

CITIZEN'S CHARTER

1. TRAINING ON ORGANIC FARMING/IQCS INSTALLATION

Provision of training to farmers to increase thier knowledge with the scientific adavances and technology tools in organic farming.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government , G2B - Government to business			
Who may avail	Farmers, all concerened individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* letter request addressed to office head - two (2) original copies		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to avail training/ seminar				
1. Approach the receiving clerk and register to visitors log book .	1. Accomodate/assist the client in filling out the information in the logbook	none	3 minutes	Receiving clerk
2 Submit the letter request to the receiving clerk	2. Receive the letter request and refer him/her to the personnel in - charge regarding the concern	none	1 minute	Receiving clerk
	2.1 Assess the kind of training needed		3 minutes	Technical personnel assigned
2.1. Client can also submit/send thier letter request through email organic.negocc@gmail.com *Inform the office after sending the request (call - (043) 700-8261)	2.1.1 Receive and acknowledge the emailed request letter	none	3 minutes	Office clerk
	2.1.2 Evalute the letter request and give copy to the office head		5 minutes	Technical personnel assigned

3. Wait for the approval and further instruction (personal)	3.1 Inform the client for the approval of letter request and provide instructions for the needed preparations	none	10 minutes	Office head/Technical personnel assigned
3.1 Wait for the approval of request to be communicated (email)	3.2 Contact/ inform the client for the approval of letter request and provide instructions for the needed preparations	none	10 minutes	Technical personnel assigned
4. Finalization of the training venue and schedule	4.1 Confirm the client about the final training schedule and venue.	none	5 minutes	Technical personnel assigned
	Conform the kind of activity to be conducted and should be coordinated with partner agencies/farmers organization			
	Conduct of training/seminar/ workshop Actual conduct of the activity (depend upon the the scope and duration of the traning)	none	Farmers class - 1 day Farmers worksop and seminer - 5 days Farmers Field School (FFS) - 16 weeks	Technical personnel assigned
	Prepare and submit training accomplishment report to the office head	none	1 day	Technical personnel assigned
TOTAL:			30 Minutes	

2. TECHNICAL ASSISTANCE FOR ORGANIC CERTIFICATION

[Third party certification by Organic Certifying Body (OCB)]

R.A. 10068 implement third party certification and BAFS registration for all products to be labeled as organic. Processing for third party certification is a tedious and very technical procedures especially in complying the minimum requirements sets under the Philippine National Standard on Organic Agriculture.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION
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Classification	Highly Technical			
Type of Transaction	G2C, G2B			
Who may avail	Individual farmers, small holder groups (associations, coops, etc.), and processors (inputs, foods)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent		Client		
Organic farm management protocols (Individual farmers)		Client		
Processing Manual with GMP (for inputs), Food Safety procedures/HCCP (foods)		Client		
Operation Manual with Internal Control System (Small holder groups)		Client		
Farm records and documentations (farm/facility map, process flow, etc..)		Client		
Farm/processing unit with actual operations during evaluation		Client		
Organic farm pre-assessment (evaluation) form		Organic Farming Division		
Pre-assessment findings and recommendations		Organic Farming Division		
Application form for organic certification and questionnaires, contracts, etc.		Organic Certifying Body (OCB)		
Payment of certification fee services to OCB.		Client/PGNO - Organic Farming Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to avail organic certification assistance. a. If submitted personally to the office, sign in to the client/visitor's log book. b. Can also be done by sending it to our e-mail address: organic.negocc@gmail.com .	Receive the letter of intent and log in the receiving log book for documentation.	None	2 minutes	Office clerk

2. Prepare the farm and all necessary documents, organic farm management protocol, forms, farm/facility map, and farm records pertaining to organic certification requirements.	Provide orientation on the minimum requirements sets under PNS on organic agriculture and documents to comply pertaining to farm operation needed for verification during the certification process.	None	15 minutes	Office technical personnel
3. Assist the evaluator during the inspection to attend some queries related to farm operations in compliance to standard requirements.	Conduct evaluation of farm/processing operation to assess compliance to organic standard requirements.	None	Individual farm/processor; 1-2 scopes - 1 day >3 scopes - 2 days Small holder groups ; 100 members - 5 days	Office technical personnel
4. Comply all the recommendations specified on findings of pre-assessment for a maximum of 14 days.	Provide recommendations from the findings of pre-assessment conducted.	None	Right after pre-assessment activity was concluded	Office technical personnel
5. Submit documents of compliances for review within the 14 days period.	After 14 days maximum period (time use for complying all given recommendations), check the farm/facility and review documents of compliances submitted.	None	the same day upon the receipt of submitted compliances (<i>This step depend to promptness of client in the submission of compliances</i>) maximum of	Office technical personnel
7. Submit additional necessary documents.	Assist the client if there's a need for further improvement.	None	1 day	Office technical personnel

