



City Agriculture Office

External

Bio Control Laboratory Services

The Department provides Bio Control Agents to the farmer/fisher folk organizations that engage in the production of rice, corn, fish, mollusks and vegetables.

Office or Division:	Crops Divisions			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All qualified farmers and fisherfolk.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Received or approved Letter of intent/ request address to the City Mayor		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log in in visitor's logbook/ scan the SCCTRACKER ID and submit one (1) received copy / approved letter specifying the nature of request address to the City Mayor	1. Accept the request.	None	5 minutes	<i>Bio Control Laboratory in-charge</i>
2. Sign recipient's logbook/ issue / withdrawal slips	2. Releasing of release of bio-control agents	None	10 minutes	<i>Bio Control Laboratory in-charge</i>

Crop Insurance Services

The Department helps facilitate crop insurances to farmers and fisherfolks.



Office or Division:	Crops Divisions			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All qualified farmers and fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Insurance application forms / notice of loss forms		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log in in visitor's logbook/ scan the SCTRACKER ID and submit two (2) copies of insurance / notice of loss	1. Accept the forms	None	5 minutes	<i>Assistant Department Head/ Supervising Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists</i>
	2. Endorsement of forms to Provincial Agriculture office	none		<i>Assistant Department Head/ Supervising Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists</i>

FishR (Fisherfolk Registration) and BoatR (Boat Registration)

This service of the Department is a simplified system for registrations of both fisherfolks, fishing boats and gears, three (3) gross tons or less who are directly dependent and indirectly dependent on fishing.

Office or Division:	Fisheries Division
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	Fish farmers, municipal fishermen, commercial fishworkers, fish processors, fish traders and fish vendors.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) photocopy of Boat ad measurement		City Agriculture Office		
One (1) photocopy of identification of Fishing Gear		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the office, log-in in visitor's logbook/ scan the SCCTRACKER ID and file the documents	1. Accept and evaluate the documents.	None	1 minute	<i>Assistant Department Head/ Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
2. Fill up the registration forms (for new applicants)	2. Conduct interview.	None	5 minutes	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
	2.1. Picture taking	None	1 minute	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
	2.2. Conduct of inspection and documentation (for fishing boats and gears)	None	1 day	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
	2.3. Processing and printing of identification cards.	none	5 days	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
3. Signing of recipients' logbook.	3. Releasing of identification card	none	15 minutes	<i>Supervising Aquaculturist/ FishR, BoatR and</i>



	(Fishermen ID)			<i>FishGear Coordinator</i>
	3.1 Entry in the Fisherfolk, Boat and Gear Registries	none	10 minutes	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>

City Nursery Care Services

The Department provides seedlings to the qualified beneficiaries for potted plants (vegetables and fruit trees).

Office or Division:	Crops Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Received or approved Letter of intent/ request address to the City Mayor		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log-in in visitor's logbook/ scan the SCCTRACKER ID and submit one (1) received copy/approved letter specifying the nature of request address to the City Mayor	1. Accept the request.	None	2-3 minutes	<i>Assistant Department Head/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologist</i>
2. Wait for the schedule of validation and actual orientation	2. Schedule the farm visit/validation	None	15 minutes	<i>Assistant Department Head/ Supervising Agriculturist/ Agriculturist II/</i>



				<i>Agricultural Technologists</i>
3. Sign recipient's logbook/ issue slip / withdrawal slip	3. Release of available seedlings/potted plants	None	5 minutes	<i>Assistant Department Head/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists/ City Nursery in Charge</i>

Marine Mammals Conservation and Protection Services

The Department strictly implements Sec. 102 of Republic Act 8550 as amended by the Republic Act 10654 re: Fishing or Taking of Rare, Threatened or Endangered species as classified on Convention on the International Trade in Endangered Species of Wild Fauna and Flora (CITES) appendices. One of those are the sea turtles "pawikan".

Office or Division:	Fisheries Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Coastal residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone call or visit the City Agriculture Office-, log-in in visitor's logbook/ scan the SCCTRACKER ID 1.1 Identify yourself and report the beaching, stranding, and trapping of rescued marine mammals.	1. Accept the call.	None	10 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/ BantayDagat and Fish Health Coordinators</i>



2. Wait for the schedule of validation and actual site visit	2. Field validation/ site visit	None	30 minutes	<i>Supervising Aquaculturist</i>
	2.1 Conduct interview and documentation	None	5 minutes	<i>Supervising Aquaculturist</i>
	2.2 Tagging (if tag is available) and releasing of the species off-shore	None	1 hour	<i>Supervising Aquaculturist/ BantayDagat Coordinator/ Deputized Fish Wardens</i>
3. Processing and releasing of incentive	3. Process and releasing of (rice)incentive	None	1 day	<i>Supervising Aquaculturist/ BantayDagat Coordinator/ Deputized Fish Wardens</i>

Organic Trading Post Services

The Department's Organic Trading Post provides a marketing area for farmer's products.

