstances)	Person in charge	Fees	Forms
1	Submits feed samples and fill up transmittal form	Receives sample and provides transmittal form	5 minutes	LUCENA JIMERA; JENNIFER MAGTIRA	None	BAI transmittal form/ Logbook
2	Pays the corresponding fee and to return on scheduled date of release	Issues Temporary Receipt Process Analysis	5 minutes	Receiving Officer/ Officer of the Day	None	
		Crude protein Analysis	3 days/batch	MERCITA HERBANO	216.00	Logbook
		Moisture Analysis	1 day/batch	REMEDIOS BILLANES	120.00	Logbook
		Ash Determination	1 day/batch		120.00	Logbook
		Feed Microscopy	1 day/batch		120.00	Logbook
		Salt Analysis	2 days/batch	LUCENA JIMERA	240.00	Logbook
		Mineral Analysis	3 days/batch		240.00	Logbook
		Calcium Analysis	2 days/batch		240.00	Logbook
		Phosphorous Analysis	1 day/batch	RIKKO JEREMY PEDROZA	450.00	Logbook
		Fats Analysis	3 days/batch		216.00	Logbook
Aflatoxin Analysis	Every Friday	MERCITA HERBANO; REMEDIOS BILLANES	1300.00	Aflatoxin Form (AF)/logbook		
3	Claims results and affixes signature on the logbook	Releases Results	5 mins/sample	Officer of the Day		Feed Control (FC) Form, CS Form
4	Fills-up Client Satisfaction Feedback (CSF) Form and drops in suggestion box.	Provides Client Satisfaction Feedback (CSF) Form	5 minutes	Officer of the Day		CSF
END OF TRANSACTION						

Regional Crop Protection Center (RCPC)

Sudlon, Molave, Zamboanga del Sur
Email address : dazampen@gmail.com

FRONTLINE SERVICE : **PROVISION OF BIOLOGICAL CONTROL AGENTS (BCAs)-** (*Trichogramma japonicum* and *Trichogramma evanescens*, *Chilocorus nigrita*, *Telsimia nitida*, and *Metarhizium anisopliae*)
Monday- Friday, (except holidays) 8:00am – 5:00pm, NO NOON BREAK

SCHEDULE OF AVAILABILITY OF SERVICE:

WHO MAY AVAIL OF THE SERVICE : Local Government Units (LGU), Agricultural Extension Workers (AEWs), Farmer’s Associations (FAs),Civil Society Organizations (CSOs) and Walk-in Farmers

WHAT ARE THE REQUIREMENTS : Pests Damaged report (certified by MAO) and Barangay resolution

HOW TO AVAIL THE SERVICE

Steps	Applicant/Client	Service Provider	Duration of activity (Under Normal Circumstances)	Person In Charge	Fees	Forms
1	Submits required damaged report and barangay resolution	Receives & evaluates damaged report and resolution submitted	10 minutes	Officer of the Day	None	
2	Fills-up Requisition Issuance Slip (RIS) Form	Provides Requisition Issuance Slip (RIS) Form	10 minutes	Officer of the Day	None	Requisition Issuance Slip (RIS) Form
3	Proceeds to the releasing area	Prepares the no. of BCAs required (Trichocards, pcs or in bags)	30 minutes to 1 hour	Laboratory In charge	None	
4	Receives the Biological Control Agent (BCA)	Releases the requested services with instruction on handling and method of application	10 minutes	Laboratory In charge	None	
5	Fills-up Client Satisfaction Feedback (CSF) Form and drops at suggestion box	Provides Client Satisfaction Feedback (CSF)Form	10 minutes	Laboratory In charge	None	Client Satisfaction Feedback (CSF) Form
	END OF TRANSACTION					