8. Prepare all the documents required related to third party certification process.	If all the requirements are complied based on the minimum requirements of the PNS on Organic Agriculture, assist in applying with OCB for third party organic certification.	None	1 day	Office technical personnel
8. Submit application to OCB for organic certification and other related documents as required by OCB.	Assist the farmer in the preparation of all required documents by the OCB for scheduling of inspection.	None	2 days	Office technical personnel
TOTAL:		None	<i>Individual farm/processor ;</i> 1-2 scopes - 19 days, 17 mins >3 scopes - 20 days, 17 mins <i>Small holder groups ;</i> 100 members - 23 days, 17mins	

3. ORGANIC CERTIFICATION ASSISTANCE (SUBSIDY)

R.A. 10068 provision on incentives include subsidies for certification fees to farms and processing operations that have been compliant to Philippine National Standard on Organic Agriculture. Qualified for this service were operators belonging to SME that are ready for third party certification in the Province of Negros Occidental.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION	
Classification	Highly Technical	
Type of Transaction	G2C, G2B	
Who may avail	Individual farmers, small holder groups (associations, coops, etc.), and processors (inputs, foods)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of intent		Applicant
Organic farm management protocols (Individual farmers)		Applicant
Processing Manual with GMP (for inputs), Food Safety procedures/HCCP (foods)		Applicant
Operation Manual with Internal Control System (Small holder groups)		Applicant
Farm records and documentations (farm/facility map, process flow, etc..)		Applicant
Farm/processing unit with actual operations during evaluation		Applicant

Organic farm pre-assessment (evaluation) form Pre-assessment findings and recommendations Application form for organic certification and questionnaires, contracts, etc. Payment of certification fee services to OCB.		Organic Farming Division Organic Farming Division Organic Certifying Body (OCB) Province of Negros Occidental - Organic Farming Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to avail organic certification assistance. a. If submitted personally to the office, sign in to the client/visitor's log book. b. Can also be done by sending it to our e-mail address: organic.negocc@gmail.com .	Receive the letter of intent and log in the receiving log book for documentation.	None	2 minutes	Office clerk
2. Prepare the farm and all necessary documents, organic farm management protocol, forms, and records pertaining to organic certification requirements.	Provide instruction and orientation about the subsidy program and organic certification requirements and schedule date for pre-assessment of organic farm.	None	15 minutes	Office technical personnel
3. Assist the evaluator during the inspection to attend some queries related to farm operations in compliance to standard requirements.	Conduct farm/processing operation pre-assessment and evaluation in compliance to organic standard requirements.	None	Individual farm/processor; 1-2 scopes - 1 day >3 scopes - 2 days Small holder groups :	Office technical personnel
4. Comply all the recommendations specified on findings of pre-assessment for a maximum of 14 days.	Provide recommendations from the findings of pre-assessment conducted.	None	Right after pre-assessment activity was concluded	Office technical personnel
5. Submit documents of compliances for review during the 14 days period.	Review documents of compliances submitted based on recommendations provided.	None	the same day upon the receipt of submitted compliances <i>(This step depend to promptness of</i>	Office technical personnel

6. Wait for the result of decision to be communicated.	Prepare result of decision on the review of submitted compliances.	None	1 day after the review of documents submitted	Office technical personnel
7. Submit additional necessary documents .	Inform the client on the result of his/her application for organic certification assistance.	None	Same day the decision result of review was made	Office technical personnel
a. Prepare all the documents required related to third party certification process.	If decision is APPROVED, include to the list of subsidize farmers and proceed to step 8.			
b. Comply all the major deviation not complied as stated by disapproval and submit for re-evaluation.	If decision is DISAPPROVED, explain the reasons for denial and give recommendation for improvement.			
8. Submit application for organic certification and other related documents for OCB's review.	Assist the farmer in the preparation of all required documents by the OCB for scheduling of inspection.	None	2 days	Office technical personnel
TOTAL:		None	<i>Individual farm/processor;</i> 1-2 scopes - 18 days, 17 mins >3 scopes - 19 days, 17 mins Small holder groups ; 100 members - 22 days, 17mins	