Office or Division:	Crops Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All qualified farmers, association/organization / producers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter specifying the intention to display / sell products		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log-in in visitor's logbook/ scan the SCCTRACKER ID	1. Accept the request.	None	5 minutes	<i>Assistant Department Head/ Supervising Agriculturist/ Agriculturist II/ Agriculture</i>



and submit a letter specifying the intention to display/sell products				<i>Technologist</i>
2. Arranging schedule of harvest.	2. Farmer / producer validation / scheduling of buying	None	15 minutes	<i>Assistant Department Head/ Supervising Agriculturist/ Agriculturist II/ Agriculture Technologist</i>
3. Bringing of products in the Organic Trading Post.	3. Acceptance / buying of products	none	10-30 minutes	<i>Organic Trading Post Management Team</i>
4. Receiving of payments for products	4. Paying of products	None	10 minutes	<i>Organic Trading Post Management Team</i>

Processing of Fishing Permit Applications

The application for fishing within the City Waters of Silay shall be secured first from the department, processed and forwarded to the License Division for issuance of Mayor's Permit.

Office or Division:	Fisheries Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Fishery operators using fishing gears with fishing boats three (3) gross tons or less including service boats of shell divers, shallow and Deep Sea Fish Corrals, sail boats "de layag" and paddle boats "de bugsay"	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) Original copy of Barangay Clearance		Resident
One (1) photocopy of Voter's ID		Commission on Election
One (1) Community Tax Certificate		City Treasurer's office
One (1) photocopy of Certificate of Ownership/ Deed of Sale		Notary Public



One (1) photocopy of FishR/ BoatR Registry		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the office, log-in in visitor's logbook/ scan the SCCTRACKER ID and file the documents	1. Accept and evaluate the documents.	None	5 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/ Fisheries Permit and License Coordinator</i>
	1.1. Conduct of inspection and documentation (for new applicants)	None	1 day	<i>Supervising Aquaculturist/ Fisheries Permit and License Coordinator</i>
	1.2. Processing of permit applications	None	15 minutes (as the case may be)	<i>Supervising Aquaculturist/ Fisheries Permit and License Coordinator</i>
2. Signing of recipients' logbook.	2. Releasing of processed applications forms.	none	15 minutes	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
	2.1 Endorsement to the CTO/BPLO	none	15 minutes	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>

Provision of “Bantay Dagat” Services

The Bantay Dagat Task Force are combined/trained personnel of the Department and active officers and members of different fisherfolk's associations who are duly deputized by the City Mayor to protect and conserve the City's territorial waters against illegal fishing activities.



Office or Division:	Fisheries Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Coastal residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone call to the City Agriculture Office. Identify yourself and specify the nature of complaints/violations	1. Accept the call.	None	10 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/ BantayDagat Coordinator</i>
2. Wait for the schedule of validation and actual investigation	2. Field validation by foot patrol and investigation	None	Half day	<i>Supervising Aquaculturist/ BantayDagat Coordinator</i>
3. Conduct of seaborne and foot patrol	3. Seaborne patrol 3.1 The BantayDagat Team will make an ocular inspection of the site and make necessary plans to facilitate seaborne and foot patrol operation.	None	1 day (as the case may be)	<i>Fishery law Enforcement Officers(detailed from PNP) and Deputized Fish Warden</i>
	3.2 Orderly inspections /early warnings / apprehensions and filing of appropriate administrative cases with the City Prosecutor's Office (CPO).	None	As the case may be.	<i>Supervising Aquaculturist/ BantayDagat Coordinator/ Fishery Law Enforcement Officers and Deputized Fish Wardens</i>
	3.3 Photo documentation and preparations of exhibits	none	As the case may be	<i>Supervising Aquaculturist/ BantayDagat Coordinator/</i>



				<i>Fishery Law Enforcement Officers and Deputized Fish Wardens</i>
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Provision of Production Support Services

The Department provides production support services to the organized farmer/fisher folk organizations that engage in the production of rice, corn, fish, mollusks and vegetables.

