



CITY AGRICULTURE OFFICE
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)



I. Mandate

The City Agriculture Department, principal agency of the Local Government Unit of Olongapo City, is committed in promoting sustainable agriculture, ensuring food security, and enhancing the livelihoods of farmers, fisherfolks, and the local community. As part of our commitment to transparency, accountability, and efficient service delivery, we present the Citizen's Charter. This document outlines our key services, the standards we strive to achieve, and the rights and responsibilities of citizens in their interactions with the Department.

II. Vision

To be a leading advocate and catalyst for sustainable agriculture, food security, and prosperous livelihoods, ensuring the well-being and resilience of Olongapo City's farmers, fisherfolk, and the local community.

III. Mission

We are dedicated to promoting sustainable agriculture practices, empowering farmers and fisherfolk, and fostering a vibrant local community. Through effective policies, innovative programs, and strategic partnerships, we strive to enhance food security, increase agricultural productivity, and improve the quality of life for all residents of Olongapo City. Our commitment to transparency, accountability, and efficient service delivery drives us to consistently provide accessible information, effective support, and reliable assistance to our stakeholders.

IV. Service Pledge

We commit to:

1. Enforce rules and regulations related to Agriculture and Fishery
2. Coordinate with various NGOs/CSOs regarding the promotion of agricultural productivity through appropriate technology compatible with the environment.
3. Exercise similar functions and perform other duties as be prescribed by laws or ordinance.
4. Provide total coverage of banner programs and other field areas relative to agriculture and fishery.
5. Approach clients and recipients and tailor specific customer training courses to fit their specific requirements.
5. Provide high quality training in the various banner programs (corn/cassava/rice, high value crop program and livestock production to registered associations and Gulayan sa Paaralan program through modern technology of farming.



6. Provide support to clients (upland /lowland) in monitoring and providing solutions to request logged by cooperating with the application and technical support unit.
7. Communicate with registered farmers and fisherfolks.
8. Promote enthusiasm for the job, common sense and initiative
9. Perform technical fisheries management activities and on methods of care rearing of fish diseases /fish gathering methods and equipment.
10. Exercise general supervision and control over implementation of Agricultural projects, programs (which the City Mayor is empowered to implement) Sanggunian to provide code.
11. Recommend to the council and advice the City Mayor on all matters related to Agriculture which will improve the livelihood and living conditions of the citizens and exercise such other powers as maybe prescribed by the law.
12. Ensure that maximum assistance and access to resources in the production, processing and marketing of agricultural, aqua-cultural and marine products are extended to farmers, fishermen and local entrepreneurs.
13. Assist and develop account handling duties to become multi-skilled in order for them to develop and become more skilled in their own careers as an Agriculture extension worker and to boost their moral.
14. Attend all requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



LIST OF SERVICES

Office of the City Agriculture

External Services

1. Landbank RA 10848 program of Agricultural Competitiveness Enhancement Fund mandate to manage the credit component of the farmers and fisherfolks community
2. Request for vegetable seeds and seedlings
3. Request for meetings/seminars on Urban Gardening through modern technology of farming
4. Kabalikat sa Kabuhayan Vegetable Farmers Project
5. Request for Trimming of Trees
6. Rice Farmer Financial Assistance Program

Internal Services

1. Request for vegetable seeds and seedlings

Feedback and Complaints Mechanism



City Agriculture Office
External Services



1. Landbank R.A 10848 of Agricultural Competitiveness Enhancement Fund define the major credit parameter (borrower, loan purpose, loanable amount and mandate Land Bank to manage the credit component.

The City Agriculture accepts application for Landbank ACEF program and provides endorsement.