ORGANIC CERTIFICATION ASSISTANCE

R.A. 10068 provision on incentives include subsidies for certification fees to farms and processing operations that have been compliant to Philippine National Standard on Organic Agriculture. Qualified for this service were operators belonging to SME that are ready for third party certification in the Province of Negros Occidental.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION
Classification	Highly Technical
Type of Transaction	G2C, G2B, G2G

Who may avail	Individual farmers, small holder groups (associations, coops, etc.), and processors (inputs, foods)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent Organic farm		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to avail organic a. If submitted personally to the office, b. Can also be done by sending it to our	Receive the letter of intent and provide instruction and orientation about the program.	None	15 minutes	Office clerk
2. Prepare the farm and all necessary	Schedule date for pre-assessment of	None	1 day after the receipt of	Division Head
3. Assist the evaluator during the	Conduct farm pre-assessment and	None	Individual farm &	Office technical personnel
4. Comply all the recommendations	Provide recommendations from the	None	Right after pre-assessment	Office technical personnel
5. Submit documents of compliances for	Review documents of compliances	None	the same day upon the	Office technical personnel
6. Wait for the result of decision to be	Prepare result of decision on the review	None	1 day after the review of	Office technical personnel
7. Submit additional documents. a. Prepare all the documents required b. Comply all the major deviation not	Inform the client on the result of his/her If decision is APPROVED, include to the If decision is DISAPPROVED, provide the	None	Same day the decision result of review was made	Office technical personnel
8. Submit application for organic	Assist the farmer in the preparation of all	None	3 days	Office technical personnel
TOTAL:			Individual farm & processor; 1-2 scopes - 6 days, 15 mins >3 scopes - 7 days, 15 mins Small holder groups ; 100 members - 11 days, 15mins	

ORGANIC SUPPORT SERVICES- Provision of organic inputs

Provision of organic inputs such as seeds/ fertilizers, etc., to farmers practicing organic agriculture in order to increase productivity and be able to produce their own organic seeds for sustainable organic agriculture production.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may avail	Individual farmers, smallholder groups (associations, cooperatives)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Letter of Intent Organic farm List of beneficiaries		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent signed by the group's president/ chairman for the availment of organic seeds/ fertilizers to the division *Can be submitted directly to the office *Can also be sent through the office's e-mail address @ organic.negocc@gmail.com	1.1. Receive the letter of intent	None	3 mins	Receiving Clerk
	1.2. Provide orientation regarding the program	None	15 mins	Office Technical Personnel
2. Prepare the area and necessary documents (list of beneficiaries) for validation	2.1. Review documents submitted 2.2. Proceed to area validation 2.3. Prepare report to be submitted to the Division head	None	1 day	Office Technical Personnel

3. Wait for the results of validation	Review report for approval a. If approved, proceed to next step. b. If disapproved, relay the reason of disapproval to the farmer	None	30 mins	Division Head
4. Proceed to the office for signing of necessary documents on the availment of organic seeds/ fertilizers, etc.	4.1. Prepare and assist the farmer beneficiary in the signing of important documents	None	3 mins	Office Technical Personnel
* Receiving of organic seeds/ fertilizers, etc.	4.2. Distribution of organic seeds/ fertilizers	None	15 mins	Division Head/ Office Technical Personnel
TOTAL:		None	1 Day, 1 hour, 6 minutes	

CITIZEN'S CHARTER

5. REQUEST FOR INFORMATION EDUCATION CAMPAIGN (IEC) MATERIALS (ORGANIC FARMING PRACTICES)

The office attends to walk-in clients and field request relative to distribution of IEC materials, in order to help farmers and to those individual who wants to understand/ learn proper knowledge and skills regarding organic agriculture practices .

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government , G2B - Government to business

Who may avail		Farmers, all concerned individual, walk in clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IEC materials request form		Organic Farming Development and Promotions Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline personnel and register to visitors log book.	Assist the client	none	2 minutes	Office clerk
2. Request for IEC materials by filling out the request form	2. Gives request form 2.1 Receives and evaluate the request form and releases the request IEC Materials	none	3 minutes	Office clerk
3. Receives the IEC Materials and signs the acknowledgement receipt	Receives the accomplished acknowledgement receipt	none	2 minutes	Office clerk
END OF TRANSACTION				
TOTAL:			7 minutes	