Office or Division:	Crops and Fisheries Divisions			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Organized farmers/ fishermen association/organization/cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Received or approved Letter of intent/ request address to the City Mayor		City Agriculture Office		
One (1) Photocopy of SP accreditation for associations / PO's		Sangguniang Panlalawigan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log-in in visitor's logbook/ scan the SCTRACKER ID and submit one (1) received copy/approved letter specifying the nature of request address to the City Mayor.	1. Accept the request.	None	5 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists</i>
2. Submit Identification card	2. Checking of farmer's records in Registry System for Basic Sectors in	None	10 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/</i>



	Agriculture			<i>Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists</i>
3. Wait for the schedule of validation and releasing of available inputs	3. Schedule the farm and visit/validation 3.1. Prepare purchase request for not available production support	None	10 minutes	<i>Assistant Department Head/ Supervising Aquaculturist / Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists</i>
4. Sign recipient's logbooks/ issue slips / withdrawal slips/ acknowledgement receipts (AR).	4. Release of available inputs	None	5-10 minutes	<i>Assistant Department Head Supervising Agriculturist/ Supervising Aquaculturist/ Agriculturist II/ Agricultural Technologists</i>

Provision of Technical Assistance on Rice, Corn, Fish, Mollusks and Vegetable Production

The Department provides technical assistance to the farmer/fisher folk organizations that engage in the production of rice, corn, fish, mollusks and vegetables.

Office or Division:	Crops and Fisheries Divisions	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All organized Farmers' / Fishermen Cooperatives / Associations in Silay City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Received or approved Letter of intent/ request address to the City Mayor		City Agriculture Office
One (1) Photocopy of SP accreditation for associations / PO's		Sangguniang Panlalawigan



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit the Office of the City Agriculturist, log-in in visitor's logbook/ scan the SCCTRACKER ID</p> <p>and submit one (1) received copy / approved letter specifying the nature of request address to the City Mayor</p>	1. Accept the request.	None	5 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists</i>
2. Submit Identification card	2. Checking of farmer's records in Registry System for Basic Sectors in Agriculture (RSBSA)	None	15 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists</i>
3. Wait for the schedule of validation and actual orientation	<p>3. Schedule the farm and home visit/validation</p> <p>3.1. Actual orientation</p>	None	1 day	<i>Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists</i>
4. Sign recipient's logbooks/ issue / withdrawal slips/ acknowledgement receipts (AR).	4. Release of available inputs	None	15 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists</i>



Registry System for Basic Sectors in Agriculture (RSBSA)

This service of the Department is a simplified system for registrations of farmers and fisherfolk in the City.

Office or Division:	Crops and Fisheries Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All qualified farmers and fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) photocopy of valid government ID		Resident		
Barangay Certificate or photocopy of land ownership		Department of Agrarian Reform Office, Barangay Hall		
One (1) 2 x 2 ID Picture		Any photo printing offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log in in visitor's logbook/ scan the SCCTTRACKER ID and bring all the requirements.	1. Accept and evaluate the documents submitted.	None	5 minutes	<i>Assistant Department Head/ Supervising Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists</i>
2. Wait for the interview.	2. Conduct interview	None	15 minutes	<i>Assistant Department Head/ Supervising Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists</i>



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Write a feedback or answer the client feedback form and drop it at the designated drop box in every office of the city government
How feedback is processed	At the end of the week, the concerned head of office opens the drop box and records all feedbacks submitted. If the feedback needs to be answered and if

	3. Endorsement to Department of Agriculture RFO 6 satellite office			<i>Assistant Department Head/ Supervising Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists</i>
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	<p>contact information is provided, the head of office answers the feedback through telephone or written letter. A summary of all feedbacks with action taken are submitted to the Office of the City Mayor, copy furnished the Human Resource Management Office, every month.</p>
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<p>How to file a complaint</p>	<p>The client may submit his letter of complaint or Complaint Affidavit to the City Mayor's Office. The complaint shall include the name of the employee being complained, the date, time, place and other circumstances of the incident. It may also include affidavits of witness(es) and other evidence.</p>
<p>How complaints are processed</p>	<p>The City Mayor takes action on the Complaint submitted in accordance with the Rules on Administrative Cases in the Civil Service (RACCS) and other related issuances or law.</p>
<p>Contact Information</p>	<p>Please refer to the contact information of every office on the following page.</p>