Office/Division:	Office of the City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All registered fisher folks from the three coastal Barangays namely Kalaklan, Banicain and Barretto.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form from Landbank Individual Business plan City Agriculturist Certification		Landbank/ City Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Assistance Desk	1. Give the Log Book to the client	none	3 minutes	Administrative Aide 1 Office of the City Agriculture office
2. Submit the filled-up Landbank application form at the receiving desk	2. Receive the filled-up application form and check for the completeness of the said form	none	3 minutes	Administrative Assistant 1 Office of the City Agriculture office
	2.1 Review the accomplished application form and other similar attachments	none	3 minutes	Administrative Aide 1 Office of the City Agriculture
	2.2 Bring the required documents to the desk of the City Agriculturist for approval	none	5 minutes	Administrative Aide 1 Office of the City Agriculture
	2.3 Issue the certification letter	none	3 minutes	Administrative Aide 1 Office of the City Agriculture
3. Bring the approved/certification letter to Landbank for	3. Receive the approved / certified	none	3 minutes	Landbank personnel



the loan approval	application			
		Total	none	20 minutes



2. Request for vegetable seeds and seedlings

The City Agriculture provides vegetable seeds and seedlings available to all clients.

Office/Division:	Office of the City Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (1 original, 1 photocopy)		clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1. Receive the request letter	none	3 minutes	Administrative Aide 1 Office of the City Agriculture
	1.1 Review and evaluate the request letter and recommend course of action	none	5 minutes	Administrative Aide 1 Office of the City Agriculture
	1.2 Bring the request letter to the desk of the City Agriculturist for comment and action	none	5 minutes	Administrative Aide 1 Office of the City Agriculture
2. Receive vegetable seeds and seedlings	Provide vegetable seeds and seedlings	none	3 minutes	
	Total	none	16 minutes	



3. Request for meetings /seminars on Urban Gardening through Modern Technology of farming

Primary and Secondary School Teachers / PTA / Federation of Senior Citizen/Barangay Councils, BPATS, walk-in individuals, seminars /trainings on modern technology of farming may request the office, the City Agriculture for seminars.

Office/Division:		Office of the City Agriculture office		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business Citizen G2C – Government to Citizen G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter received by the Mayor's Office		Clients Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the Assistance desk	1. Give the Log Book to the client	none	3 minutes	Administrative Aide 1 Office of the City Agriculture
2. Submit the required documents at the receiving desk	2. Receive the letter of request and check for the completeness of the form	none	3 minutes	Administrative Aide 1 Office of the City Agriculture
	2.1 Bring the required documents/request letter to the desk of the City Agriculturists for approval	none	5 minutes	Administrative Aide 1 Office of the City Agriculture
3. Receive the approval request	2.2 Issue the approved request	none	3 minutes	Administrative Aide 1 Office of the City Agriculture
Total		none	14 minutes	



4. Kabalik sa Kabuhayan, Vegetables Farmers' Project

The City Agriculture assists the Kabalik sa Kabuhayan, a High-Value Crop Program, a joint project with the SMFI and Farm Owners to help promote and support the sustainable Agriculture in Olongapo City.

Office/Division:		Office of the City Agriculture		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Vegetable Farmers in Olongapo City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter requesting assistance to conduct Kabalik sa Kabuhayan, farmers vegetable project b (1 original, 1 photocopy)			Requestor	
Action Slip (1 original)			Office of the City Mayor – Front Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the Assistance Desk	1. Give the Log Book to the client	none	3 minutes	Administrative Aide II Office of the City Agriculture
2. Submit the required documents at the Receiving Desk	2. Receive the required documents and check for the completeness of the form	none	3 minutes	Administrative Aide II Office of the City Agriculture
	2.1 Bring the letter request to the City Agriculturist for approval	none	3 minutes	Administrative Aide II Office of the City Agriculture
3. Receive approved request	3. Issue a copy of approved request	none	3 minutes	Administrative Aide II Office of the City Agriculture
	Total	none	12 minutes	

5. Request for Trimming of Trees



The City Agriculture conducts site validation on the requested tree trimming of an individual residing in the community.

Office/Division:		Office of the City Agriculture		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Individual living in the community/City of Olongapo		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter requesting assistance to conduct tree trimming that are hazardous to the public living in the community		Requestor individual living in the community in Olongapo City		
Action Slip (1 original)		Office of the City Mayor – Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Assistance desk	1. Give the Log Book to the client	none	3 minutes	Administrative Aide II Office of the City AGRICULTURE
2. Submit the required documents at the Receiving desk	2. Receive the required documents with the approval from the Barangay Captain the requestor's residence	none	3 minutes	Administrative Aide II Office of the City Agriculture
	2.1 Scheduled the date of site validation	none	5 minutes	Administrative Aide II Office of the City Agriculture
	2.2 Bring the letter of request to the desk of the City Agriculturist for approval	none	5 minutes	Administrative Aide II Office of the City Agriculture
	2.3 Conduct photo documentation	none	30 minutes	Administrative Aide I Office of the City Agriculture
3. Bring the approved/signed letter of request to the	3. Call the attention of the requestor and the	none	5 minutes	City Agriculturist Office of the City Agriculture



Office of the City Mayor	City Agriculture staff to conduct tree trimming			
	4. Issue Certification to cut /tree trimming	none	3 hours	Administrative Aide 1 Office of the City Agriculture Office
	Total	none	3 hours and 51 minutes	

6. Rice Farmers Financial Assistance

The City Agriculture conducts brief orientation regarding RFFA and provides assistance on how the clients may avail such program.

Office/Division:	Office of the City Agriculture			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers and fisherfolks with RSBSA			
Checklist of requirements		Where to secure		
The clients must submit a government issued ID and the rice farming area must also be validated.		Office of the City Agriculture		
Client Steps	Agency Action	Fees to be paid	Processing time	Person responsible
1. Sign in the Client Log Book at the Assistance desk	1. Give the Log Book to the client and verify their names if they are included in the RSBSA	none	3 minutes	Administrative Aide II Office of the City Agriculture



2. Submit the required documents at the Receiving desk	2. Receive the required documents	none	3 minutes	Administrative Aide II Office of the City Agriculture
	2.1 Scheduled the date of site validation	none	5 minutes	Administrative Aide II Office of the City Agriculture
	2.2 Bring the letter of request to the desk of the City Agriculturist for approval	none	5 minutes	Administrative Aide II Office of the City Agriculture
	2.3 Assist the client during the withdrawal at Western Union	none	20 minutes	Administrative Aide I Office of the City Agriculture
	Total	none	36 minutes	



City Agriculture Office
Internal Services



1. Request for seeds and seedlings

The City Agriculture office conduct distribution of vegetable seeds requesting LGU Employees.

Office/Division:		Office of the City Agriculture		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Offices of LGU Olongapo City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Mayor's Office		
Request letter from Mayor's Office		City Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the Receiving Desk	1. Give the Log Book to the client	none	3 minutes	Administrative Aide II Office of the City Agriculture office
2. Submit the required documents at the Receiving desk	2. Receive the required documents and check for the completeness of form	none	3 minutes	Administrative Aide II Office of the City Agriculture
3. Received the requested vegetable seeds available	3. Provide the requested vegetable seeds	none	3 minutes	Administrative Aide II Office of the City Agriculture
4. Sign-in the receiving log book	4. Evaluate the available vegetable seeds	none	5 minutes	Administrative Aide II Office of the City Agriculture
Total		none	14 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Fill-out the client feedback form and drop it at the designated drop box at the receiving desk. Clients may also write a letter and submit it to the receiving desk of the office of the City Agriculture.</p> <p>Contact info: 09996962908 09208181745 09388824344</p>
<p>How feedbacks are processed?</p>	<p>The Administrative Aide II opens the drop box daily and compiles all the acquired feedback forms.</p> <p>Feedback requiring answers are forwarded to the City Agriculturist for comment and action.</p>